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safety
council

POWERED BY SACIA

RE-OPENING GUIDELINES



THE EVENT SAFETY COUNCIL
RE-OPENING GUIDELINES FOR THE
EVENT INDUSTRY IN SOUTH AFRICA

COVID-19 SAFETY AND PREVENTION MEASURES



CONTENTS

1. AIM & SCOPE OF THE RE-OPENING GUIDELINES	1
2. INTRODUCTION	2
3. BACKGROUND	4
3.1 HOW TO USE THE RE-OPENING GUIDELINES	4
3.2 WHAT WE KNOW ABOUT COVID-19.....	4
3.3 SOUTH AFRICAN COVID-19 LEGISLATED REQUIREMENTS AFFECTING THE EVENTS INDUSTRY	8
4. THE IMPORTANCE OF RE-OPENING THE EVENTS INDUSTRY	10
4.1 ROLE OF THE EVENT ORGANISER.....	11
4.2 PLANNING AN EVENT WHILST COVID-19 IS PREVALENT	11
4.3 DISCLAIMER AND LEGAL NOTICE.....	12
5. EVENT DEFINITIONS & TERMINOLOGY	14
6. PREVENTION & CONTROL MEASURES FOR THE EVENTS INDUSTRY	16
6.1 COVID-19 PREVENTION STRATEGY	16
6.1.1 <i>Risk Assessment Process</i>	16
6.1.2 <i>Hierarchy of Controls</i>	18
6.1.3 <i>Key Control Measures</i>	18
6.1.4 <i>Operational Measures</i>	19
6.2 ROLES AND RESPONSIBILITIES – APPOINTMENT/S.....	19
6.3 STAKEHOLDERS & ROLE-PLAYERS.....	20
7. EVENTS INDUSTRY RISK LEVELS	21
7.1 COVID-19 RISK LEVEL FRAMEWORK TO RE-OPENING EVENTS.....	21
7.1.1 <i>Very Low Risk Exposure Event</i>	22
7.1.2 <i>Low Risk Exposure Event</i>	23
7.1.3 <i>Moderate Risk Exposure Event</i>	24
7.1.4 <i>High Risk Exposure Event</i>	25
7.1.5 <i>Very High Risk Exposure Event</i>	26
8. COMMUNICATION AND PUBLIC INFORMATION	28
8.1 KEY CONSIDERATIONS	28
8.2 RISK COMMUNICATION STRATEGY	28
8.3 CONTACT TRACING	29
9. STAFF HYGIENE & HEALTH MANAGEMENT	30
9.1 STAFF HEALTH GUIDELINES & BEST PRACTICES.....	30
9.1.1 <i>Staff Induction</i>	30
9.1.2 <i>Social Distancing While Working</i>	30
9.1.3 <i>Staff Hygiene Best Practices</i>	30
9.1.4 <i>Coughing & Sneezing Etiquette</i>	31
9.2 STAFF PERSONAL PROTECTIVE EQUIPMENT (PPE)	31



9.2.1	<i>Gloves</i>	31
9.2.2	<i>Masks</i>	31
9.2.3	<i>Additional Personal Protective Equipment (PPE)</i>	32
9.3	STAFF TEMPERATURE SCREENING.....	32
9.4	RESPONSE PLANNING.....	32
9.4.1	<i>Symptomatic Case</i>	32
9.4.2	<i>Confirmed case</i>	33
10.	ATTENDEE MANAGEMENT	34
10.1	ROLES & RESPONSIBILITIES.....	34
10.1.1	<i>Event Safety Officer</i>	34
10.1.2	<i>COVID-19 Compliance Officer</i>	34
10.1.3	<i>Security</i>	35
10.1.4	<i>Medical Staff</i>	36
10.1.5	<i>Stewards, Volunteers & Ushers</i>	36
10.2	INGRESS (ENTRANCE MANAGEMENT).....	36
10.2.1	<i>Sanitation Stations</i>	36
10.2.2	<i>Parking</i>	37
10.2.3	<i>Queue Management</i>	37
10.2.4	<i>Attendee Access Control, Screening & Health Checks</i>	37
10.2.5	<i>Intervals</i>	39
10.2.6	<i>Ticket office / Information Centres</i>	39
10.2.7	<i>Accommodating Special Needs Attendees</i>	40
10.2.8	<i>Psychosocial Considerations</i>	40
10.3	EGRESS (EXIT MANAGEMENT).....	41
10.3.1	<i>Exit Management Procedures</i>	41
10.3.2	<i>Emergency Evacuation Procedures</i>	41
11.	SANITISATION, CLEANING & HYGIENE	42
11.1	DECONTAMINATION.....	42
11.2	DISINFECTION.....	43
11.3	SANITISING HIGH-TOUCH AREAS.....	44
12.	VENUE REQUIREMENTS	45
12.1	TYPES OF VENUES.....	45
12.2	SOCIAL DISTANCING WITHIN A VENUE.....	46
12.3	TOILETS.....	46
12.4	POINT OF SALE.....	47
12.5	MERCHANDISE.....	47
12.6	MEDICAL MANAGEMENT AT VENUES.....	48
12.7	WASTE MANAGEMENT.....	49
12.8	FOOD AND BEVERAGE SERVICE.....	49
12.8.1	<i>Seated Dining Areas</i>	49
12.8.2	<i>Serving</i>	49
12.8.3	<i>Staff Procedures</i>	50
12.8.4	<i>High Touch Risk Items</i>	50



12.8.5	Control Measures.....	51
12.8.6	Kitchen environment.....	51
13.	EVENT MANAGEMENT IN REGARDS TO COVID-19	53
13.1	DIVISION OF AUTHORITY AND RESPONSIBILITY	53
13.2	BOOKING AN EVENT SPACE.....	54
13.3	PERFORMANCE AREAS	54
13.4	MATERIAL HANDLING & SANITATION OF PRODUCTION EQUIPMENT	55
13.5	EQUIPMENT DELIVERIES.....	56
14.	TRANSPORTATION	57
14.1	DRIVER/OPERATOR RESPONSIBILITIES AND CONSIDERATIONS	57
14.2	VEHICLE CAPACITY	58
14.3	VEHICLE CLEANING AND SANITISATION	59
14.4	ONBOARD COACHES.....	60
14.5	LUGGAGE.....	60
14.6	TRANSPORTATION RESPONSIBILITIES	60
15.	CONCLUSION.....	62
16.	RESOURCES AND REFERENCES	63
17.	ACRONYMS & ABBREVIATIONS	67





1. AIM & SCOPE OF THE RE-OPENING GUIDELINES

By understanding the requirements of the national state of disaster declared in South Africa regarding the exposure and infection of COVID-19, including understanding the Regulations and Directions governing the national state of disaster, we as an events industry recognise the necessity for health and safety precautions to be taken at the events we host. We understand the need for assessing the risks associated with exposure to COVID-19 and we understand the importance of providing prevention and control measures against exposure.

We understand the control measures needed, that they be consistent with the overall national strategies and policies, recognise global best practice in minimising the spread of COVID-19, thus, protecting workers, staff, attendees and the public whilst attending events.

The South African event community understands that events and gatherings have a direct effect on the transmission of COVID-19 from person to person. By developing and adopting best practises guidelines throughout the events industry as a whole, we believe will provide a level of comfort to the Government of South Africa and the South African public that reasonably practicable processes are in place to protect persons against the spread and exposure to COVID-19 at events.

The aim and scope of the Re-Opening Guidelines is to provide COVID-19 specific processes and protocols that should be followed in planning and hosting an **organised event gathering** in South Africa.

We are confident that the Re-Opening Guidelines will provide for a health and safety prevention framework for event organisers in assessing its current public health capabilities and meeting the requirements for enhancing health practices in terms of preventing and responding to COVID-19.

This framework provides considerations to be taken into account when establishing plans, processes and structures for managing incidents that threaten health and safety. Regardless of the size, nature and complexity of the event and venue, these Guidelines provide planning resources to assist in improving health protection, preparedness planning, prevention, detection, contact tracing and control of public health threats.

Having industry specific guidelines on how to reopen the events industry is crucial.



2. INTRODUCTION

The Event Safety Council (ESC) is a special interest group within the South African Communications Industries Association (SACIA) that represents industry professionals active in the event health and safety industry across Southern Africa. It is tasked with developing these Re-Opening Guidelines on behalf of the South African Events Council (SAEC).

The **SA Events Council** comprises representatives of:

- 🔥 Southern African Association for the Conference Industry (SAACI)
- 🔥 The Association of African Exhibition Organisers (AAXO)
- 🔥 Exhibition and Events Association of Southern Africa (EXSA)
- 🔥 Southern African Communications Industries Association (SACIA)
- 🔥 Technical Production & Services Association (TPSA)
- 🔥 Event Safety Council (ESC)
- 🔥 Council of Events Professionals Africa (CEPA)
- 🔥 Event Greening Forum (EGF)
- 🔥 Society for Incentive Travel Excellence (SITE)
- 🔥 Professional Conference Organisers Alliance Network (PCOAN)
- 🔥 South African Live Performance Association (SALPA)

This is truly a collective effort in developing a set of guidelines representative of the entire events industry of South Africa.

The Event Safety Council undertakes to develop a strategic vision for the event health and safety community by promoting a **“safety first”** philosophy within the events industry by:

- 🔥 Establishing task groups to address health and safety issues within the events industry;
- 🔥 Develop and award professional designations based on health and safety competence, skill and knowledge within the events industry in Southern Africa;
- 🔥 Develop industry practises and norms to inform, educate and drive best practise principles based on health and safety within the events industry of Southern Africa.

The ESC, through SACIA, have been working with global partners in drafting global Re-Opening Guidelines in the safety and prevention against exposure to COVID-19 at events and as an affiliate of the **Event Safety Alliance** (ESA). By collaborating with ESA and similar bodies around the world it ensures that international best practices are embedded within the local events industry. The ESC has adopted and aligned with the protocols published in the **Event Safety Alliance Re-Opening Guidelines** and applied these to the South African Events environment.

The ESA based in the United States is dedicated to promoting “life safety first” throughout all phases of event production and execution. Furthermore, the ESA strives to eliminate the knowledge barrier that contributes to unsafe conditions and behaviours by teaching global good practises and the development



of training and planning resources, through empowerment, education and advocacy. www.eventsafetyalliance.org

Additionally, by referencing global industry frameworks such as **World Health Organisation (WHO)**, **The Global Association of Exhibition Industry (UFI)**, **Tourism Business Council of South Africa (TBCSA)** among others, we have adopted international best practises in providing a practical guide for the South African events environment.

These Re-opening Guidelines have also taken into account current legislation governing South Africa, the Regulations and Directions that have been issued regarding COVID-19 by the Department of Cooperative Governance and Traditional Affairs, Department of Health, Department of Employment and Labour in terms of the declared National State of Disaster. www.gov.za

In summary, the Re-opening Guidelines have considered global best practises, national legislation as well as provincial and municipal government engagement which will allow for inter co-operation between public and private industry in providing best practises in implementing prevention measures against COVID-19 exposure.

This has been achieved by accessing, reviewing, evaluating and referencing available data to make events as safe as possible with the knowledge we have gained by using resources such as:

- 🔥 South African Regulations and Directions; www.sacoronavirus.co.za
- 🔥 World Health Organisation (WHO) COVID-19 requirements; www.who.int
- 🔥 National Institute for Occupation Health (NIOH) resources; www.nioh.ac.za
- 🔥 UFI Global Framework for reopening exhibitions internationally; www.ufi.org
- 🔥 Applicable resources from the National Institute of Communicable Diseases; www.nicd.ac.za





GUIDELINES

3. BACKGROUND

These Re-Opening Guidelines have been collectively developed by event industry professionals to outline key considerations for implementing response and operational plans in the context of the COVID-19 virus.

The four cornerstones for the prevention and control measures are outlined in these Guidelines:

1. Social Distancing
2. Protect and Detect
3. Communication
4. Cleaning and Hygiene

3.1 HOW TO USE THE RE-OPENING GUIDELINES

The Guidelines aim to set out methods of assessment for the needs of the events industry, determine the ability of existing systems to meet these new needs, modify and strengthen the existing systems that fall in line with COVID-19 requirements.

The document makes provision for guidance regarding prevention, detection, tracing and management of COVID-19. Furthermore, it considers the broad spectrum of different types of events and the different challenges associated with the event.

We have identified reasonably practicable and foreseeable health risks against the exposure to COVID-19 and proposed mitigating protection and control measures to minimise and prevent the transmission of the virus.

These Guidelines are intended to be used by event professionals. The intention is to strike a balance between providing a simple checklist and steps for low risk events to a fully integrated COVID-19 management system for high risk events and tailoring the solution financially and operationally specific to the event risk level using the four cornerstones as a basis of managing COVID-19.

The goal is therefore to provide enough information to enable each user to make reasonably informed and reasonably practicable choices under their own circumstances and risk level. By using the four cornerstones in managing COVID-19 exposure, being scalable, these guidelines can be applied to events of any size and nature.

3.2 WHAT WE KNOW ABOUT COVID-19

Human Coronaviruses are common throughout the world. There are many different coronaviruses identified in animals but only a small number of these can cause disease in humans.

Coronaviruses are an extensive family of viruses that may cause respiratory infections ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe



Acute Respiratory Syndrome (SARS). The most recent Coronavirus disease is COVID-19 caused by the SARS-CoV-2 virus.

In January 2020, 'Severe Acute Respiratory Syndrome Coronavirus 2' (SARS-CoV-2) was confirmed as the causative agent of 'Coronavirus Disease 2019' or COVID-19. Since then, the virus has spread throughout the globe.

The spread of the disease is thought to happen mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread according to the South African **Department of Health (DoH)**.

According to the **World Health Organisation (WHO)** the common signs of infection include:

- 🔥 mild to severe respiratory symptoms;
- 🔥 fever;
- 🔥 chills;
- 🔥 muscle pain;
- 🔥 coughing;
- 🔥 sore throat;
- 🔥 fatigue;
- 🔥 tiredness;
- 🔥 loss of taste and smell;
- 🔥 redness of eyes;
- 🔥 nausea or vomiting;
- 🔥 diarrhea;
- 🔥 shortness of breath;
- 🔥 breathing difficulties.

In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

According to the **National Institute for Communicable Diseases (NICD)** older people, and those with underlying medical problems such as high blood pressure, heart problems or diabetes, are more likely to develop serious ailments, and have been found to be at a higher risk of death.

Symptoms may appear 2 to 14 days after exposure to the virus but bear in mind that asymptomatic people carrying the virus may not show any signs of infection.

According to the **DoH** information about the virus, the following can provide protection against infection from Coronaviruses and many other viruses that are more common in South Africa:

- Wash your hands often with soap and water for at least 20 seconds;
- If soap and water are not available, use an alcohol-based hand sanitiser;
- Avoid touching your eyes, nose, and mouth with unwashed hands;
- Avoid close contact with people who are sick;
- Stay at home when you are sick, keeping a distance from others;
- Cover your cough or sneeze with a flexed elbow or a tissue, then throw the tissue in the bin;
- Clean and disinfect objects and surfaces that have frequently been touched.



When do you need to wash your hands: (Federated Hospitality Association of Southern Africa)

	After using the toilet, urinal or anytime you visit the restroom for any reason.		After touching your face, hair, clothes or any part of your body.
	Before serving food, beverages, setting or waiting tables.		After handling a tissue or handkerchief.
	After cleaning, washing dishes or bussing tables.		After sneezing, coughing or scratching any part of your body.
	Before putting gloves on or anytime you take gloves off		Before and after handling or preparing any food item.
	After smoking, chewing gum or chewing.		After using the toilet, urinal or anytime you visit the restroom for any reason.
	After eating, drinking and after breaks.		







How to wash your hands effectively: (Federated Hospitality Association of Southern Africa)

Check for open cuts or wounds and ensure they are covered with a bright plaster and disposable glove.

		
Wet hands under warm water.	Apply the antibacterial soap.	Rub hands palm to palm.
		
Rub the back of each hand with the fingers interlaced.	Rub palms together with fingers interlaced.	Rub with back of fingers to the opposing palms.
		
Rub each thumb clasped in opposite hands.	Rub the tips of your fingers.	Rub each wrist with different hands to your elbows.
		
Rinse the soap off with warm water.	Use paper towels to turn off the tap. Dry your hands thoroughly with a clean paper towel.	Your hands are now clean. Apply sanitizer and let air dry once applied.

