InvestorConferences

Prepared by Investor Conference (UK) Ltd [ICUK]
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Health & Safety Standards at ICUK Events (London Investor Show/London Trader Show/The Sustainable & Social Investing Conference) in a post-COVID-19 world

ICUK – committed to following the industry AllSecure Standard

ICUK is fully committed to upholding all recommendations in the industry-approved approach to enhanced health and safety standards at our events following COVID-19. Entitled the **All Secure Standard**, this code has been created by stakeholders within the events and exhibition industry and adhere to Government guidelines.

Whether they are exhibitors, delegates, visitors, speakers or sponsors, our customers come to events to connect, learn, know more and do more business, effectively, safely and with confidence.

The All Secure standard is now being adopted by key stakeholders in the events industry worldwide and will continue to be updated as new ideas emerge.

This document details how ICUK will implement the guidelines withing our three core events – the **London Investor Show**, the **London Trader Show** and the **Sustainable & Social Investing Conference**. In a post-COVID-19 environment, all ICUK events will continue to prioritise the health and safety of all people associated with our events, from suppliers, contractors and event staff through to sponsors, speakers, exhibitors and delegates.

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Registered for VAT No GB103 593 631. Registered with the Information Commissioners Office No Z2462098.
Telephone +44 (0) 20 7193 4541   Email enquiries@icuk.media   Website www.icuk.media

ICUK 10 Key Commitments

Cleaning & Hygiene:

1. **Enhanced cleaning:** All ICUK events will undertake enhanced, deep cleaning before, during and after our events, working with venue partners to ensure the highest standards of hygiene and cleanliness. This includes continuous sanitisation throughout the course of an event, with a focus on high-touch areas such as door handles, restrooms an catering areas.

2. **Personal hygiene:** All ICUK events will provide additional hand washing facilities and hand sanitising stations throughout the event space, encouraging all participants to regularly wash and disinfect their hands.

Physical Distancing:

3. **Non-contact registration:** All ICUK events will employ a system that provides a non-contact registration option for participants, including the availability of online registration.

4. **Physical contact:** All ICUK events will request that participants avoid physical contact, such as handshakes and embraces, promoting alternative ways to greet business partners. The exchange of printed materials, such as business cards and sales brochures, will also be discouraged, with digital alternatives recommended.

5. **Physical distancing:** All ICUK events will maintain a density of participants in line with local authority regulations and venue or other relevant guidance. This will be managed through one or more control measures such as pre-show communications to participants, a one-way traffic system around show floors, staggered entry times if necessary, on-site signage and floor markings and on-site social distance ambassadors.

6. **Catering Areas:** All ICUK event teams will work closely with venue partners to employ the highest standard of food safety, minimising self-service buffets in favour of pre-packaged food options. If any queuing is anticipated, social distancing will be maintained through the use of floor markings and relevant signage.

Protect & Detect:

7. **Personal Protective Equipment (PPE):** Participants at all ICUK events will be asked to wear a face mask on entry. Further items of PPE, such as gloves and eye screens, will be used by participants and staff if appropriate, in line with local government and health authority advice at the time of the event.

8. **First aid:** All ICUK events will have access to a qualified first aider and a separate quarantine area if possible. Participants will be asked not to attend if they are feeling

unwell, and teams will follow local health authority guidance on detecting and managing anyone who displays symptoms of COVID-19.

9.   **Screening:** All ICUK events will follow relevant health authority guidance on screening participants. This may include checking the temperatures of everyone on entry, through thermal scanning or other screening processes.

10. **Trace and contact:** Should it be necessary, all ICUK events will work with local authorities to trace and contact participants at events, subject to privacy regulations.

The Four Cornerstones of the AllSecure Standard

The full range of AllSecure best practice guidelines and recommendations can be organised and detailed within four key areas. These four cornerstones cover measures that can be applied during pre-event preparation, as part of the onsite activities as well as in post-event break-down.

1. Physical Distancing

Under the AllSecure standard, all ICUK events will facilitate physical distancing through wider aisles, larger exhibitor stands, wider spacing between chairs in conference rooms, non-contact registration processes, discouraging the exchange of printed materials, encouraging alternative greetings, managing event density and flow and procedures at catering areas.

The wider range of Physical Distancing measures and guidelines detailed below will also be applied wherever applicable and possible.

1. Managed Crowd Density
- Enabling physical distancing by maintaining a Crowd Density Standard (CDS) that is in line with local authority regulations or guidance in force at time of event taking place.

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- This may be conducted through managing visitor numbers per area and timeslot and by employing one or more of the distancing measures set out in this section, including the use of social distance ambassadors

2. Effective Registration Processes

- Using effective non-contact or self-service registration processes to minimise queuing and physical contact and maximise participants' time and ease

- Employing onsite digital registration and / or advance online registration, which might include QR codes or digital credentials.

