

# ALEXELA

## Kontserdimaja

### MEASURES TO GUARANTEE HEALTH AND SAFETY AT THE CULTURAL EVENTS VENUE or 'VENUE SHIELD'

- Purpose of document

To establish a framework for the forwarding of information about Alexela Concert Hall as an event venue to all event organisers and guests in order for them to adhere to best practice in health and safety during and after the COVID-19 pandemic in relaunching and organising events. To explain to event organisers and guests and to venue operators the implementation of different methods of guaranteeing health and safety using knowledge of methods employed internationally.

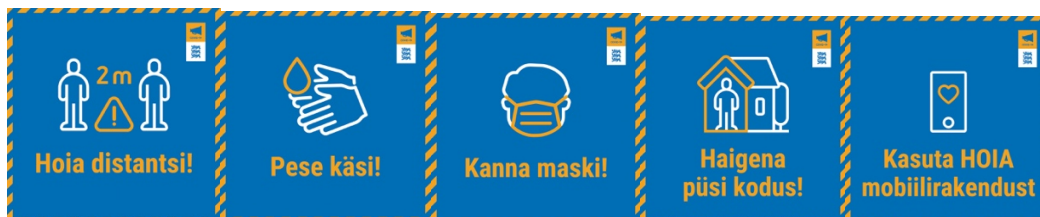
This document describes the key measures to be implemented during a cultural event:

1. Raising public awareness
2. Environmental hygiene
3. The client journey and organisation of events
4. Food and drinks
5. Protecting employees
6. Technology and devices

It is very important for the venue, in a situation where a viral pandemic has had a significant impact on the entertainment sector, that we can minimise the spread of the virus and its effects on the public, performers and those providing them with support services. A range of preventive measures will be implemented, bearing in mind different practices from around the world and in cooperation with event organisers and service providers, before planning and organising every event so as to stop the spread of the virus. The aim is to ensure the safety of all parties and the sustainability of cultural event organisers.

- Raising our own and public awareness

Working with agencies in the public sector, we follow and update all rules currently in force and those set to be enforced in order to prevent the spread of COVID-19 or indeed any other viral pandemic. This is achieved through cooperation with cultural event organisers by ensuring the preparedness of and raising awareness among ticketing system staff, public information channel staff (including social media), online ticket sales staff, venue-based information and marketing channel staff (digital screens, posters and audio and video announcements) and organisational staff.



- The main compulsory rules which should be systematically enforced and which the organiser of an event and their team are responsible for are as follows:

**Social distancing** – All guests and those involved in the organisational process (performers, service personnel incl. car and bus drivers, technical staff, volunteers, caterers, cleaners, security personnel, etc.) must abide by rules pertaining to social distancing, which is currently set at two metres.

**Wearing masks** – All guests and those involved in the organisational process (performers, service personnel incl. car and bus drivers, technical staff, volunteers, caterers, cleaners, security personnel, etc.) must wear a face covering

or visitor from the moment they enter the venue until the moment they leave. In cooperation with the event organiser, the venue will provide a necessary supply of face coverings to everyone who wishes to get one. The venue exits are equipped with transparent garbage bins without a lid to ensure safe disposal of used masks.

**Hygiene** – The venue ensures that it has certified equipment in sufficient numbers at all locations including entrances, public areas, cloakrooms, cafés, bathrooms and spaces for performers such as the stage, backstage area, shared spaces, catering spaces, cloakrooms and technical facilities in use.

**Technical readiness** – Checking the ventilation system and monitoring its parameters at the venue (the functioning of various zones, their automatisations and the calibration of sensors), ensuring their readiness to operate and adherence to agreed standards and parameters based upon the nature of the event. The individual responsible for this is the technical director of the Concert Hall in cooperation with the administrative director of the Solaris Centre.

**Health screenings and temperature checks for service personnel, guests, performers and their staff** – If desired or necessary, the venue, in cooperation with the event organiser, will provide visual health screenings and/or temperature checks for all those attending an event (performers, their staff, car and bus drivers, technical staff, volunteers, catering staff, other service providers, etc.).

**Maintenance of public areas, service spaces and spaces and surfaces used by guests and performers** – The venue's cleaning partner responsible for cleaning services guarantees a professional service that adheres to the agreed norms and the rules of the state of emergency before, during and after an event. In particular, attention is paid to the public areas, furniture and doors used by guests and public sanitiser stations. Such maintenance is carried out as needed, according to the nature of the event.

**Organising catering and catering services** – The venue is responsible for providing a trustworthy service during all events and in all catering spaces used, according to the rules and orders of the Estonian Health Board and the Estonian Food Board. Before a service is provided, all personnel are double-checked (two days before the event and on the morning of the event at around 9:00) to ensure that they are all in good health and that none have been in close contact with an infected person. To ensure safety, all requirements and rules must be adhered to.

**Training and preparing venue service staff for an event** – All personnel have already completed specialist training and attestation and both fire and occupational safety training and have been briefed on the current regulations and obligations related to the state of emergency. Additionally, they have been given separate training on personal protective equipment, workplace behaviour and the organisation of logistics based on the nature of a specific event. Prior to every event (approx. two hours beforehand), the responsible employee at the venue gathers everyone together and conducts a personnel screening and briefing about the event. The employees responsible for the initial plan and information briefing for each event are the occupational and health specialist, the service and catering specialist and the event administrator at the venue, and if necessary also the event organiser.

**Cooperation with event organisers before and during event** – The venue's project manager (sales manager) who is responsible for the particular event works with the organiser to prepare a risk analysis and an action and logistics plan for the event, outlining to them any new requirements they must adhere to based on this document in addition to those already imposed by the government. This plan serves as the basis for planning further activities in organising venue services and events for all parties related to the organisational process.



#### **Summary**

Via cooperation we can ensure the health and safety of guests, staff, performers and their teams during all of our events.

By working together we will be sustainable and be able to make our own contribution to the organisation of current and future events.

Good luck to all of you!