How to wash your hands effectively: (Federated Hospitality Association of Southern Africa)

			
Take a coin sized drop on your palm.	Spread Sanitiser and rub palm together.	Rub tips of each hand with palm of other hand.	Rub hands together until they are dry.



3.3 SOUTH AFRICAN COVID-19 LEGISLATED REQUIREMENTS AFFECTING THE EVENTS INDUSTRY

As an employer one is required to provide and maintain, as far is reasonably practicable, a working environment that is safe and without risk to the health based on the requirements of the **Occupational Health and Safety Act 85 of 1993 (OHS)** specifically under Section 8, General Duties of Employers.

In addition, under Section 14 of OHS, General Duties of Employees, (these include workers and staff) in the workplace are required to take reasonable care for the health and safety of themselves or any other person that may be affected by their acts or omissions.

Over and above the existing Occupational Health and Safety Act, the **Department of Employment and Labour (DoEL)** has issued Directions specifically pertaining to the **COVID-19 Occupational Health and Safety measures in the Workplace (C19 OHS)**, 29th April 2020.

The purpose of the COVID-19 directives is to stipulate measures that must be followed to protect the health and safety of workers and the members of public who enter the workplace that may be exposed to the activities provided by the employer. These include the implementation of policies and procedures to protect workers and visitors from the risk of exposure.

These Directions outline the employer's obligation to implement health and safety measures to reduce and eliminate the escalation of COVID-19 in the workplace. They include developing written control measures to prevent this exposure.

Under the obligations of **OHS**, every worker/staff member is obliged to comply with measures introduced by their employer regarding COVID-19. The employer in this regard constitutes anyone employing others in the place of work.

An Event Organiser can be understood to be an employer in this regard and the event site can be determined to be the workplace and thus the Regulations and Directions are applicable to the Events Industry.

Measures highlighted in legislation include the implementation of:

- 🔥 social distancing measurements;
- 🔥 provision of physical barriers;
- 🔥 health symptom check;
- 🔥 temperature screening;
- 🔥 work arrival procedures;
- 🔥 symptom protocols around entering the workplace;
- 🔥 ensuring the provision of cloth masks;
- 🔥 sanitizing and disinfecting protocols;
- 🔥 hygiene and hand sanitisation;
- 🔥 supervision of the above processes.



Additionally, the existing **Safety at Sports and Recreational Events Act 2 of 2010 (SASREA)** still applies regarding providing for safety measures to safeguard the physical well-being and safety of persons and property at events held at venues. These events include:

- 🔥 sports;
- 🔥 recreational;
- 🔥 religious;
- 🔥 cultural;
- 🔥 exhibitional;
- 🔥 organisational or similar events

SASREA provides for the accountability of event role-players, provides for the risk categorisation of events, provides for control of access of attendees at events and provides for the establishment of measures to deal with safety and security at events.

Notwithstanding the above, the **Local Authority By-laws** and event permit processes will continue to apply as do the South African National Standards applicable to events particularly the **SANS 10366:2015 Edition 2.2 for Health and Safety at Events – Requirements**.



4. THE IMPORTANCE OF RE-OPENING THE EVENTS INDUSTRY

The events industry puts people at the heart of its business model, we bring people together to do business or to enjoy themselves, to meet, to learn and to be inspired.

The health and safety of people is, **and always has been**, a primary concern of the events industry. The world over, the events industry applies robust health and safety standards which are applied rigorously in the South African events industry.

Our environments are strictly controlled, well planned and organised.

The events industry is able to manage the flow of people (crowd flow/crowd management) in a structured and organised way whether we deal with 1 attendee or 100,000. Our plans include considerations such as:

- 🔥 Designing routing to the venue;
- 🔥 Arrival at the venue parking;
- 🔥 Public and private transport arrangements including e-hailing;
- 🔥 Registering, access control and screening processes in allowing entrance to a venue;
- 🔥 Movement and migration within the venue;
- 🔥 Using services within the venue;
- 🔥 Food and beverage safety;
- 🔥 Providing Health and Safety planning based on the existing environment;
- 🔥 Providing operational planning whether the venue is small, large, inside or outside.

Managing COVID-19 potential exposure as part of existing protocols is easily added to the event planning mechanisms.

The Event industry creates marketplaces for entire industries, provides platforms to showcase our abilities and creates art. Events allows us to network, do business, enjoy ourselves and make meaningful connections.

Organised events under strict guidelines and protocols will drive economy recovery especially small and medium size businesses which represent the backbone of every industry sector. Events contribute to growth and development with significant tangible and intangible benefits.

“We used the analogy that the economy is a forest, and each tree represents a specific industry, from automotive to aviation and from finance to pharma. Each tree is supported by roots: these roots are the events industry. The events industry does not exist to grow itself directly, it exists to grow other industries. Roots die without a tree; a tree cannot survive without its roots”. – UK Events industry opinion piece titled Long read: UK government must publicly recognise events industry: April 2020



Our industry pledges to honour the responsibility in providing safe and secure events, striking the right balance between event operation and public health with specific emphasis on implementing sound prevention and control measures that are reasonably practicable to minimise the transmission of COVID-19 at our events.

4.1 ROLE OF THE EVENT ORGANISER

The event organiser is responsible for hosting an event as defined by SASREA as any person who plans, is in charge of, manages, oversees or holds or controls an event or has a material interest in the hosting of an event. The events covered in these Re-Opening Guidelines are:

- 🔥 Entertainment;
- 🔥 Recreational;
- 🔥 Religious;
- 🔥 Cultural;
- 🔥 Exhibitional;
- 🔥 Conference;
- 🔥 Organisational or similar activity.

(Excluded from the Guidelines is sports activities)

The event organiser by virtue of the above is *defacto* the employer and the event sites we host an event at, is the *defacto* workplace.

As the accountable person the event organiser takes the lead in ensuring the protocols needed to minimise exposure are reasonably practicable and applicable to appropriate law. The event organiser and those they assign / delegate / appoint / contract have the role and responsibility in ensuring all the right people are appointed, in place and monitored correctly.

Although the event organiser is the most critical component in implementing, managing and overseeing the prevention and control measures needed to avoid the transmission of COVID-19 at the event, it can only be done in partnership with the venue it uses and the role-players that help make it happen.

We have a shared burden to work collectively in providing, implementing and supervising agreed measures, sharing the financial and operational challenges in keeping events safe. **We are all in this together.**

4.2 PLANNING AN EVENT WHILST COVID-19 IS PREVALENT

The lifecycle of any event begins with the decision to do business in the first place.

These Re-Opening Guidelines assume that we all want to reopen as fully and quickly as possible without unreasonably risking health or safety to people. A government directive legally allowing you to reopen does not mean you can do so without careful and considerate planning.

The legislation of South Africa may direct your thinking on to get ready to host an event. Everyone has a legal duty to behave as a reasonable person under the same or similar circumstances.



The key considerations are how to reopen during a global pandemic in which:

- 🔥 Asymptomatic people can carry the virus;
- 🔥 Widespread testing is lacking;
- 🔥 Mechanisms to contract tracing are limited;
- 🔥 A vaccine is not available.

If very low risk exposure events can reopen without increasing COVID-19 transmission rates, it will open the door for progressively larger spaces to implement similar measures on a larger scale in a stepped approach.

Careful decision-making is necessary, as even well-intentioned health and safety measures have potentially significant unintended consequences. These decisions need to be assessed and the correct prevention and control measures provided specific to the type of event, the exposure risk profile and venue to keep people safe from transmission.

Using the 4 cornerstones of prevention, by applying documented and demonstrated measures for social distancing, protect and detect, communication, cleaning and hygiene an organised event can be hosted during the pandemic.

As much as we are all eager to get back to work, the decision when and how we can host events must be driven by a realistic assessment of one's ability to resume and provide safe operations.

4.3 DISCLAIMER AND LEGAL NOTICE

We recognise as an industry that there is no guarantee of an illness or pandemic free event therefore all content in and related to this document is provided for information purposes and guidance purpose only as a best practise, and is not intended to supersede applicable legislation but rather enhance it and provide practical solutions to the challenges our industry faces during the COVID-19 pandemic.

The said provisions are also not regarded as legal advice and the drafters of this Guideline as well as their representatives do not present this Guideline as same and shall not be liable for any damages, indirect or direct suffered by any person who utilises this Guideline.

The drafters and their legal representatives of this Guideline shall at all material times adhere to any regulatory provisions or instructions issued by the Government of the Republic of South Africa and should any such enactment be in contradiction with the content of this Guideline, such enactment shall take precedent.

Furthermore, no warranty or representation is given to the accuracy or completeness of any information and/or advice or recommendations provided in these Guidelines, due to the changing knowledge of the COVID-19 virus as well as the ever-changing strategies to combat the virus.

It is indisputable, however, that planning, training, awareness and implementing reasonably practicable health and safety prevention and control measures are the best ways to protect events and the people who attend them. We believe these Guidelines will inspire attendees to return to the places where magic happens.



Furthermore, myriad legal issues may arise as events and venues reopening during the COVID-19 pandemic. Most cannot be meaningfully addressed in a general way; therefore, legal advice should be sought.

One issue that can be addressed in these Guidelines is your legal exposure that needs to be adhered to and applied.

For starters, here are some basic interpretations of the current legislation that need to be adhered to and applied:

The legal name for a claim of personal injury or wrongful death is a "delict." In a delict case, the injured party has the burden to prove four elements:

- (1) they were owed a duty of care by defendants;*
- (2) there was a breach of that duty;*
- (3) that breach was the cause of*
- (4) the plaintiff's damages.*

- **Duty of Care.** *Taking steps discussed in this Re-Opening Guide to mitigate the risk of illness, and documenting how you arrived at your conclusions and enforced your new health policies, will be compelling evidence that you did not breach your duty to provide reasonably healthy and safe premises under these challenging circumstances.*
- **Proximate Cause.** *Any claim stating that someone got ill at a particular venue or event, will face a significant causation problem. Given consideration to all the people with whom we have contact with when we leave our homes, all the surfaces we touch, all the aerosols from other people that we unknowingly breathe in as well as the incubation period for COVID-19, it will be difficult for most victims to isolate one specific contact as the actual source of illness while excluding all others as possibilities.*

All event attendees and organisers have a duty to conduct themselves reasonably under these circumstances. The principal of social distancing and use of sanitary practices suitable for a pandemic are to be observed by all parties at all times.



5. EVENT DEFINITIONS & TERMINOLOGY

- ❖ **“access control officer”** a person appointed in terms of section 20 of SASREA to be in charge of access of persons and motor vehicles at an event;
- ❖ **“accreditation”** a process whereby persons wishing to enter a designated area within a venue must apply for, be evaluated, screened and subjected to meeting certain criteria set by the event safety and security planning committee and issued a special pass;
- ❖ **“attendee”** means spectator or patron as a member of the public who is an attendee or part of the audience at an event;
- ❖ **“BCEA”** means the Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- ❖ **“COVID-19”** means Coronavirus Disease 2019;
- ❖ **“compliance officer”** is someone designated by an event organiser in terms of section 16(6)(a) of Regulation 43258 of 29 April 2020 issued by the Minister of Cooperative Governance and Traditional Affairs to develop and oversee the management of COVID-19 protocols at the event under the monitoring of an event safety officer;
- ❖ **“Disaster Management Act Regulations”** means Regulations pertaining to COVID-19 issued in terms of section 27(2) of the Disaster Management Act, 2002 (Act No. 57 of 2002);
- ❖ **“Department of Employment and Labour” (DoEL)** is the government department responsible for regulating the labour market for a sustainable economy through legislation, compliance and enforcement;
- ❖ **“event”** means in the context of these Re-Opening Guidelines an entertainment, recreational, religious, cultural, exhibitional, conference, organisation or similar activity hosted at a venue. In context to these Re-Opening Guidelines excludes sporting events;
- ❖ **“event organiser”** means any person who plans, is in charge of, manages, supervisors or holds an event or in any manner controls or has a material interest in the hosting of an event;
- ❖ **“event safety officer”** means a person appointed in terms of section 4(4)(a) of SASREA to assist with the planning and oversight of all health, safety and security measures at an event;
- ❖ **“event safety plan”** is the event organiser’s plan developed as per the requirements of the SASREA to determine and document the health and safety measures in place for the event;
- ❖ **“event safety and security planning committee” (ESSPC)** means the committee contemplated in section 15 of SASREA responsible for coordinating the functions of the role-players that are involved in the provision of safety and security at an event including the planning, assignment of tasks to the role players at an event;
- ❖ **“local authority”** means municipality established under section 12 of the Local Government: Municipal Structures Act 1998 (Act No. 117 of 1998) within in whose jurisdiction a venue and the event are located;
- ❖ **“mass gathering”** as defined by WHO which is any gathering that puts pressure on medical and healthcare capacities;
- ❖ **“OHSA”** means the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993);
- ❖ **“PPE”** means personal protective equipment;
- ❖ **“risk assessment”** is a systematic process of evaluating the hazards and associated risks that may be involved in an activity, task or event and providing control measures to mitigate the likelihood of the risk materialising;



- 🔥 **“role-players”** are the people involved in the health and safety planning of an event;
- 🔥 **“health screening”** in the context of this document means the process of screening the health of persons in order to identify individuals who may have COVID-19 risk factors or symptoms as prescribed by the DoH;
- 🔥 **“security officer”** means a security officer as defined in section 1 of the Private Security Industries Regulations Act 2001 (Act No. 56 of 2001);
- 🔥 **“stakeholder”** means a person, company, entity, institution, organisation, controlling body, etc. that has an interest in the hosting of an event;
- 🔥 **“steward”** means a person responsible for marshalling and overseeing safe and general flow of attendees, provision of event information, including safety, health and security information, provide usher services and assist with emergency evacuation procedures to persons at an event except provide security or medical services;
- 🔥 **“vendor”** means a person authorised in writing by an event organiser or venue to sell approved goods or services including food and beverages at an event;
- 🔥 **“venue”** means an enclosed, semi enclosed structure or open area reserved for the purposes of hosting an event;
- 🔥 **“venue owner”** means a person who owns, manages or is entitled to exercise the rights of an owner or occupier of a venue used for an event;
- 🔥 **“virus”** means the SARS-CoV-2 virus known as COVID-19;
- 🔥 **“VOC”** means a venue operation centre contemplated in section 17 of SASREA where the entire health, safety and security operation in respect of an event is coordinated;
- 🔥 **“volunteer or usher”** means a person appointed by the event organiser or venue to supervise or provide functions or services in support of an event excluding providing health, security and medical services;
- 🔥 **“worker”** means any person who works in an employer’s workplace including an employee of the employer or contractor, a self-employed person or volunteer;
- 🔥 **“workplace”** means any premises or place where a person performs work, including the entire venue.





6. PREVENTION & CONTROL MEASURES FOR THE EVENTS INDUSTRY

The purpose of this section of the Re-Opening Guidelines is to provide industry best practises on the prevention and control measures one should take to minimise the associated risks of COVID-19.

6.1 COVID-19 PREVENTION STRATEGY

An event COVID-19 prevention strategy should cover the protocols needed to host an event successfully without spreading the COVID-19 virus between attendees. The strategy should include:

- 🔥 Risk assessment based on the hazard COVID-19 poses;
- 🔥 Provide an understanding the different types of exposure risk along the event chain;
- 🔥 Who may be exposed and how this exposure could happen;
- 🔥 Outlining plans for high risk individuals;
- 🔥 Hierarchy of controls required in line with the **Department of Employment and Labour (DoEL)** and **Department of Health (DOH)** requirements for COVID-19;
- 🔥 Providing key control measures based on nationally legislation and global best practices;
- 🔥 Information and communication strategy;
- 🔥 Training and awareness protocols;
- 🔥 Staff management protocols;
- 🔥 Attendee management protocols;
- 🔥 Cleaning and hygiene protocols;
- 🔥 Venue management protocols;
- 🔥 Safe operating procedures and practices around issues such as load-in and load-out, transport, food service, waste, etc.;
- 🔥 Roles and responsibilities;
- 🔥 Stakeholder & role-player engagement;
- 🔥 Provide health and safety documentation included in the event safety plan (section 4, SASREA) in respect to COVID-19 preventative measures for the event.

6.1.1 Risk Assessment Process

An employer is required to review and update their risk assessment to cover any changes to the workplace environment. With the identified hazard COVID 19, it is a requirement to re-assess and re-evaluate the impact this virus will have on the workplace.

An event organiser is required to carry out a risk assessment outlining the hazards and associated risks to COVID-19 will have at an event. The risk assessment must cover the people that may be exposed and infected and how this exposure may happen. Included in the assessment is the control measures that will be implemented, the persons responsible in the implementation of the control measures and any additional steps required to minimise the impact COVID-19 will have on the health of staff, workers and attendees to the event.



In these Guidelines we have classified events based using the World Health Organisation's 5 tier risk levels when applying the risk exposure to an event. The simpler the event, with less people with strong social distancing protocols, protect and detect processes with strong communication including contact tracing with appropriate cleaning and hygiene practises will have a very low exposure impact at an event. Similarly, an event with many people, difficulties enforcing social distancing, detailed contact tracing requirements and intricate cleaning and hygiene requirements pose a very high risk of exposure to people attending events.

These Guidelines recommend that before an event is approved or is presented to the appropriate authorities, that a risk assessment is drawn up detailing the risk profile specific to the event based on:

- 1) **Very low risk exposure events:** When an event has a low or minimal chance of transmitting the COVID-19 virus and basic principles applied to minimise exposure.
- 2) **Low risk exposure events:** When an event has limited exposure and unlikely to expose attendees to risk and can be easily controlled with adequate and approved planning processes in place as part of the Event Safety Plan.
- 3) **Moderate risk exposure events:** When there is more than likely the probability of exposure to COVID-19 virus at the event, detailed plans and process are needed to minimise and manage the exposure risk. These detailed COVID-19 plans should be planned with all role-players making up the event safety and security planning committee (ESSPC) in approving the health protocols for the event.
- 4) **High risk exposure events:** When there is greater potential of exposure and detailed and rigorous planning is needed in order to host the event. Planning with the ESSPC role-players is critical in determining the risks and the measures needed to mitigate these risks and outlining the roles and responsibilities in curbing potential spread.
- 5) **Very high risk exposure events:** When the likelihood of transmission to many people is probable and requires careful consideration and planning by all role-players making up the ESSPC in determining the required measures needed in protecting those working or attending the event. Full approvals processes will need to be in place managing health concerns before the event can go ahead.

An effective tool to managing the exposure to COVID-19 is control measures which are identified in a risk assessment process and these should include (FEDHASA Safety Guidelines):

- Job specific risk assessments to identify the risk of exposure present in each work area or activity;
- The specific risk assessments should include all other hazards associated with the work area or activity, including but not limited to biological, physical, chemical, ergonomic and psychosocial hazards;
- Identify the relevant controls required to effectively eliminate or control the hazards identified as part of the work area or activity. The hierarchy of controls should be used as a guideline. PPE must always remain the last control measure;
- Ensure that training is conducted with staff and workers on the risks and control measures associated with their duties and responsibilities, and records must be kept.

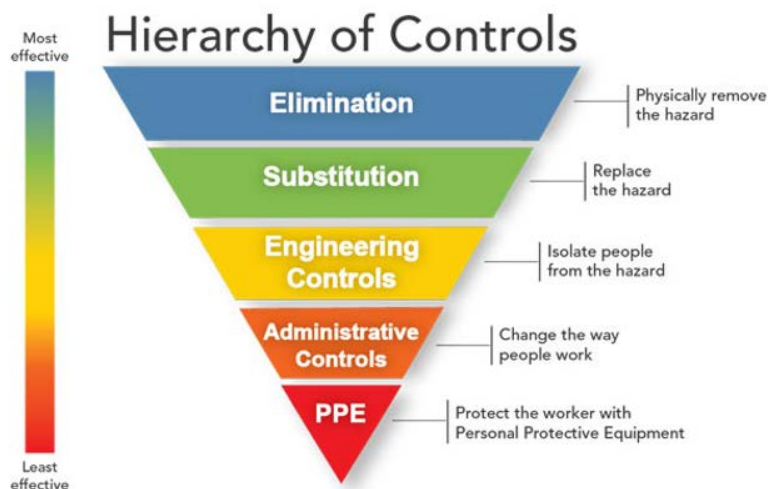
Each individual organisation or role-player involved in the event supply chain is required to manage their own COVID-19 risks based on the above.



6.1.2 Hierarchy of Controls

All prevention and control measures as required by law should be implemented in order to avoid transmitting or spreading of the virus. Principles of prevention can be viewed as a hierarchy with the most preferred principle implemented first and least preferred last and is a general best practise regarding risk prevention. Ideally the hierarchical principles are based on: (FEDHASA Safety Guidelines)

- 🔥 Eliminate or physically remove the hazard or source of the hazard;
- 🔥 Substitution such as replacing something that minimises the risk of exposure;
- 🔥 Engineering controls such as isolation in reducing potential to exposure;
- 🔥 Administrative controls such as changing the process in reducing the exposure;
- 🔥 Personal Protective Equipment (PPE) is equipment worn to minimise exposure to a hazard that may cause illness.



6.1.3 Key Control Measures

Practical steps and measures that can be implemented at an event site include:

- 🔥 Registering to work prior to coming to the event site, completed electronically beforehand. This process allows for pre-screening and an access control process. This allows for contact tracing of all workers on an event site and meets the requirements of SASREA whereby each and every person working must apply for, be evaluated, screened and subject to certain criteria prior to receiving accreditation in order to work.
- 🔥 Registering to attend the event via technology platform prior to the event so all attendees are able to be communicated too and contact traced in case of exposure which assists minimising time spent at the venue registering contact tracing details.
- 🔥 Provide a health symptom check (which may include situational checks) to determine potential symptomatic cases prior to arriving or work or attending the event.
- 🔥 Having the contact details of all workers and attendees is critical to contact tracing.
- 🔥 Provide hand sanitizer solutions (70% alcohol) to each person entering and exiting a venue.
- 🔥 Only allowing access into the venue if you are wearing the appropriate mask or face covering.
- 🔥 Provide social distancing marker and indicators where required.
- 🔥 Provide signage and awareness at all entrance and contact points.
- 🔥 Communicate event rules, requirements and regulations to everyone entering the venue by any efficient form of communications. (Email, announcements, screen ads, signage, pamphlets, etc.).



- 🔥 Limiting exposure by limiting the number of people working or attending the event.
- 🔥 Provide a cleaning plan that meets the sanitisation requirements, prior, during and after an event.

6.1.4 Operational Measures

Operational measures that can be applied in an event space to minimise exposure are:

- 🔥 **Develop:** Awareness of COVID 19 symptoms and procedures to avoid transmission
- 🔥 **Mobilise:** Response and preventing cases through hand hygiene, respiratory etiquette and individually based physical distancing;
- 🔥 **Control:** Have a measure in place to find and isolate any cases in the area to protect and prevent transmission to others;
- 🔥 **Suppress:** To avoid unnecessary physical contact and create physical distance to suppress the transmission;
- 🔥 **Reduce:** To contact the correct authorities if a symptomatic or positive patient come in contact with other people or enter the venue. Implement procedures covering contact tracing of every person who might have been infected;

6.2 ROLES AND RESPONSIBILITIES – APPOINTMENT/S

Based on existing legislation, each organisation is required to appoint a compliance officer responsible for the organisations risk assessment and implementation of the control measures. The compliance officer should have the knowledge and awareness to be able to coordinate and implement the control measures needed.

The person will be responsible for communication of the risks, control measures and procedures that need to be implemented. The person should ensure that all documentation is updated and modified when required.

In the event chain, the determination of who the compliance officer will be, needs to be determined by the roles and responsibilities delegated for the event and negotiated between the event organiser, venue and role-players.

Note the understanding is that the designated compliance officer appointed for overseeing the entire event cannot replace an individual organisations responsibility of appointing a person within their organisation whether they are a venue, role-player, supplier, contractor or stakeholder providing services to the event. Where possible the compliance officer could represent multiple entities if agreed between the parties involved.

The compliance officer appointment will need to be included in the overall organisational structure of the event and added to the required appointments pre-existing in OHSA and SASREA such as the event safety officer, access control officer, etc.



6.3 STAKEHOLDERS & ROLE-PLAYERS

Determining stakeholder and role-players is imperative in assigning roles and responsibilities:

- 🔥 An event organiser should provide a Covid-19 Health and Safety risk assessment for the event which identifies all role-players that should be involved in managing COVID-19 at the event;
- 🔥 Role-players shall include, but not be limited to, stakeholders, contractors, artists, support staff, technical crews, advertisers, public transport, parking attendants, caterers, stall vendors, security, medical, suppliers, etc.
- 🔥 Role-players includes health officials, labour officials, South African Police Services, disaster management officials as well as the relevant local authorities;
- 🔥 Important to communicate well in advance prior to the event with all role-players in informing them of the Covid-19 specific Health and Safety requirements for all involved in the event. This is over and above normal event health and safety requirements within OHSA and SASREA;
- 🔥 Ensure compliance by role-players where applicable through auditing, implementation and monitoring processes;
- 🔥 Role-players should not be allowed to participate and access an event unless they comply and cooperate with all requirements as set out by the event organisers and their delegated persons.





7. EVENTS INDUSTRY RISK LEVELS

In order to re-open events, the best approach is to mirror the South African risk adjusted strategy and the DMA Regulations by defining the risks and this can be done implementing the WHO's 5-tier risk exposure system.

By using the 4 cornerstones of these Guidelines to manage the potential exposure to COVID-19, namely:

- 🔥 Social distancing;
- 🔥 Protect and detect;
- 🔥 Communication (including contact tracing);
- 🔥 Cleaning and hygiene

Event organisers and government are able to reasonably grade the risk profile of each type of event against the exposure to COVID-19.

7.1 COVID-19 RISK LEVEL FRAMEWORK TO RE-OPENING EVENTS

Using a framework which takes into account capacity and capacity density, ability to social distance and the level of compliance with these guidelines, it will be reasonably practicable for event organisers to host events based on the different levels of risk criteria.

World Health Organisation risk level assessment for an event:

KEY FOR COLOUR DETERMINATION OF OVERALL RISK	
VERY LOW	Overall risk of transmission and further spread of COVID-19 in relation to the event is considered very low .
LOW	Overall risk of transmission and further spread of COVID-19 in relation to the event is considered low . Recommend checking if mitigation measures can be strengthened.
MODERATE	Overall risk of transmission and further spread of COVID-19 in relation to the event is considered moderate . Recommend significant efforts to improve mitigation measures or reduce risk of transmission.
HIGH	Overall risk of transmission and further spread of COVID-19 in relation to the event is considered high . Recommend significant efforts to improve both mitigation measures and reduce risk of transmission.
VERY HIGH	Overall risk of transmission and further spread of COVID-19 in relation to the event is considered very high .



By allowing organised events with very low exposure risks to happen first based on available control measures that protect staff, workers and attendees alike, this framework provides mechanisms to re-open the events industry.

By applying a step by step process in determining risk, mirroring the risk adjusted strategy employed by government, allows for a structured approach to re-opening.

The emphasis is on organised, which distinguishes an organised event governed by SASREA and operated professionally by experienced people from other types of social gatherings which are not.

Based on the above risk levels, using global best practises and learnings worldwide, applying legislation, referencing these Guidelines, event organisers are able to apply a risk profile to their event. The risk profile will then determine the prevention and control measures needed to hold an event in a safe manner that minimises the exposure to COVID-19.

These measures and protocols can be easily assessed by local authorities, local municipal disaster management centre, South African Polices Services, DoEL, DoH and relevant role-players in determining whether the controls meet the risk profile in allowing an event to proceed.

By using existing processes – outlined in SASREA – systems and structures already exist which allows the COVID-19 strategy to be included in current compliance and oversight.

7.1.1 Very Low Risk Exposure Event

A **very low risk** exposure event is when the overall risk of transmission and further spread of COVID-19 in relation to the event is considered **very low**.

A **very low risk** event is one with limited capacity ideally below 300 attendees, that can implement social distancing and other effective measures to ensure a low risk of transmission of the COVID-19 virus, and is held at a suitable venue that manages events on a day-to-day basis.

Using the risk adjusted approach implemented by government, Low Risk Events should be allowed under level 3 as per the DMAR.

Very Low risk events should have the following compliance measures in place:

- 🔥 Appoint a person in the role of compliance officer;
- 🔥 Provide a risk assessment for COVID-19 exposure determining the low risk profile of the event;
- 🔥 Provide a COVID-19 Strategy for the event including control measures;
- 🔥 Provide health screening processes for staff, workers and attendees alike;
- 🔥 Provide hygiene stations and relevant PPE;
- 🔥 Provide safe work procedures and site rules based on COVID-19;
- 🔥 Provide awareness and training where applicable;
- 🔥 Practice social distancing based on 1.5m between people at all times;
- 🔥 Provide capacity density of 1 person per 3sqm;
- 🔥 Ideally have no more than 300 attendees attending the event at any one time;



- 🔥 Be hosted in a suitable venue that can accommodate 300 attendees based on above social distancing requirements;
- 🔥 Be able to contact trace all staff, workers and attendees with relevant information;
- 🔥 Communicate prior, during and after with workers, staff and attendees;
- 🔥 Provide sealed meals, sealed beverages and sealed utensils;
- 🔥 Be able to disinfect the venue prior and post the event;
- 🔥 Provide a cleaning solution during the event based on COVID-19 requirements;
- 🔥 Provide a waste management plan based on COVID-19 requirements.

7.1.2 Low Risk Exposure Event

Similarly, to a very **low risk** event, by ensuring that the 4 cornerstones are taken into account with no compromise in implementing COVID-19 strategies that deal with the identified risks, where the overall risk of transmission and further spread of COVID-19 in relation to the event is considered **low**.

Ideally with a capacity below 1,000 attendees, the event environment can be easily controlled where transmission risk is low. This is done by providing adequate plans, that are reasonably practicable, approved by the relevant authorities and form part the Event Safety Plan required for low risk events catergorised by SASREA.

Using the risk adjusted approach implemented by government, events with a **low risk** profile should be allowed under level 2 as per the DMAR.

Low risk events should have the following compliance measures in place:

- 🔥 Appoint an event safety officer who fulfills the role of compliance officer;
- 🔥 Provide a risk assessment for COVID-19 exposure;
- 🔥 Provide control measures based on risk assessment;
- 🔥 Provide a COVID-19 Strategy for the event;
- 🔥 Provide an Event Safety Plan as per SASREA;
- 🔥 Provide health screening processes for staff and workers including issuing accreditation;
- 🔥 Provide an attendees screening process;
- 🔥 Provide hygiene stations and relevant PPE;
- 🔥 Provide event safe work procedures and site rules based on COVID-19;
- 🔥 Provide awareness and training where applicable;
- 🔥 Practice social distancing based on 1.5m between people at all times;
- 🔥 Provide capacity density of 1 person per 3sqm;
- 🔥 Ideally have no more than 1,000 attendees attending the event at any one time;
- 🔥 Be hosted in a suitable venue that can accommodate 1,000 attendees based on above social distancing requirements;
- 🔥 Be able to contact trace all staff, workers and attendees with relevant information;
- 🔥 Communicate prior, during and after with workers, staff and attendees;
- 🔥 Provide sealed meals, sealed beverages and sealed utensils;
- 🔥 Be able to disinfect the venue prior and post the event;
- 🔥 Provide a cleaning solution during the event based on COVID-19 requirements;
- 🔥 Provide a waste management plan based on COVID-19 requirements.



7.1.3 Moderate Risk Exposure Event

Using the medium risk categorisation process within SASREA, a **moderate risk** profile event should be based on events above 1,000 but under 2,000 attendees where the overall risk of transmission and further spread of COVID-19 in relation to the event is considered **moderate**. A **moderate risk** profile is where it is likely that the probability of exposure to COVID-19 exists especially if any of the 4 cornerstones in prevention management are compromised or not easily controlled without careful planning.

Based on the requirements of SASREA, **moderate risk** events need detailed plans and process developed to minimise the exposure of identified risks. These detailed COVID-19 plans should be planned with all role-players making up the event safety and security planning committee (ESSPC) in approving the health protocols for the event.

Under a **moderate risk** event, social distancing mechanisms and controls will need special attention, the prevent and detect mechanisms will require additional management steps, rigorous cleaning controls will need to be applied during event times and communication and contact tracing require a communication and detailed response plan. Additional resources will need to be provided to prevent the spread of COVID-19 at the event. With additional resources and plans which can be easily drawn up and managed under ESSPC oversight and management as is normally the case with medium risk categorised events (SASREA).

Using the risk adjusted approach implemented by government, events with a **moderate risk** profile should be allowed under level 1 as per the DMAR.

Moderate risk events should have the following compliance measures in place:

- 🔥 Appoint an event safety officer who oversees health and safety at the event;
- 🔥 Appoint a compliance officer;
- 🔥 Provide a detailed risk assessment for COVID-19 exposure;
- 🔥 Provide control measures based on risk assessment;
- 🔥 Set-up an ESSPC to manage the health, safety and security planning for the event;
- 🔥 Provide medical protocols by the event medical supplier in overseeing health management at the event;
- 🔥 Provide a detailed COVID-19 Strategy for the event;
- 🔥 Provide an Event Safety Plan as per SASREA approved by the ESSPC;
- 🔥 Provide health screening processes for staff and workers including accreditation protocols;
- 🔥 Provide an attendees screening process and queue management protocols;
- 🔥 Provide hygiene stations and relevant PPE;
- 🔥 Provide event safe work procedures and site rules based on COVID-19;
- 🔥 Provide awareness and training where applicable;
- 🔥 Ideally have no more than 2,000 attendees attending the event at any one time;
- 🔥 Be hosted in a suitable venue that can accommodate 2,000 attendees based on the below social distancing requirements;
- 🔥 Provide enforced social distancing protocols based on 1.5m between people at all times;
- 🔥 Be able to contact trace all staff, workers and attendees with relevant information;
- 🔥 Communicate prior, during and after with workers, staff and attendees;
- 🔥 Provide a food and beverage protocol plan that minimises the exposure to COVID-19
- 🔥 Be able to disinfect the venue prior and post the event;



- 🔥 Provide a cleaning solution during the event based on COVID-19 requirements;
- 🔥 Provide a waste management plan based on COVID-19 requirements.

7.1.4 High Risk Exposure Event

A **high risk** exposure event can be defined when there is greater potential of exposure and detailed, rigorous planning is needed in order to host the event where the overall risk of transmission and further spread of COVID-19 in relation to the event is considered **high**. Recommend significant efforts to improve both mitigation measures and reduce risk of transmission.

A **high risk** event has between 2,000 and 5,000 attendees where social distancing is compromised and is classified as medium risk under SASREA. Potential of exposure and detailed and rigorous planning is needed in order to host the event. Planning with the ESSPC role-players is critical in determining the risks and the measures needed to mitigate these risks and outlining the roles and responsibilities in preventing and detecting the transmission of the COVID-19 virus.

A comprehensive COVID-19 strategy will need to be presented and approved by the event safety and security planning committee (ESSPC) prior to the event being approved.

Using the risk adjusted approach implemented by government, **high risk** events could be allowed under level 1 as per the DMAR if the province in which the event is to be held if say the risk level has been consistent for a period of at least 60 days and there is no likelihood of the risk level being adjusted upwards due to a consistent reduction in the number of new cases and the ability of the healthcare system to manage COVID-19 patients.

High risk events should have the following compliance measures in place:

- 🔥 Appoint an event safety officer who oversees health and safety at the event;
- 🔥 Appoint a compliance officer and additional staff to manage COVID-19 strategy;
- 🔥 Provide a detailed risk assessment for COVID-19 exposure;
- 🔥 Provide control measures based on risk assessment;
- 🔥 Present the comprehensive COVID-19 strategy before the ESSPC provides approval to hold the event;
- 🔥 Provide medical protocols by the event medical supplier in overseeing health management at the event;
- 🔥 Provide a comprehensive COVID-19 Strategy for the event;
- 🔥 Provide an Event Safety Plan as per SASREA approved by the ESSPC;
- 🔥 Provide health screening processes for staff and workers including accreditation protocols;
- 🔥 Provide an attendees screening process and queue management protocols;
- 🔥 Provide hygiene stations and relevant PPE;
- 🔥 Provide event safe work procedures and site rules based on COVID-19;
- 🔥 Provide awareness and training where applicable;
- 🔥 Ideally have no more than 5,000 attendees attending the event at any one time;
- 🔥 Be hosted in a suitable venue that can accommodate 5,000 attendees;
- 🔥 Have enhanced capabilities to contact trace all staff, workers and attendees with relevant information;



- 🔥 Communicate prior, during and after with workers, staff and attendees;
- 🔥 Provide a food and beverage protocol plan that minimises the exposure to COVID-19
- 🔥 Be able to disinfect the venue prior and post the event;
- 🔥 Provide a cleaning solution during the event based on COVID-19 requirements;
- 🔥 Provide a waste management plan based on COVID-19 requirements.

7.1.5 Very High Risk Exposure Event

A **very high risk** exposure event where the overall risk of transmission and further spread of COVID-19 in relation to the event is considered **very high**, where one cannot implement social distancing but can implement other effective measures to prevent the transmission of the COVID-19 virus.

A **very high risk** event has more than 5,000 attendees and is classified as medium risk under SASREA. The risk of transmission is high, and therefore careful consideration and planning by all role-players making up the ESSPC in determining the required measures needed in protecting those working or attending the event. Full approvals processes will need to be in place managing health concerns before the event can go ahead.

A comprehensive COVID-19 strategy will need to be presented and approved by the event safety and security planning committee (ESSPC) prior to the event being approved.

Using the risk adjusted approach implemented by government, very high events could be allowed at level 1 if there are therapeutic treatments in place to treat COVID-19, limited to no transmission occurring and the healthcare system has sufficient capacity to manage COVID-19 patients.

Very high risk events should have the following compliance measures in place:

- 🔥 Appoint an event safety officer who oversees health and safety at the event;
- 🔥 Appoint a compliance officer and additional staff to manage COVID-19 strategy;
- 🔥 Provide a detailed risk assessment for COVID-19 exposure;
- 🔥 Provide control measures based on risk assessment;
- 🔥 Present the comprehensive COVID-19 strategy before the ESSPC provides approval to hold the event;
- 🔥 Provide medical protocols by the event medical supplier in overseeing health management at the event;
- 🔥 Provide a comprehensive COVID-19 Strategy for the event;
- 🔥 Provide an Event Safety Plan as per SASREA approved by the ESSPC;
- 🔥 Provide health screening processes for staff and workers including accreditation protocols;
- 🔥 Provide an attendees screening process and queue management protocols;
- 🔥 Provide hygiene stations and relevant PPE;
- 🔥 Provide event safe work procedures and site rules based on COVID-19;
- 🔥 Provide awareness and training where applicable;
- 🔥 Ideally this will include events with 5,000 attendees or more attending the event at any one time;
- 🔥 Be hosted in a suitable venue that can accommodate more than 5,000 attendees;
- 🔥 Have enhanced capabilities to contact trace all staff, workers and attendees with relevant information;



- 🔥 Communicate prior, during and after with workers, staff and attendees;
- 🔥 Provide a food and beverage protocol plan that minimises the exposure to COVID-19
- 🔥 Be able to disinfect the venue prior and post the event;
- 🔥 Provide a cleaning solution during the event based on COVID-19 requirements;
- 🔥 Provide a waste management plan based on COVID-19 requirements.





8. COMMUNICATION AND PUBLIC INFORMATION

Where to Message. In a word, everywhere.

8.1 KEY CONSIDERATIONS

How to Message. With a goal as broad as normalizing and gaining buy-in for new rules, any method that works is good. Here are a few suggestions:

- 🔥 **Marketing staff** can use their creative talent to promote health guidance without being intimidating.
- 🔥 **Photos and videos** can show attendees having a good time even while following health rules, such as attractive people wearing stylish face coverings over their nose and mouth.
- 🔥 **Storyboards** can show how a venue is sanitized so that attendees understand the process and personalize the workers keeping them safe.
- 🔥 **Announcements** should be both audible and visual to accommodate people with sensory challenges and different language skills.
- 🔥 **Artists and performers** can use their authority with attendees to remind them that only their full compliance allows the show to go on.

8.2 RISK COMMUNICATION STRATEGY

Here are some ways to reach attendees before they arrive at your point of ingress:

- 🔥 **Web site** for the venue, event, or artist. The more prominently new rules and expectations are displayed, the more serious businesses appear about enforcing them, which will tend to gain greater compliance.
- 🔥 **Social media channels** for the venue, event or artist. As with the web site, the more information appears on social media, the greater its impact.
- 🔥 **Ticket purchasing sites** should link to health and safety rules. Online ticket purchases can require attendees to check a box affirming that they have read and agree to comply with posted rules, the way we affirm that we are not a robot before making an online purchase.
- 🔥 **Emails and push notifications** reminding attendees of health rules and expectations can be sent at regular intervals from date of purchase through to day of show.
- 🔥 **Mobile apps** are already valuable means of giving attendees directions to the venue, show times, artist bios, and merchandise options. You can add health rules and expectations to the information on every attendee's phone.
- 🔥 **Signage** leading to and at the event site can be effective as a further reminder, especially if it is visually attractive and located where attendees are likely to be standing still or moving slowly. Physical signs are particularly important for ticketless events or where young participants will be brought by their parents.
- 🔥 **Event registration and badge check-in** are excellent places to post health rules and model compliance at conferences or other events where attendees check in. Registration materials can



be placed by workers or volunteers on a table to be picked up by event attendees, and lines can be marked on the floor or created by rope and stanchions to enforce social distancing.

- 🔥 **Guest services staff and volunteers** walking along the line at ingress or among attendees waiting for service can put a friendly face on health and safety rules, and they encourage compliance by modelling good behaviour.

During the event it is important to continue communicating with your attendees as well as maintain frequent and transparent communication with all role-players. The distribution of public messages (via signage, posters, event app) throughout the event will remind the attendees to comply with the COVID-19 protocols. Announcements throughout the event can also play a role in reminding attendees to comply to the set-out protocols.

After the event a review to determine if role-player collaborations were effective as well as to report on incidents identified, and possible recommendations for future planned events should be encouraged. Event organisers should promote feedback from the attendees through websites, emails, event apps and social media relating to their COVID-19 experience. This will assist with improving communication at future events.

8.3 CONTACT TRACING

As countries around the world gradually reopen, some are using contact tracing to enable health authorities to track who has been to an event or location if an outbreak flares up. They are then contacted and instructed to seek medical advice.

This infection control method becomes more effective when testing is widespread, and some societies are more tolerant of the perceived impact on personal liberty than others, but people who do allow limited access to their whereabouts may enjoy relaxed social distancing requirements.

In the United Kingdom, for example, the National Health Service is testing a contact-tracing app to help medics warn people linked to a given outbreak, with the goal of loosening distancing and isolation requirements for society as a whole. Likewise, Australia is ramping up contact tracing using its COVID safe app, and South Korea has made track and trace a major part of its pandemic recovery plan. Many countries will follow their lead.

Similarly, the DoH follows national procedures for COVID-19 contact tracing. Therefore, it is important that the DoH has the necessary information in order to follow up on persons who may have come into contact with an infected person.

The event organiser should ensure that they collect contact details of all workers, attendees, role-players and stakeholders present at the event and keep it on record for use by the DoH should there be a need for contact tracing. The contact details collected should be consistent with that on the COVID-19 symptoms monitoring sheet in the DoH guidelines for symptom monitoring and management.

Where available, these should include:

Surname, first name, contact cell number, email address, alternative contact number, home address and if the person is an employee or attendee.





9. STAFF HYGIENE & HEALTH MANAGEMENT

Due to the fact that COVID-19 is a transmittable virus with insufficient testing and no vaccine, workers and those involved in an event must diligently address the health risks of working in the close confines of many event spaces.

The Disaster Management Regulations (DMAR) requires the appointment of a compliance officer to oversee the implementation of the COVID-19 plan for the event. This person can either be the appointed event safety officer or a person monitored by the event safety officer.

9.1 STAFF HEALTH GUIDELINES & BEST PRACTICES

In accordance to current legislation the following should be considered:

- 🔥 Implementation of hand sanitizing and hygiene practices;
- 🔥 Communication of COVID 19 symptoms and precautions;
- 🔥 Correct Personal Protective Equipment;
- 🔥 Social distancing measures;
- 🔥 Mandatory wearing of cloth masks at all times.

9.1.1 Staff Induction

Before reopening, each venue or events company must develop and communicate their new health procedures and requirements, such as social distancing and face covering (masks) requirements. This can be achieved by the use of email, toolbox talks, virtual meetings or any social media platform. Companies should be able to provide proof of communication to and awareness training of staff.

9.1.2 Social Distancing While Working

Public health guidance stresses that whenever possible, everyone should leave at least 1.5m to the person closest to them.

All Employees shall maintain a distance of 1.5m from each other at all times. If this is not possible, an employee shall wear a face shield to work with or workers can limit their exposure by forming a "work team" in which people routinely work together in small groups, but at a safe distance apart. No physical contact is allowed between employees.

9.1.3 Staff Hygiene Best Practices

Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, workers should wash their hands with soap and water for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, workers may use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available.



Workers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, before touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.

9.1.4 Coughing & Sneezing Etiquette

Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.

The following guidelines should be followed by all:

- 🔥 Cover your mouth and nose with a tissue when you cough or sneeze;
- 🔥 Cough and sneeze into your elbow;
- 🔥 Dispose of the tissue in the trash bins;
- 🔥 Immediately wash or sanitize your hands after blowing your nose, coughing or sneezing.

9.2 STAFF PERSONAL PROTECTIVE EQUIPMENT (PPE)

9.2.1 Gloves

Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the wearer's hands should be worn when conducting health checks on workers or attendees when handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products. Workers should be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the worker's specific duties, to avoid spreading the virus in high-touch areas.

Disposable gloves shall be provided for use as and when required, especially when physical contact is required between employees, clients, artists, etc. After contact, all staff need to dispose of gloves and replace them. Staff members should be trained on the proper use of gloves.

9.2.2 Masks

Face masks requirements should be task-specific and include instruction and training in proper use. For example, workers doing temperature screening may need N-95 or equivalent face coverings when dealing with potentially sick workers or attendees.

In order to ensure maximum comprehension and compliance, signage posted throughout the venue should show how to wear and use a face covering as outlined earlier in this document issued by DoH.

The wearing of masks will reduce the risk of persons transmitting or spreading the virus to each other. Each employee must have at least 2 cloth face masks as per legislation. This ensures proper sanitizing of masks (one worn at work, one in the laundry for the next shift). In addition, all companies should provide disposable masks for when needed by employees and visitors. Every employer must ensure workers are informed and trained on how to use masks correctly.



Touching Your Face. Workers should avoid touching their eyes, nose, and mouth. Microphones, headphones, and other personal equipment should not be shared, and should be sanitized before and after each use.

9.2.3 Additional Personal Protective Equipment (PPE)

PPE to minimize the risk of exposure to coronavirus is as necessary, employers should ensure that in addition to face coverings and gloves, workers have PPE appropriate for their work, and that vendors and independent contractors provide and use their own.

9.3 STAFF TEMPERATURE SCREENING

When entering the venue every employee must be screened for body temperature and checked for symptoms, ensuring that temperatures are below 37.3°C (WHO). Records should be kept and be accessible when required.

Every single point of entry into the venue for workers, should be monitored by workers trained and approved under the compliance officer's supervision. These workers will conduct temperature screening using "no-touch" thermometers approved by the compliance officer and perform health symptom checks.

Anyone displaying a temperature on or over 37.3°C (WHO) should be taken to a predetermined isolation area for a secondary temperature screening which should ideally be carried out by event medical personnel.

Workers confirmed to have an elevated temperature should be denied entry to the venue and immediately directed to the isolation area for appropriate medical care.

9.4 RESPONSE PLANNING

The following recommended practices for sick workers presume a degree of supervisor oversight and control over employees that may be difficult with independent contractors. Where possible, companies should consider incorporating health and safety requirements into their independent contractor agreements.

The event organisers COVID-19 Response Plan should at least include the following:

9.4.1 Symptomatic Case

If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers and attendees and the worker should immediately be taken to the isolation area. The supervisor should document the circumstances of the worker's illness to help with contact tracing, as applicable.

In a case where the employee is already at work, they should be isolated immediately, given a FFP1 surgical mask and the case reported to management that will assist with the arrangements for transport of the employee to a medical healthcare centre.



Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician.

The employer shall immediately commence with tracing all people that the employee has been in direct contact with.

Workers with symptoms of acute respiratory illness associated with COVID-19 should only return to work after

- (a) Home isolation for 14 days since their first symptoms or positive test, and
- (b) Medical authorisation.

9.4.2 Confirmed case

When an employee confirms that they have tested positive with COVID-19 (reporting is required by law) the employer is required to follow the procedures set out by legalisation.

The event organiser should cooperate with the local Health Department to determine which other employees are at risk and what procedures should be taken to ensure health and safety for all employees at the venue.

Responding to Confirmed Cases Of COVID-19. If a worker is confirmed to be infected with COVID-19, their employer should immediately notify the local public health authority as well as the compliance officer who should do the following:

- 🔥 Note that it may be illegal to provide the infected persons name or other information that could be used to determine their identity. Consult your local health department and human resources policy regarding reporting protocols.
- 🔥 Determine what areas of the venue were visited, used, or impacted by the infected worker (the "Impacted Areas").
- 🔥 Assess whether the worker's role put them within 1.5m of other workers or attendees, including whether their duties create specific transmission risks such as food handling, bartending, or ticket checking, etc.
- 🔥 Work with the local health department to determine which other workers that may have been impacted due to close contact with the infected worker.
- 🔥 Notify the impacted workers that they may have had contact with an infected worker and encourage them to monitor their health and report any concerns to their healthcare provider.
- 🔥 Any worker who tests positive for COVID-19 should remain at home in isolation for not less than 14 days after symptoms begin. The worker should follow health authority guidance as well as their company policy.
- 🔥 Impacted workers who have been in close contact with a person who tests positive, but who are not presently symptomatic or suffering a fever greater than 37.3°C (WHO) should not come to work for 14 days after their last close contact, and quarantine themselves.





10. ATTENDEE MANAGEMENT

10.1 ROLES & RESPONSIBILITIES

10.1.1 Event Safety Officer

The event safety officer can fulfil the role of compliance officer as long as long as this does not compromise their primary event safety function.

There may be times when the event is a low risk event, where it is reasonably practicable that the event safety officer will be able to fulfil both the compliance officer role and the event safety officer role equally with neither role nor responsibility compromised.

Where applicable and depending on the requirements to the event and risk profile, a second safety officer should be appointed to manage event safety specific services (as outlined in SASREA) allowing the compliance officer to concentrate on the event COVID-19 strategy.

By extension of the event safety officer's health and safety responsibilities (SASREA) covers all health and safety related issues and therefore they are key to ensuring the requirements of the compliance officer role is fulfilled at the event.

The event COVID-19 strategy, procedures, roles and responsibilities required should form part of the Event Safety Plan developed by the event safety officer. As such the event safety officer must ensure all operational measures, protocols and practises for reducing COVID-19 transmission are developed and implemented accordingly.

The event safety officer should ensure that none of the COVID-19 protocols interfere, restrict or limit basic emergency evacuation procedures at entrances and exits and provide the following:

- 🔥 Oversee the compliance officer and ensure that key control measures for the venue and event are in place.
- 🔥 Support the compliance officer and ensure that all COVID-19 protocols have been implemented, in place and that none of the measures negatively influence any emergency planning.

10.1.2 COVID-19 Compliance Officer

As per current legislation, the event organiser should designate in writing a COVID-19 compliance officer who should oversee the:

- 🔥 Implementation of the COVID-19 strategy.
- 🔥 Adherence to standards of hygiene and health protocols on the event site.
- 🔥 Develop measures to ensure the event site meets the standards of health protocols, social distancing measures for workers, staff and public.
- 🔥 The COVID-19 strategy should contain the following information:



- which persons are allowed to work or attend the event;
 - what health protocols are in place to protect employees and attendees from COVID-19;
 - details of the compliance officer.
- 🔥 The compliance officer should provide a risk assessment based on exposure to infection and possible transmission of persons working at the event site and attendees to the event.
 - 🔥 That the COVID-19 hierarchy of controls is clear and understood by Security, Steward, Medical Services and Usher Management and awareness and training is provided.
 - 🔥 The compliance officer should inspect and verify that the COVID-19 key control measures for the event, are described in the risk assessment are implemented accordingly.
 - 🔥 Ensure deployment of passive “no touch” temperature screening and health surveillance measures are in place.
 - 🔥 That there is a social distancing protocol in place specific to the event and venue including ensuring social distancing queuing equipment, fencing and signage is provided for implementing protocols.
 - 🔥 Ensure that the COVID-19 screening process, reporting and response is in place, that staff are aware and trained accordingly.
 - 🔥 Provide an isolation protocol for those suspected or show COVID-19 symptoms including identifying the necessary isolation areas for both workers and attendees, that Security Officers, Stewards, Ushers and Medical Staff are aware of the area and aware of the isolation protocols in place.

10.1.3 Security

Security including the appointed access control officer and deployed event security officers will, in combination of their role (SASREA) execute standard operating procedures in relation to minimising COVID-19 transmissions. The enforcement of social distancing, “no touch” ticket scanning and attendee temperature screening as well as movement of attendees to designated isolation zones areas will form part of their responsibilities.

- 🔥 The access control officer should oversee and ensure implementation of COVID-19 protocols at ingress/ entrance and egress/exit points.
- 🔥 Event security officers should be responsible for the implementation of COVID-19 protocols at ingress/entrance and egress/exit points.
- 🔥 Event security officers should ensure that the social distancing within the queuing system is adhered to by all attendees or for artists, crew and workers at staff ingress/entrance points.
- 🔥 Event security officers should scan tickets in printed form or electronic copies without touching the attendee’s ticket or device.
- 🔥 Event security officers as part of their access control function should physically scan all attendees with thermal temperature scanning devices (or monitor free-standing devices) at all ingress/entrance and egress/exit points.
- 🔥 Should the attendee register a temperature reading 37.3°C (WHO) or higher, an immediate second reading should be done. If the higher reading is confirmed with second scan, the attendee must be moved to the isolation area for further observation and questioning. The attendee should follow at a safe distance on no closer than 1.5m from the event security officer/steward or usher to the isolation point.



10.1.4 Medical Staff

Event Medical staff appointed for an event should be deployed in a supportive role to event security officers in executing COVID-19 protocols in minimising COVID-19 transmissions. For events that are a very low risk and do not need the deployment of medical staff at the event, they should have access to medical advice.

Medical staff on duty for the event should assist in the re-screening of attendees when increased temperatures are detected, conducting the screening questionnaire and final screening of attendees prior to prohibiting them from entering the event as a precautionary measure.

- 🔥 The medical staff deployed should support and assist in implementing the COVID-19 protocols at ingress/entrance and egress/exit points.
- 🔥 Existing event medical staff should be deployed at the ingress/entrance points to assist security officers during ingress and be called to the isolation point with attendees that have registered a temperature 37.3°C or higher via the thermometer and need a secondary assessment.
- 🔥 Ideally the on duty medical staff member should provide a secondary scan and assessment of the attendee with an alternative thermometer. Should the assessment be within acceptable levels, the attendee should be escorted back to the ingress/entrance point for searching and ticket verification processes and allowed access.
- 🔥 The elevated temperature reading should not be the only reason for the prohibition of an attendee entry to the event. The medical staff member should complete a symptom check and questionnaire based on the DoH requirements. Should the attendee answer positively to any of the COVID-19 symptom questions the attendee should be prohibited entry to the event.
- 🔥 The VOC must be advised immediately and response protocols enacted.

10.1.5 Stewards, Volunteers & Ushers

- 🔥 All stewards, volunteers and ushers deployed will assist in implementing the COVID-19 protocols at ingress/entrance and egress/exit points.
- 🔥 Tasking might change for stewards, volunteers and ushers with social distancing, capacity management, queue and aisle control.

10.2 INGRESS (ENTRANCE MANAGEMENT)

10.2.1 Sanitation Stations

Once an attendee arrives at the venue prior to presenting their ticket and being screened, there should be hand sanitiser available for them. Once the attendee has passed the screening and access control process, once again at the venue entrance there should be a further hand sanitiser station or options for hand washing. The compliance officer should appoint hand sanitiser stewards, volunteer or ushers where needed to ensure that all attendees make use of these services prior to entry.

Furthermore, hand sanitiser stations or wash stations should be provided throughout the venue, well-marked and visible. These stations should allow no-touch activation if reasonably practicable. Cleaning supervisors must regularly confirm there are adequate supplies of hand sanitisers and that they are refilled if empty.



10.2.2 Parking

To ensure that attendees observe social distancing when leaving or returning to their vehicles, parking security officers and stewards can monitor and enlarge spaces between vehicles if needed especially when there is a mass ingress or egress to and from vehicles. Pre-paid parking should be considered to minimise contact at the venue.

10.2.3 Queue Management

Event organisers should consider ways to schedule staggered ingress if possible, in order to minimise queues for screening checks, search procedures and registration or ticket scanning. Virtual or technology pre-screening processes could be a solution to providing express queues to alleviate mass queuing.

Consider the following to spread arrival time and manage demand at the entrance.

- 🔥 Events with a specific start time could schedule attendee arrival times.
- 🔥 During the ticketing process, attendees could select their ingress time and location, which can be coordinated with public transportation, provided transport or e-hailing vehicles.

Additional space may be required to accommodate longer but less densely packed queues waiting to enter the venue.

- 🔥 **How Much Space.** In a 1.5m social distancing model, up to 3sqm per groups of people residing in the same household may be necessary.
- 🔥 **Where to Queue.** It is important to separate pedestrians from vehicle traffic, and to preserve room for other pedestrians to pass. This will present challenges in urban settings or where space outside the venue doors is limited. Venues whose entrance is in built up areas may need to arrange with neighbouring properties and local authorities to allow early-arriving attendees to wait in designated areas. If an ingress queue consistent with social distancing would cause the line to extend into a road or pedestrian walkway, consult with local authorities to determine where to safely queue attendees whilst preserving emergency access.
- 🔥 **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground, rope and stanchions, fencing, in combination with staff who provide information about anticipated wait time and ingress procedure including the enforcement of social distancing protocols. The area where attendees wait should have signage showing the event's health rules, including social distancing guidelines and face covering requirements.

10.2.4 Attendee Access Control, Screening & Health Checks

10.2.4.1 Access Control

As part of the COVID-19 strategy, an access control plan should be developed outlining the steps that will be taken in managing access into the venue from ticket or registration verification, accreditation, screening, searching criteria, etc.

Each event will have its own specific access control requirements depending on the type of event, nature of the audience, event risks which in turn will direct the protocols needed specific to the event.



10.2.4.2 Temperature Screening

At the venue perimeter, an event security officer or designated person wearing a face covering, gloves, and additional PPE if necessary, who has been approved by the compliance officer, should take the temperature of every attendee and conduct a brief visual screening for observable symptoms of fever or infection.

Temperature screening using a thermometer should be accompanied by questioning an attendee if he/she suffers from chills or fever in order to accommodate for possible faulty equipment.

This document does not make a recommendation regarding a specific type or style of thermometer, only that it be compliant with your applicable requirements of screening regulations. Cost and efficiency of devices can vary widely, so each venue or event operator should make a decision that is reasonable under their circumstances.

10.2.4.3 Health Symptoms

The compliance officer should develop the health symptom questions and evaluation criteria in consultation with a qualified medical person that cover the regulations issued and outlined in this document.

10.2.4.4 Attendee Search Procedures

Where the risk profile of the event requires a search procedure of attendees, walk-through magnetometers are effective at detecting prohibited items that are metallic while allowing security workers to maintain social distance.

Hand held metal detectors checks are a less costly alternative which still allows no-contact metal detection; however, they require the security worker to be closer than 1.5m from the attendee, and therefore less optimal from a health perspective. Training and awareness processes should be applied and relevant PPE worn.

Pat-downs are obviously the least sanitary searching procedure and should be applied when someone is suspected of carrying prohibited items. The person providing the 'pat down' search should have an N-95 or equivalent face covering, consider additional PPE and sanitise their hands frequently.

10.2.4.5 Bag Search Procedures

Where the risk profile requires bag searches, it is important that even during a pandemic, it remains important for security reasons to keep prohibited items out of the venue. In order to avoid touching attendee's personal items, event organisers may wish to enforce a small clear bag policy in which attendees open their own bags for inspection.

The searching of bags by means of 50cm long searching sticks will have the benefit of not touch bags or sides.



Alternatively, some event organisers may prohibit bags altogether but this may be impractical. Tension exists between health and security that needs to be addressed by the event organisers relating to a bag search protocol required for the event.

10.2.4.6 Ticket Management Systems

Paper tickets and cash require physical contact between attendees and workers that can be avoided at many events.

At ticketed events, tickets can be made available in advance and made online only which allows for enhanced contact tracing. Electronic tickets can be scanned by ticket-takers wearing face coverings (masks) and gloves, or attendees could check themselves in at self-service kiosks outside the health and security screening area.

10.2.5 Intervals

Ultimately shorter shows with no intervals will be the ideal solution, however this may not be practically possible or reasonable to achieve. The path of least resistance will be the best depending on the venue and the event layout.

Intervals present the same social distancing challenges as ingress and egress, with the distinction that some attendees will remain seated and attendees are prone to mulling around or congregating in smoking areas.

Even with fewer people attending events during the early phase of reopening, intervals may have to be longer than before to allow time for socially distanced attendee movement. Attendees will not be allowed to congregate inside or outside toilets or in lobbies or around food and beverage stations. Hand sanitisers should be available in these areas.

To alleviate congestion, special food and beverage points can be strategically placed to minimise queue build up and quicker service. Staff members attending these stations should serve the attendee instead of allowing the attendee to cater for him/herself.

Using one-way systems inside the venue for movement will alleviate congestion and allow for easier management and control of social distancing and queue management. This system should be clearly marked and illuminated if required.

10.2.6 Ticket office / Information Centres

The ticket office or information centres are often protected by glass partitions. Where there are no physical barriers between ticket or information staff and the attendee, a clear protective shield is recommended. Attendee social distancing can be preserved by opening fewer windows and marking appropriate queuing space.

On-site ticket purchase and/or pickup can be eliminated for events that accept only electronic tickets by advanced purchase.



10.2.7 Accommodating Special Needs Attendees

New health screening measures may require adaption for persons with disabilities. For example, deaf attendees who read lips may require screening from a worker wearing a clear face covering or one with a see-through window over their mouth.

An event space that reduces points of ingress or egress must ensure continued accessibility.

Venues that temporarily reduce capacity should confirm that they still offer enough accessible seating, including companion seats, to comply with disability requirements. Attendees whose disability makes them unable to wait in a long line may need a more expedited access procedure.

In order to remain compliant with applicable laws and provide reasonably accessible events for all attendees, these Re-Opening Guidelines recommend consulting with advocates for persons with disabilities.

10.2.8 Psychosocial Considerations

The term psychosocial refers to the psychological and social factors that influence mental health such as worker and attendee stress and anxiety.

Ensure that good quality communication and accurate information updates are provided to both workers and attendees.

Furthermore, that workers are trained and aware of this information and are able to communicate effectively to attendees. Communicating with attendees that is clear and concise, done so with empathy and understanding (with firmness when required) will always alleviate any fears, concerns or anxieties attendees may have.

In relation to worker mental health impact staff, rotate workers between higher-stress and lower-stress functions (ensuring they have adequate training). Partner inexperienced workers with their more experienced colleagues. The buddy system helps to provide support, monitor stress and reinforce safety procedures.

Ensure that staff are aware of where and how they can access mental health and psychosocial support services and facilitate access to such services.

Managers and Supervisors are facing similar stresses to their staff and may experience additional pressure relating to the responsibilities of their role. It is important that the above provisions and strategies are in place for both staff and managers, and that managers can be role-models for self-care strategies to mitigate stress.



10.3 EGRESS (EXIT MANAGEMENT)

10.3.1 Exit Management Procedures

Social distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end such as concert, conferences, shows, attendees nearest the exits should leave first, by row or section, in order to clear space for attendees' further inside to follow.

This will require security, stewards, volunteers and ushers to assist with egress management and ensure that attendees understand the procedure and comply with social distancing requirements until they are in their vehicles or otherwise outside the venue.

10.3.2 Emergency Evacuation Procedures

The need for social distancing creates significant challenges when planning to evacuate people during an emergency. Where attendees might be told to take shelter, such as at an outdoor event due to a forecast of severe storms, the area of shelter must be able to accommodate the number of people while maintaining 1.5m between unrelated groups.

Likewise, if attendees will be instructed to return to their vehicles in an emergency, workers will need training to manage the egress to avoid the risk of transmission while they leave the immediate hazard. These may not be significant obstacles for the smaller capacity events that will initially return to events, but event organisers will have to coordinate with all role-players, including public health and local authorities on the emergency planning for the event based on its risk level.





11. SANITISATION, CLEANING & HYGIENE

Direct contact transmission involves the transfer of infectious agents to a susceptible individual through physical contact with an infected individual (e.g., direct skin-to-skin contact). Indirect contact transmission occurs when infectious agents are transferred to a susceptible individual when the individual makes physical contact with contaminated items and surfaces.

Similarly, the science as outlined in this document, is that when a person who has COVID-19 coughs or exhales, they release droplets (microorganisms) of infected fluid. These often fall on nearby surfaces and objects and contaminate the environment. This in turn infects others that touch and breathe in the droplets if precautions are not taken. Evidence indicates that the COVID-19 virus can survive for hours and days on certain surfaces (steel, wood, plastic, ceramics, glass, etc.).

Therefore, regular cleaning, sanitisation and disinfecting of surfaces in public places becomes one of the key public health measures towards reducing microorganisms and the spread of COVID-19.

Sanitisation and cleaning are part of the 4 cornerstones to prevent COVID-19 spread and a disinfection plan should be developed, implemented and constantly supervised prior, during and after the event.

There is however currently no adequate evidence of the cost effectiveness of air disinfection in outdoor environments so it is recommended that the methods of sterilisation include surface cleaning and disinfection including indoor spray disinfection.

11.1 DECONTAMINATION

Decontamination is referred to as terminal cleaning and involves total removal of harmful microorganisms in a contaminated area rendering the area free from a harmful agent or virus.

Decontamination can protect attendees, staff and crew from the COVID-19 virus that may contaminate and eventually permeate the clothing, respiratory equipment, tools, vehicles, and other equipment used on the event site.

Decontamination Protocols

As part of the sterilisation and cleaning plan, decontamination protocols should be developed specific to the event and venue and form part of the event safety plan which is over and above the general cleaning operational plans for the event dealing specifically with COVID-19 sterilisation control measures.

Consideration includes:

- 🔥 Determine the area to be decontaminated and the available time;
- 🔥 Determine the decontamination equipment needed;
- 🔥 Determine appropriate decontamination methods;
- 🔥 Establish procedures to prevent contamination of clean areas;
- 🔥 Establish protocols and safe work practises when handling sterilisation chemicals and provide adequate risk assessments based on the method of operation;



Five major factors affecting the extent of permeation:

- 🔥 Contact time. The longer the COVID-19 virus is in contact with an object, the greater the probability and extent of permeation. For this reason, minimising contact time is one of the most important objectives of a decontamination program.
- 🔥 Concentration. Molecules flow from areas of high concentration to areas of low concentration. As concentrations the COVID-19 virus increases, the potential for permeation of clothing increases.
- 🔥 Temperature. An increase in temperature generally increases the permeation rate of the COVID-19 virus.
- 🔥 Size of the COVID-19 virus molecules and pore space. Permeation increases as the COVID-19 virus molecule becomes smaller, and as the pore space of the material to be permeated increases.
- 🔥 As a rule, gases, vapours, and low-viscosity liquids tend to permeate more readily than high-viscosity liquids or solids.

11.2 DISINFECTION

Disinfection is the process of applying a prescribed disinfectant to kills germs and reduce them to minimal levels on surfaces and objects. Cleaning surfaces with water and detergents first, is an essential part of disinfection. Appropriate disinfectants as recommended by WHO are:

- 🔥 QAC based disinfectant
- 🔥 Correctly diluted Sodium Hypochlorite
- 🔥 80% Ethanol based alcohol with a 0.125% Hydrogen Peroxide
- 🔥 75% Isopropanol based alcohol with a 0.125% Hydrogen Peroxide

Cleaning and Disinfecting.

- 🔥 **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but, not necessarily killing them.
- 🔥 **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning and disinfecting are both essential.
- 🔥 **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- 🔥 **Disinfecting Technique.** High-touch areas should be disinfected using materials effective against COVID-19. To quickly disinfect a seating area between events, electrostatic cleaning is a means of spraying a fine mist of positively charged disinfectant particles that adhere to surfaces and objects.
- 🔥 **Following the Manufacturer's Instructions.** In all instances, including technical and production equipment such as microphones and headphones, speakers, amplifiers, lighting etc, it is important that cleaning procedures follow the manufacturer's instructions. This will increase the likelihood of a thorough cleaning while not damaging the equipment or voiding a warranty.
- 🔥 **Disposal.** Place gloves and other disposable items used for cleaning and disinfecting in a bag that can be tied before disposing of them with other waste.
- 🔥 **Frequency.** The frequency of cleaning high-touch areas should be determined based on the surface or object and how it is used, applying guidance from local health authorities.
- 🔥 **Documentation.** A supervisor should ensure that cleaning logs are carefully entered and preserved for reference.



11.3 SANITISING HIGH-TOUCH AREAS

As soon as load-in begins surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using approved chemical products.

- 🔥 **Public Areas** (lobby, hallways, dining and food service areas)
 - Door handles, handrails, push plates
 - Fencing, bike rack or other barricades the public may touch
 - Handrails for stairs, ramps, and escalators
 - Elevator buttons – inside and out
 - Escalators
 - Reception desks, ticket counters, information desks
 - Telephones, Point of Sale terminals, and other keypads
 - Tables and chairs, including high chairs and booster seats
 - Beverage stations, water fountains, vending and ice machines
 - Waste receptacle touch points

- 🔥 **Toilets** (including portable units)
 - Door handles and push plates
 - Sinks, counters, and toilet handles
 - Lids of containers for disposal of women’s sanitary products
 - Soap dispensers and towel dispenser handles
 - Baby changing stations
 - Waste receptacle touch points

- 🔥 **Back of House Offices, Organisers Office, Dressing Areas, Green Rooms, Production Areas**
 - Individual office and other room furniture
 - Door handles, push plates, doorways, railings
 - Light switches and thermostats
 - Cabinet handles
 - Telephones, computers, other keypads, mouse
 - Microphones
 - Lecterns
 - Backstage and technical equipment
 - Waste receptacle touch points

- 🔥 **Kitchens and Food Preparation Areas**
 - Handles of all kitchen equipment doors, cabinets, push pads
 - Counter surfaces
 - Light switches
 - Handles of beverage and towel dispensers
 - Handles of sinks, including handwashing sink and mop sink
 - Cleaning tools and buckets
 - Waste receptacle touch points





12. VENUE REQUIREMENTS

12.1 TYPES OF VENUES

The capacity of the venue should be re-calculated to ensure that there are enough provisions made for social distancing between attendees. The capacity density in providing social distancing is key to right correct venue being used for your event.

The re-calculation can be made by means of allocating an occupancy of no less than three (3) square meters per attendee rather than on a person per sqm standing or 2 persons per sqm seated. Bearing in mind that recalculating the capacity will require to take into account all obstructions, furniture, set, concessions, exit aisles, etc.

For standing events capacity determination, a recommendation of 1 person 3sqm which makes provision for a social distancing of 1.5m between attendees is the ideal situation for minimising exposure. If social distancing is potentially compromising social distancing, the social distancing protocol should determine how this will be demarcated and enforced during the event. Attendee engagement is key to managing this arrangement.

Fixed seating such as auditoriums or raked seating for example, venues should close off seats closest to the pathways in order to minimise exposure of passing attendees and should start from the second row of seats and close off seats to ensure social distancing not less than 1.5m as far as is reasonably practicable.

For venues that have free seating arrangements such as conferences, seated events, it is recommended that seats are placed 1.5m apart and once could consider a chequer board design in laying out non fixed seating.

It is advisable for venues to have their re-calculated capacity plans drawn up and approved by the local authorities in order to make it easier for event organisers to plan the capacity of their event.

In a venue set-up for exhibitions, capacity of stands should be considered in two options, either by having fewer stands on the floor, wider rather than deeper stands with more aisle space between rows of stands as well as wider aisle widths, thus allowing people to meet the 1.5m social distancing requirement or by providing pre-determined/booked times of attendees to limit the number of person in the venue at any one point.

Note for exhibition event organisers:

- 🔥 Exhibiting companies should consider using material that is easily cleaned and that can withstand frequent cleaning.
- 🔥 The stand design should be of such nature that it is easy to set up and that fewer people will be needed to build the stand, for example shell scheme type stands rather than custom stands.



- 🔥 While stand builders are performing the building of stands, proper PPE should be used where social distancing is not possible.
- 🔥 Taking in to consideration the number of stand builders there are, time slots should be given to the building companies and or contractors which can start building from different corners of the venue to ensure social distancing.
- 🔥 Apart from the normal open viewing and personal interaction with the exhibitors and their stand representative, a solid perplex or any other flame-retardant plastic to be used to separate the stand representatives from the attendees.
- 🔥 It is also recommended that exhibitors make use of extensive screen display and do not make use of handouts or allow any of the attendees handle products.
- 🔥 The exhibition should be laid out in a one-way system that does not obstruct any emergency escape routes.
- 🔥 These routes should be communicated to the attendees before they enter the venue and indicated via signage.

Based on the complexity of the layout design and capacity determination of every event will need careful consideration especially when taking into account the social distancing requirements. It is recommended that the event organiser consult the venue on the design intended for the venue. The layout should ideally be approved the venue, event safety officer, compliance officer prior to the local authority submission for approval.

12.2 SOCIAL DISTANCING WITHIN A VENUE

Venue operational decisions will require a thoughtful balance of competing interests. On one hand, you want a capacity crowd, on the other, you can invite no more attendees than you can accommodate while maintaining social distancing and healthy conditions in all areas of the venue. The issues discussed throughout these Re-Opening Guidelines are intended to assist event organisers strike their own reasonable balance between those interests.

The following methods can be used to assist in enforcing and assisting in social distancing awareness:

- 🔥 Incorporating a social distancing section into your emergency evacuation announcement;
- 🔥 Repeat announcements (reminders) to keep social distancing over the PA system or via the MC;
- 🔥 Floor markers whether it is dots on the floor, circles painted or taped or other ingenious methods to remind attendees of the requirements and help show attendees what is expected of them to be allowed to continue at the event;
- 🔥 Rope barriers or floor markers indicating distance from desks or interaction counters will also assist.

Social distancing protocols developed by the event organiser will need to be presented to the venue and local authorities for approval including how this will be managed and implemented. It is however necessary for venues to consider adopting a no mask no entry policy no matter the current legislation saying otherwise or until the risk of exposure has minimised completely.

12.3 TOILETS

To ensure that a toilet area is not overcrowded, a toilet monitor should be stationed outside the toilet advising attendees when the toilet is full, manage queue lines and redirect attendees to other toilet stalls.



This role can be given to the cleaner assigned to the toilet stall for low risk level events but we would recommend a steward, volunteer or usher be placed at each toilet area for medium and high-risk level events to manage queue control and social distancing.

Within toilet areas, some cubicles, wash basins and urinals should be closed off in order to insure social distancing. Attendees should be made aware when using toilets through means of visual communication within toilets and during safety briefings of the following information:

- 🔥 Closing lids when flushing toilets in order to contain droplets;
- 🔥 Washing of hands;
- 🔥 Using of paper towels;
- 🔥 Using of paper towels when opening cubical doors and disposing of paper towels inside the toilet bins.

Cleaning staff should frequently clean and disinfect the toilets.

Social distancing should be managed at all times on the outside of toilets by means of visual markers and it is advisable that event organisers through appointed staff inform attendees that there might be crowding or waiting at toilet areas specifically during high volume periods.

Consideration may be needed on bringing in additional temporary toilets to minimise queue management and allow attendees access to alternative toilets.

12.4 POINT OF SALE

There should be a clear space between the cashier and the client. Hand sanitiser should be available for the purchaser at the point of sale as well as for the cashier to be utilised on every transaction and thereafter.

Frequent cleaning and disinfectant of both sides of the point of sale should be conducted as it would be classified as a frequently touched area. Additional PPE should be considered for the cashier as to his/her task involves working with closely with the public.

Consideration should be made to provide a POS device per cashier where possible. Separate arrangements should be made for cash payments and the staff required to handle cash should have the required PPE. Further consideration should be made in providing shields or barriers between point of sale staff and attendees.

12.5 MERCHANDISE

Items for sale can be posted on a website or event app that allows for mobile ordering and on-site pickup.

Considerations should be made for the following:

- 🔥 **Queuing.** Mark merchandise sales lines on the floor, with barricade, or rope and stanchion, patrolled by guest services workers to provide information and enforce social distancing.
- 🔥 **Touchless.** No trying on merchandise. Only workers may touch items for sale.



- 🔥 **Final Sale.** No returns or exchanges. All sales are final.
- 🔥 **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining social distance and not block access for pedestrians passing by.

12.6 MEDICAL MANAGEMENT AT VENUES

To ensure that all medical facilities at events are adequately geared for a potential COVID-19 symptomatic person, all medical staff appointed to the event should have undergone COVID-19 medical induction safety training prior to commencing work on site. Proof of this training session is required to be kept on file and produced at any stage.

Medical awareness training should contain the following:

- 🔥 Background and understanding of the virus;
- 🔥 Signs and symptoms;
- 🔥 High risk patients;
- 🔥 Medical protocol to be followed should you have a patient that falls into a medium – high risk category;
- 🔥 Correct usage of PPE;
- 🔥 Correct discarding of contaminated waste;
- 🔥 Completing a COVID-19 Incident report form;
- 🔥 Legal obligations as a medical provider;
- 🔥 Understanding the exposure risks as a medical provider to COVID-19 and consent given to work on site.

Sealed COVID-19 emergency medical packs need to form part of the equipment along with an inspection and inventory list for the medical safety file and the compliance officer should receive a copy to review before the commencement of each shift. Each pack should also have a unique code on it for record keeping purposes as well as an expiry date. Should a pack have been opened, all relevant parties need to be informed and a detailed COVID-19 incident report form should be completed.

A separate dedicated isolation room with medical crew needs to be arranged in the event a potential COVID-19 patient being identified in order to treat them away from the general medical treatment clinic. Any medical areas that may treat patients whether they be a clinic or outpost, each area needs to have relevant signage with social distancing markers and information. Sufficient hand and surface sanitiser need to be available in these identified medical areas.

Within 24 hours of the event, the medical clinic and medical areas need to be decontamination. Consideration should be taken to whether sanitisation should occur after each event day.

In regards to attendee and worker isolation areas for a second screening, these should be identified and designated prior to the event with on duty event medical staff responding when required. It is advised that the medical service provider provide specific protocols for COVID-19 within their event medical operational plan.



In addition to this, it should be compulsory for all event medical providers as part of their COVID-19 medical protocols to include a contaminated waste management protocol including a letter from the company providing the disposal.

12.7 WASTE MANAGEMENT

COVID-19 does remain on surfaces for quite some time; however, it is not believed that one needs to dispose of the waste as hazardous waste, but workers should treat it as such as it may be contaminated and cause transmission, especially waste from toilets areas. Additional dustbins should be placed including marking bins specific to certain waste like tissues or paper waste.

Be advised that all bins should have liners and that bins should not be used without one. The training of removing the liner and sealing it should be done with all cleaners provided by the cleaning contractor. This is to ensure the cleaning staff are aware of transmission and exposure to both themselves and those around them. Training registers should be available in the cleaning contractor's safety file.

Further consideration should be taken into account in the disposal and segregation of waste such as:

- 🔥 Frequency of sanitation (sewage) disposal
- 🔥 Storage of waste sites
- 🔥 Transportation of waste products
- 🔥 Managing of water quality
- 🔥 Grey water waste systems
- 🔥 Cleaners – frequency of cleaning of waste areas
- 🔥 Consider sustainable practices

12.8 FOOD AND BEVERAGE SERVICE

Safe service of food and beverages presents many operational challenges, but many are likely within the ability of even smaller events and venues.

12.8.1 Seated Dining Areas

Re-calculating the capacity taking into consideration furniture and servicing stations will establish the capacity of the area. It is recommended that a table and chair set remain 1.5m apart and that this is managed constantly.

It will be advisable to have a separate entrance and exit to the food and beverage area if possible. The purpose for this is to ease congestion and gathering of attendees.

12.8.2 Serving

It is advisable that attendees do not dish for themselves and that the layout of this is either a plated scenario or attendee facing protected buffet where kitchen staff will dish for the attendee. Provide snack packs or sealed meals where possible to limit transmission. Consider using packaging that is environmentally friendly and can be recycled.



The scenario where the kitchen staff dishes for the attendee will allow a sanitised and controlled environment where in terms of queuing and social distancing with an entry point and an exit point. Drinks should be provided in closed sealed units and not in jugs. Consideration around using efficient self-service hot beverage options that eliminates service or contact with staff are ideal. Staff will only need to replenish paper cups, sugar, milk, tea bags. During tea breaks, cookies/muffins/quiches can be individually wrapped.

Dispenser, coffee and tea stations should also be manned by staff and should be served to the attendee. This will work as well during intervals and serving of snacks during intervals which will work well with pre-packed items as a take away.

Consider limiting the menu to avoid time taken on decision making to allow queues to move faster.

- 🔥 **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers.
- 🔥 **Grab and Go.** Workers should place requested items on the counter for patrons in order to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be difficult and should not be used.
- 🔥 **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage area in a different direction than the way they entered.

12.8.3 Staff Procedures

With all of these changes, staff will have to undergo intensive hygiene and new operating procedures to ensure a smooth food flow. They will be the guide and link in managing attendee behaviour in food and beverage provision. As frontline staff, training and awareness programmes need to be arranged, registers completed and available for review.

12.8.4 High Touch Risk Items

High- touch items related to food and beverage service require consideration and sanitisation protocols, item to consider are:

- 🔥 Bottle and can openers
- 🔥 Cutting boards
- 🔥 Grill scrapers
- 🔥 Ice buckets
- 🔥 Ice scoops
- 🔥 Knives
- 🔥 Ladles
- 🔥 Measuring cups and spoons
- 🔥 Pots and pans
- 🔥 Pour spouts
- 🔥 Serving spoons
- 🔥 Spatulas
- 🔥 Squeeze bottles
- 🔥 Table tops



- 🔥 Tongs
- 🔥 Wine keys

12.8.5 Control Measures

The following control measures to be considered:

- 🔥 **Bar Hygiene.** Bartenders should model safe behavior by wearing a face covering and gloves when they are behind the bar. Garnishes should be prepared in a central location like the kitchen and provided with tongs to bartenders, or they should be eliminated entirely. Attendees should hold their own identification for r inspection. If a worker must handle an attendee's ID, the worker should then sterilize immediately after and advise attendee to do the same.
- 🔥 **Tables and Chairs.** Dining tables, bar tops, stools and chairs should be sanitised after each use. Decoration rental companies may have workers to clean and disinfect furniture before, during, and after events. Once furniture is positioned to allow social distancing, the new location can be marked on the floor.
- 🔥 **Utensils.** To replace individual eating utensils, attendees can be provided pre- wrapped cutlery, straws, and stirrers. Consider using only plastic or bamboo disposable cutlery that can be recycled.
- 🔥 **Condiments.** Condiments should be served with food orders or only at patrons' request, in disposable single-use packages. Consider sealing into packages cutlery. All used items must be disposed by guests. Staff may only wipe furniture and not touch consumed meals/leftovers/rubbish.

12.8.6 Kitchen environment

Social distancing should also be maintained within this environment. Isolate work stations by means of a shield where social distancing is not possible. Allow individuals to make use of their own utensils and have them sanitise it frequently.

Enforce high food safety regulations and kitchen hygiene. Do not let any unauthorised personal enter the kitchen areas (It is not necessary to re-invent the wheel).

Consider the following guidelines:

- 🔥 The two key factors to safe kitchen operation are physical spacing and surface and equipment sanitizing;
- 🔥 To facilitate spacing, staffing levels may have to be reduced;
- 🔥 Menus should be simplified to reduce production complexities and therefore the number of staff required;
- 🔥 Menu simplification will also reduce the range of suppliers required and external interactions are minimised.
- 🔥 Workstations should be demarcated to indicate the physical spacing required.
- 🔥 If possible, facing workstations should be eliminated or shields provided between facing stations;
- 🔥 Shields can also be used to separate side-by-side stations;
- 🔥 Equipment must be sanitised frequently using surface sanitisers (handles, knobs, dials, switches



and static equipment) and utensils, pots and pans, and receptacles, should undergo more frequent hot washing;

- 🔥 Kitchen equipment and guest crockery and cutlery should be washed separately, both on deep, high temperature wash cycles;
- 🔥 The exteriors of any packaged food item not completely used up, and of all containers of food, should be sanitised with wipes after each use (before returning to storage after opening and extracting);
- 🔥 Ventilation should be maximised either with open windows or efficient air-conditioning;
- 🔥 Fumigators and/or ozonates can be used to deep clean kitchen areas and storage areas from time to time.
- 🔥 Sanitisation program should be implemented.





13. EVENT MANAGEMENT IN REGARDS TO COVID-19

13.1 DIVISION OF AUTHORITY AND RESPONSIBILITY

Event Organisers and venue owners will have to decide which party is responsible for various tasks and behaviors related to COVID-19 health and safety protocols. Because these will be new agreements, this Re-Opening Guideline recommends that new responsibilities, and the authority to carry out, enforce them and document them need to be agreed.

Any such agreement should be mutually supportive rather than imposing a disproportionate burden on one side or the other – the event organiser wants to know the venue is clean and the venue want to know the event organiser will not bring unreasonable risk into their premises. Both parties have a vested and mutual interest in agreeing to the kinds of measures discussed here.

The event management ultimately sits with the event owner or event organiser to which he or she delegates responsibility defined by an organogram with purpose assignments via their delegated event managers. Each department head under his or her leadership in turn is mandated to execute their roles and responsibilities as per contractual engagement as defined by a service level agreement considered binding according to law specifically when it comes to managing the exposure to COVID-19.

The event organiser is a person of vision, energy, and commitment in a position of responsibility and authority plays myriad professional roles. The event organiser and his or her teams are often behind-the-scenes running the event. The event organiser may also be involved in more than just the planning and execution of the event, but also brand building, marketing and communication strategy.

The event organiser is an expert in the creative, technical and logistical elements that help an event succeeds. This includes event design, audio-visual production, scriptwriting, logistics, budgeting, and negotiation and, of course, client service.

It is a multi-dimensional profession. Event management is the application of project management to the creation and development of festivals, music concerts, exhibitions, events and conferences as outlined in section 5 of these guidelines.

Event management involves studying the intricacies of the brand, identifying the target audience, devising the event concept, planning the logistics, analysing all risk assessments and coordinating the technical aspects before actually executing the modalities of the proposed event.

Post-event analysis and ensuring a return on investment have become significant drivers for the event industry and therefore, the event organiser should continually assess all aspects and if needed based on conditions, whether to postpone, cancel, continue or significantly reduce the number of attendees (if possible) for mass gatherings based on their risk assessment of exposure to COVID-19 at their event. This should be done in conduction with event managers, event safety officer, compliance officer and relevant role-players.



It is therefore recommended that part of the event management responsibility is to meet with the event safety and security planning committee (ESSPC) and venue role-players to finalise the planning in minimising the exposure to COVID-19 for everyone involved in the event chain. One needs to discuss the emergency operational plans and determine how they may impact aspects of the event, such as personnel, security, services and activities, functions, and resources.

The event organiser should develop a contingency plan that addresses various scenarios described in these guidelines that forms part of the event safety plan in managing the exposure to COVID-19.

13.2 BOOKING AN EVENT SPACE

Site visits and venue tours for marketing and booking purposes should be replaced by virtual tours to the extent feasible.

Companies seeking to book a space should prepare to submit a health and safety plan consistent with these guidelines regarding the risks particular to their event and the exposure to COVID-19.

A theme should be developed by the event organiser which in turn will then determine the type of space needed to host the event. Including all mitigating factors attributed to the event which would then be needed to be assessed before final conclusion and booking can be made.

In order to achieve this preliminary site inspections should look for any event element or aspect of the event site that might have the potential for concern and thus a comprehensive risk assessment on all aspects with specific attention to health and safety would be needed before final booking as described in section 4 of this document.

During all planning meetings the event organiser needs to elicit all possible health or safety hazards associated with the goods, services and personnel to be used to produce the events. Specifically asking all contractors and suppliers to identify potential physical hazards and the safeguards necessary to prevent exposure to illness or injuries.

13.3 PERFORMANCE AREAS

The performance of an event with a stage or platform or execution of a conference with panel discussions should now be seen and managed as a close proximity risk.

To this end the fundamentals of knowing and understanding the virus and how it spreads should be not only be covered as part of the contractual obligations but also part of a pre-event (for speakers and or performance artists) induction, such as:

- 🔥 Wash your hands often;
- 🔥 Avoid close contact;
- 🔥 Cover your mouth and nose with a cloth face cover when around others;
- 🔥 Cover coughs and sneezes;
- 🔥 Clean and disinfect.

The event organiser will factor into their assessments the size of a performance area and allocate accordingly to ensure physical distancing, together with a delegated stage manager.



In the case of a live event the event organiser will ensure all artists stage riders conform to the protocol of physical distancing as to both placement of artists, dancers, musicians and the etiquette of performance conduct. This would follow a similar process as to the safety and prevention protocols for a conference or banquet event or any event with a stage.

The event organiser should have in place all sanitation and pre-caution measures, monitored by the compliance officer for a performance by way of:

- 🔥 Sanitation stations;
- 🔥 Appropriate ablution facilities;
- 🔥 Green room layouts defining physical distancing;
- 🔥 Safe hospitality practices;
- 🔥 Decontamination facilities for instruments and wardrobe.

The event organiser together with the delegated stage managers will advise and notify verbally, written and by way of signage the rules of performance at any event such as, but not limited to:

- 🔥 No guests or non-performers will be allowed on or near the performance space;
- 🔥 All supporting staff and management to the performance will agree to the etiquette and practices as provided.

13.4 MATERIAL HANDLING & SANITATION OF PRODUCTION EQUIPMENT

Any equipment arriving at the venue should be sanitised and or disinfected prior to being unloaded at the venue.

In addition to face masks, workers should wear gloves when handling equipment and cargo to prevent surface contamination.

Social distancing applies to workers and staff working in confined spaces, such as inside trailers. Workers should always wear face masks and gloves where applicable when those do not interfere with essential work functions, particularly when they cannot maintain social distance.

The general need for distancing should not cause other unsafe working conditions for workers. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together.

High-touch equipment such as motor controllers, microphones, mic stands, presentation remotes, and audio/video cable should be sanitised frequently, and equipment should be dedicated to individual users where possible and sanitised prior to and after each use.

Heavy equipment such as forklifts, boom lifts, and scissor lifts should minimise the number of operators of each piece of equipment where feasible and be sanitised prior to and after each use.

It is imperative that it is understood that the practices of pre-COVID 19 cannot be continued but by using the fundamentals thereof can form a foundation which can be used to practice safety and preventative measures.



The foundation for a safe workplace starts with policies and procedures that each contractor should provide.

A comprehensive health and safety policy which includes dealing with exposure to COVID-19 should be provided by every contractor including the appropriate level of guidelines on material handling and relevant training required.

13.5 EQUIPMENT DELIVERIES

In addition to adhering to the materials handling guidance above, delivery truck drivers should not leave their vehicle during offloading unless they receive the same screening and follow the same health procedures as other workers.

To the extent possible, deliveries should be scheduled in shifts to minimise the time workers load or unload close together. Workers unloading deliveries should change their gloves and wash their hands between each delivery.





14. TRANSPORTATION

Transport that is provided by an event organiser for an event, operators of vehicles or company transport involves high risk of transmission of COVID-19 due the fact of close contact between one another whilst travelling, inadequate ventilation and the time spent travelling.

The Department of Transport (DoT) has provided Directions on public transport, buses, mini-buses, sedans, e-hailing services, taxi services, chauffer driven vehicles and the provision of transport to others including hygienic conditions that must be adhered to and steps followed for the limitation of exposure to COVID-19 by those using transport.

The purpose of the Directions issued by the DoT is to provide for:

- 🔥 Hygiene Control and disinfection processes
- 🔥 Embarkation & Disembarkation of passengers
- 🔥 Loading Capacities of various vehicles
- 🔥 Enforcement of the DoT Directions

Furthermore, the Directions issued by the Department of Employment and Labour (C19 OHS measured in the workplace) refers to the employer providing safe transport for employees which includes:

- 🔥 Personal Hygiene
- 🔥 Social Distancing
- 🔥 Arrangements to minimise exposure associated with commuting
- 🔥 Cloth Masks (using transport)
- 🔥 PPE (drivers and supervisors)

It is therefore imperative to improve hygiene control and disinfection on all transport vehicles and to follow best practices. Should attendees/passengers display symptoms, the attendee/passenger should be declined transportation. Furthermore, passengers should be required to complete a questionnaire to determine the fitness of the passenger under COVID-19 transportation guidelines and for tracing purposes. The interventions to mitigate this risk involve the following:

14.1 DRIVER/OPERATOR RESPONSIBILITIES AND CONSIDERATIONS

Drivers transporting passengers should understand the risks and eliminate or minimise any potential exposure. Drivers are therefore required to understand the industry's standard operations procedures (SOP) and apply them where necessary to commit to safe practices in reducing the risk of the COVID-19 transmission.

Responsibilities include:

- 🔥 When reporting for duty, should be screened as outlined previously in the document;
- 🔥 Wash hands before leaving the site and thereafter sanitize hands at prescribed intervals or when coming into contact with contaminated surfaces. Sanitizer to be supplied by the Operator;
- 🔥 Minimal exposure between driver and passenger should be encouraged as much as possible;



- 🔥 Where possible, consider the use of transparent physical barriers (Perspex) to shield and protect the driver;
- 🔥 Operators should ensure that all transportation vehicles are sanitized before picking up and dropping off passengers;
- 🔥 Avoid contact with passengers and ensure recommended distance between passengers (1.5 to 2m) when queuing to enter the vehicle;
- 🔥 Use vehicle's climate control system to improve fresh air intake/air circulation to increase airflow that reduces contaminant build up and encourage open windows where possible;
- 🔥 Encourage open windows where possible;
- 🔥 Increase the cleaning frequency on commonly touched areas of the driver such as steering wheels, gear shifts, radio controls and keys;
- 🔥 Passengers should be encouraged to sanitise after they enter the vehicles and when getting off provided by the Operators;
- 🔥 Operators should ensure vehicles are clean and tidy at all times;
- 🔥 Operators must ensure that all public transport vehicles' doors and window, handles, arm rest and hand rails are sanitized after every load;
- 🔥 Operators should provide disinfection information material and procedures in each vehicle;
- 🔥 Operators should put in written measures to ensure the adherence of physical distancing to curb the spread of the virus as per the DoT regulations;
- 🔥 Encourage cash-less payments from passengers;
- 🔥 Wear appropriate protective gear (PPE) such as masks and gloves (wearing of goggles and face shields is not recommended due to hindering of visibility);
- 🔥 Drivers/guides to make use of megaphone or similar system to avoid having to turn towards passengers;
- 🔥 All vehicles should have clear entry and exit requirements to allow provision for singular entry;
- 🔥 Communicate to passengers regarding the importance of hygiene in preventing the spread of the COVID-19 virus;
- 🔥 Sealed emergency spare masks should be kept in the vehicles.

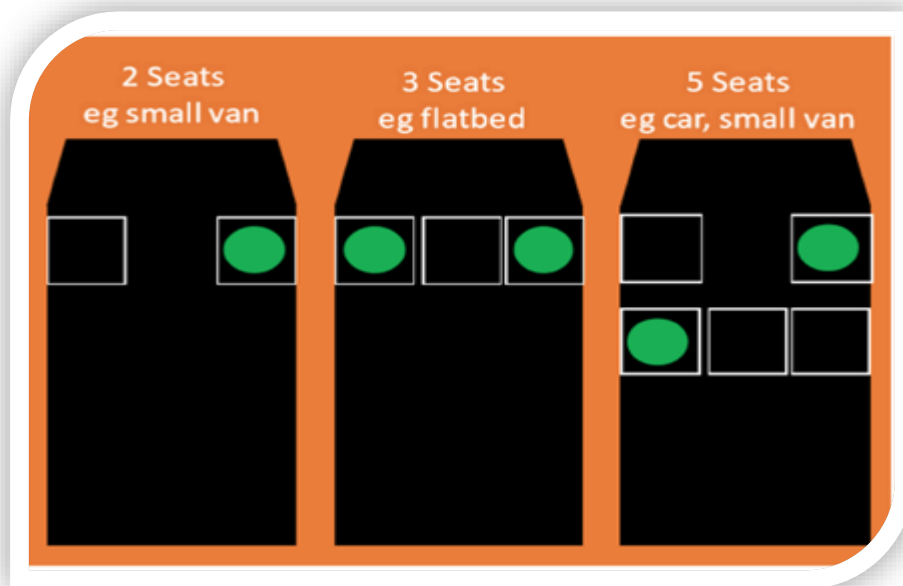
14.2 VEHICLE CAPACITY

As in all other public areas, social distancing and capacity limits should be enforced in buses, vans, and other ground transportation as per the Directions issued by the Department of Transport (DoT). The Department of Transport (DoT) has set out the specific regulations for vehicle capacities, however each sector/operator may create their own standard operating practices in line with these regulations.

This for example, entails nine passengers plus a driver could fill a fifteen-passenger van in order to allow more space between riders. This may require adjustment of existing plans to provide additional vehicles or multiple trips.

The guidelines set out by the DoT are 70 % loading capacity for buses, e-hailing, metered taxis, shuttles, chauffer and charter services. Regard for standing passengers in buses should be taken into this consideration. It is further noted that no passenger should occupy the passenger seat.





Source: CIF COVID-19 Operating Procedure Report (2020)

14.3 VEHICLE CLEANING AND SANITISATION

As set out in the Directions by the Department of Transport (DoT), all owners of public transport facilities are expected to, at regular intervals to sanitise their facilities and provide adequate sanitisers or other hygiene dispenser for washing of hands and disinfection equipment for users of public transport services for the duration of the directions.

Regular cleaning and disinfection of transportation vehicles is critical in controlling the spread of the COVID-19 virus and therefore stringent cleaning protocols when disinfecting vehicles should be considered.

General disinfection and cleaning guidelines to consider:

- 🔥 Disinfection of all vehicles after every trip including all hard surfaces, seats, headrests, seatbelts, seatbelt buckles, hand rails and armrests should be carried out;
- 🔥 All vehicle cleaners should be trained regarding the surface's passengers are likely to touch and the disinfectants required to clean and disinfect them;
- 🔥 Contact points within a vehicle to consider when cleaning (Figure 12.2 below) include steering wheel, gearstick, handbrake, door handles, radio and entertainment controls, seat position controls, elbow rests, door frame, indicators, windscreen wipers and cruise control;
- 🔥 Additional time between trips or return of vehicles should be reserved for a thorough cleaning process;
- 🔥 Bio-spill kits to be used for cleaning emesis and blood;
- 🔥 Only appropriate SABS detergents and disinfectants to be used, with careful consideration of following the instructions and making use of the recommended PPE whilst doing so;
- 🔥 Collect all contaminated waste, place in refuse bags and dispose safely.





Source: CIF COVID-19 Operating Procedure Report (2020)

14.4 ONBOARD COACHES

On board toilets should be closed for short trips. For longer trips they should be open and sanitised every two hours.

Sinks, basins, taps and handles should be sanitized after use. Disposable head-rests should be replaced after each trip and all papers, water bottles, or coffee cups should be removed and discarded. Water bottles should be unique per attendee.

Portable food and drink containers should be cleaned with surface disinfectant after each use and thoroughly cleaned at the end of each trip. Food service protocols (i.e. separate snack pack/disposable cups and utensils as well as sanitizing and surface cleaning apply).

14.5 LUGGAGE

All luggage should be sprayed with a suitable disinfectant spray after off-loading and hands should be sanitized or washed immediately before and after handling.

14.6 TRANSPORTATION RESPONSIBILITIES

The Department of Transport (DoT) is responsible for all matters relating to transport including legislation, regulations, licensing, etc. and the enforcement thereof. The DoT ensures compliance by all road users to all applicable prescripts, including vehicles and operators that transport attendees as well as staff. All transport services including passenger bus services, shuttles and vehicles are required to adhere to the Regulations issued in terms of Disaster Management Act 2002 (Act no 57 of 2002) and all directives set out in the schedule to address and contain the spread of COVID-19.



Considerations when dealing with attendees transport is the responsibilities when transporting attendees include overseeing the Operator protocols supply and implementation, determining of asymptomatic persons, temperature control and observable symptoms of attendees when embarking and disembarking on transport being provided by the Event Organiser. See Section 6 for health promotion and contact tracing information.

Considerations when dealing with workers and staff, particularly Where outsourced workers are concerned, the outsource company is required to keep staff records and ensure that their staff follow all standard operating procedures which includes temperature screening on arrival. Effort should be made in keeping the same staff on the same shift or team, and in identifying at risk workers for additional attention. Where a worker displays any signs of COVID-19 or has been exposed to a confirmed case, they should not travel to work (Section 7).



15. CONCLUSION

As outlined in the aim and scope of this document, the intention is to provide information, guidelines, processes and protocols that will assist the events industry navigate through the COVID-19 pandemic.

This Reopening Guideline does not presume to offer legal guidance, medical guidance or opinions. Rather, it is based on operational suggestions on public health material produced by reputable authorities and organisations. The Guidelines have further considered guidance written by peers in related fields or businesses.

The document focuses on key areas around what the virus is and what one should do, takes into account the existing legislation and regulations, global best practises in providing a set of guidelines that one can use to manage the exposure to COVID-19.

The steps in the Guidelines are reasonably practicable but do not apply to every situation, if one understands the outcomes explained around risk assessment and applying this principle of risk mitigation, this will assist in developing a COVID-19 strategy for your event.

The Guidelines have attempted to define 5 levels of risk that allows us to operate while the COVID-19 virus is prevalent. There are steps outlined in staff hygiene management, communication and attendee management.

Information has been provided on cleaning and sanitisation, venue specific areas of concentration, event management responsibilities as well as transport. These guidelines cover the most important areas where COVID-19 is likely to be transmitted.

This document is not aimed to replace legislation but to enhance it and allow each event organiser and role-player the ability to developed COVID-19 protocols befitting their event and organisation. If you have any queries or comments please contact the Event Safety Council by email on covid19@sacia.org.za





16. RESOURCES AND REFERENCES

Here are some of the publicly available materials we have found valuable, hyperlinked to the source documents.

South African Resource Information

- South African Government <https://www.gov.za/coronavirus/guidelines>
- South African Resource Portal COVID-19 <https://sacoronavirus.co.za/>
- Department of Employment and Labour Workplace Preparedness Guidelines
- COVID-19 Protocols for Tourism Industry Operations

Events Industry Resource Information

- Centers for Disease Control and Prevention, (CDC). *Water, sanitation and environmentally related hygiene*. Retrieved from: https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html. Date of access: 22 May 2020.
- Centers for Disease Control and Prevention, (CDC). *Guideline for Hand, Hygiene in Health-Care Settings: Recommendations of the Healthcare Infection Control Practices Advisory Committee and the HICPAC/SHEA/APIC/IDSA Hand Hygiene Task Force*. MMWR 2002;51 (No.RR-16).
- Construction Industry Federation, (CIF). *Construction Sector C-19 Pandemic Standard Operating Procedures*.
- COVID-19 Frequently Asked Questions. Retrieved from: <https://www.nicd.ac.za/diseases-a-z-index/covid-19/frequently-asked-questions/>
- Event Safety Alliance, (ESA). *The Event Safety Alliance Re-opening Guide for Professionals during the COVID-19 Pandemic*. 11 May 2020.
- Federated Hospitality Association of Southern Africa, (FEDHASA). *Hospitality Safety Measures – COVID-19* June 2020.
- Rubix Shuttles & Transfers. *Standard Operation Procedures for Preparedness for, Detection of and Response to the COVID-19 Coronavirus*. May 2020.
- South Africa. Department of Employment and Labour Regulation (43257). *Occupational health and safety measures in workplaces COVID-19*. 29 April 2020. Pretoria: Government Printer.
- South Africa. Department of Employment and Labour. *COVID-19 Occupational Health and Safety Measures in Workplaces COVID-19 (C10 OHS)*. 28 April 2020. Retrieved from: <https://www.greengazette.co.za/documents/national-gazette-43257-of-29-april-2020-vol-658-20200429-GGN-43257>. Date of access: 30 April 2020.
- South Africa. Department of Health. 2020. *Guidelines for symptom monitoring and management of essential workers for COVID-19 related infection*. Retrieved from: <https://www.nicd.ac.za/wp-content/uploads/2020/04/Guidance-for-symptom-monitoring-and-management-of-essential-staff-with-COVID-19-related-illness-final-2.pdf>
- South Africa. Department of Health. *Worker Risk Assessment Guide*. 17 April 2020. Retrieved from: <http://www.nioh.ac.za/wp-content/uploads/2020/05/COVID-19-Worker-Risk->



[Assessment-guide.pdf](#).

- 🔥 South Africa. 2020. Department of Sports, Arts and Culture. Government Notice (43225). Directions to Prevent and Combat the Spread of COVID-19. 09 April 2020.
- 🔥 South Africa. 2002. Department of Transport. Disaster Management Act (57/2002): Amendment of the Directions issued in terms of Regulation 4 (7): Measures to Prevent and Combat the Spread of COVID-19 in the Public Transport Services. 29 May 2020. Retrieved from:
https://www.transport.gov.za/documents/11623/139399/43374_30_5_PublicTransport_29May20.pdf/4d9def48-e9a1-4e40-a62b-3ee1671b425a. Date of access: 30 May 2020.
- 🔥 South Africa. Department of Transport Regulation (43212). Measures to prevent and combat spread of COVID-19 in public transport services. Pretoria: Government Printer. 07 April 2020.
- 🔥 South Africa. 2010. Safety at Sports and Recreational Events Act, Act 2 of 2010. Pretoria: Government Printer.
- 🔥 South Africa. 1977. The duty of the court to pass judgment on the suspension or revocation of a driver's license. (Proclamation No. R. 327, 1977) Government Gazette 5804:149, November 18 (Regulation Gazette No. 2561).
- 🔥 South African National Standards. 2015. SANS 10366:2015 Edition 2.2 for Health and Safety at Events – Requirements.
- 🔥 Tourism Business Council of South Africa (TBCSA). *COVID-19 Protocols for Tourism Industry Operations*.
- 🔥 UFI. The Global Association of the Exhibition Industry. *Global Framework for Reopening Exhibitions and B2B Trade Events Post the Emergence from COVID-19*. 05 May 2020.
- 🔥 World Health Organisation, (WHO) *Key planning recommendations for Mass Gatherings in the context of COVID-19: Interim Guidance*. 19 March 2020.
- 🔥 World Health Organization (WHO). *Public health for Mass Gatherings: Key Considerations*. 2015.
- 🔥 World Health Organisation (WHO). *COVID-19 Strategy Update*. 14 April 2020.
- 🔥 World Health Organisation (WHO). *Getting workplace ready for COVID-19*. 03 March 2020.

Health Information

- 🔥 [Centers for Disease Control and Prevention](#) ("CDC"), U.S. Department of Health & Human Services ("DHHS"). This web site contains many useful subpages that discuss the epidemiology of COVID-19 and means of mitigating its risks, as well as an extensive glossary of terms related to infection control.
- 🔥 [World Health Organization](#) ("WHO"), like the CDC web site, provides a great deal of information about the science of COVID-19, its global impact, the effects of containment programs, and strategies and plans one might adopt to curtail its spread.
- 🔥 [Coronavirus Resource Center](#), Johns Hopkins University & Medicine, features a COVID-19 global case tracker which is updated daily, news and information from experts, and many other infection control resources.

Guidance for Workplaces

- 🔥 The United States Department of Labor ("DOL"), Occupational Safety and Health Administration, has extensive resources on its [COVID-19 web page](#), including "[Guidance on](#)



- 🔥 [Preparing Workplaces for COVID-19](#)," OSHA 3990-03 2020.
- 🔥 ["Operational Toolkit for Businesses Considering Reopening or Expanding Operations in COVID-19](#)," Johns Hopkins Bloomberg School of Public Health, May 6, 2020.
- 🔥 ["Pandemic Preparedness in the Workplace and the Americans with Disabilities Act](#)," U.S. Equal Employment Opportunity Commission, issued October 9, 2009, updated March 19, 2020.
- 🔥 ["HIPAA Privacy and Novel Coronavirus](#)," DHHS, Office for Civil Rights, February 2020.

Guidance for Mass Gatherings

- 🔥 ["Considerations for sports federations/sports event organizers when planning mass gatherings in the context of COVID-19](#)," WHO, Interim guidance, April 14, 2020, and ["Guidance for the use of the WHO Mass Gatherings Sports: addendum risk assessment tools in the context of COVID-19](#)," April 30, 2020
- 🔥 ["Key planning recommendations for Mass Gatherings in the context of the current COVID-19 outbreak](#)," WHO, Interim guidance, March 19, 2020.
- 🔥 ["Interim Guidance for Event Planners](#)," CDC, March 15, 2020.

Reasonable Practices for Workers and Patrons

- 🔥 ["CDC/EPA Cleaning & Disinfecting Guidance](#)," CDC, May 7, 2020.
- 🔥 ["Cleaning and Disinfection for Community Facilities](#)," CDC, May 7, 2020.
- 🔥 ["Keep Your Distance to Slow the Spread](#)," CDC, May 6, 2020.
- 🔥 ["Temperature Screening: This Season's Newest Attraction?"](#) International Association of Amusement Parks and Attractions ("IAAPA"), April 8, 2020.
- 🔥 ["Recommendations for Cloth Face Covers](#)," CDC, April 3, 2020.
- 🔥 ["When & How to Wash Your Hands](#)," CDC, April 2, 2020.
- 🔥 ["Enforcement Policy for Sterilizers, Disinfectant Devices, and Air Purifiers During the Coronavirus Disease 2019 \(COVID-19 Public Health Emergency\)](#)," FDA, March 25, 2020.

Food Safety

- 🔥 ["Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic](#)," DHHS, Food and Drug Administration ("FDA"), April 21, 2020.
- 🔥 ["Food Safety and the Coronavirus Disease 2019 \(COVID-19\)](#)," FDA web site.

Weather Sheltering

- 🔥 ["Tornado Sheltering Guidelines during the COVID-19 Pandemic](#)," American Meteorological Society, April 9, 2020.

Persons with Disabilities

- 🔥 ["What You Should Know About the ADA, the Rehabilitation Act and the Coronavirus](#)," U.S. Equal Employment Opportunity Commission.



Contact Tracing

- 🔥 ["Coronavirus: How does contact tracing work and is my data safe?"](#) BBC News, May 6, 2020.
- 🔥 ["Principles of Contact Tracing,"](#) CDC, April 29, 2020.
- 🔥 ["Protecting Lives & Liberty,"](#) Nicky Case, posted April 2020.

Posters for Workplaces

- 🔥 [Hand hygiene posters,](#) WHO.
- 🔥 ["Prevent the spread of COVID-19 if you are sick,"](#) CDC.
- 🔥 Employee





17. ACRONYMS & ABBREVIATIONS

AAXO	The Association of African Exhibitions Organisers
BCEA	Basic Conditions of Employment Act
CDC	Centres for Disease Control and Prevention
CEPA	Council of Events Professionals Africa
DAMR	Disaster Act Management Regulations
DoEL	Department of Employment and Labour
DoH	Department of Health
EO	Event Organiser
ESA	Event Safety Alliance
ESC	Event Safety Council
EXSA	Exhibition and Events Association of Southern Africa
LPA	Live Promoters Association
MERS	Middle East Respiratory Syndrome
MRSA	Methicillin-resistant <i>Staphylococcus aureus</i>
NIOH	National Institute for Occupational Health
OHSA	Occupational Health and Safety Act
PCO	Professional Conference Organiser
SAACI	Southern African Association for the Conference Industry
SACIA	Southern African Communications Industries Association
SANS	South African National Standards
SARS-CoV-2	Severe Acute Respiratory Syndrome Coronavirus 2
SASREA	Safety at Sports and Recreational Events Act
SOP	Standard Operational Plan
TBCSA	Tourism Business Council of South Africa
TPSA	Technical Production & Services Association
VOC	Venue Operations Centre
VRE	Vancomycin-resistant enterococcus
WHO	World Health Organisation



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