3 Phased & Controlled Entrance

- Phasing the entrance of attendees to the event to avoid unnecessary queuing and distancing challenges

- This may be through providing designated visitor time slots through the day, creating a safer, more consistent and predictable flow of visitors for exhibitors.

4. Enhanced Audience Targeting

- Introducing greater scrutiny, pre-registration qualification and matchmaking tools to improve the relevance of visitors to the event, based on exhibitor/delegate feedback

- Combined with other measures, enhanced targeting will lower the density of attendees whilst serving to retain and improve the overall quality of the event

5. Heightened Flow and Floor Planning

- Introducing greater visitor flow and traffic management to avoid unnecessary density and crowding challenges and avoid bottlenecks and cross walking, with regular monitoring during the event

- This may include a one-way visitor flow or walking route according to the venue

- Deploying clear signage and floor markings to indicate routes and distances

- Aisle widths and / or the distances between booths may be increased to maintain the ability to physically distance

- Recommending alternate walking or cycling routes, and hotels within walking distance where practical to reduce the use of shared transport

7. Enhanced Guidelines for Contractors

- Providing updated and enhanced guidelines for contractors, to support distancing and other recommended AllSecure measures as they apply to setting up and breaking down events

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- These may include distancing and hygiene around high touch areas, shared equipment, team construction and exhibitor freight handling

- Supporting and encouraging the use of reusable, modular stand construction such as frame and fabric to reduce the density of people onsite during set-up and break down and help make the construction phase more efficient

8. Alternative Greetings
- Requesting that participants avoid handshakes and embraces as greetings and avoid sharing printed business cards

- Promoting appropriate alternative ways of greeting that avoid physical contact

9. Adapted Conference Rooms & Sessions
- Revising seating arrangements and set up in conference and meeting rooms, to enable greater space between seats

- Use of hands-free technology in the room where possible in order to avoiding the sharing of equipment

- Making sessions available digitally to ensure speakers reach a full audience and to enable all participants to take part

10. Enhanced Catering Arrangements
- Working with venue partners to enhance food safety, manage queueing and enable distancing in serving and seating areas

- Minimising self-service buffets and the use of any shared utensils or equipment to enhance food safety

- Providing food and drink options in sustainable closed containers or pre-packaged using recyclable materials, and enabling pre-ordering where possible to minimise waste and maximise time and comfort

- Encouraging card payments and avoiding cash payments where possible to reduce contact

11. Managed Social Activities
- Applying distancing, density and physical contact measures to any in-person social and networking focused activities such as awards

- Making public addresses and speeches available digitally or delivering elements digitally rather than live onsite if possible

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12. Monitoring & Control
   ICUK Hygiene & Safety Expert

• Establishing an ICUK Hygiene and Safety Officer for each event: a colleague from ICUK's on-site operations team, trained in the subject matter and up to date on the latest official guidance, who is responsible for monitoring hygiene and cleaning, ensuring AllSecure standards are followed, and sharing and continuously improving practices

2. Cleaning & Hygiene

Under the AllSecure Standard, all ICUK events will undertake enhanced deep cleaning before, during and after events, working with Novotel London West to ensure the highest standards of hygiene and cleanliness, and provide hand washing and sanitising facilities to encourage strong personal hygiene.

The wider range of Cleaning & Hygiene measures and guidelines detailed below will also be applied wherever applicable and possible.

1. Venue Hygiene & Cleaning

Venue Deep Cleaning
ICUK events all take place within one venue – the Chablis Suite within Novotel London West. As part of the Accor Group, Novotel London West has an internal Safety Standard which is strictly adhered to throughout the venue. Read more about Novotel AllSafe Safety Guidelines HERE

• Working with venue partners to deep clean the event location before set-up and move-in, and again before the event opens

2. Visible & Enhanced Cleaning Regime
• Working with venue partners to implement a visible, enhanced cleaning regime, with increased focus on high touchpoint areas including restrooms, food and beverage areas and help points

• Providing appropriate personal protective equipment to cleaners

• Where available, enhanced cleaning may include best-in-class electrostatic cleaning methods

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3. Stand & Booth Hygiene

• Working with exhibitors to ensure stands, booths and exhibits are regularly disinfected throughout the event and providing guidelines on how to do this

4. Facilitating Good Personal Hygiene

• Making hand sanitiser stations readily available at key locations around the venue, including restrooms, food and beverage locations and conference rooms

• Encouraging regular hand washing and / or the use of effective hand sanitiser through prominent onsite communications

5. Enhanced Waste Management

• Collecting and removing waste receptacles more frequently during events, and disinfecting them to a regular schedule

• Providing clearly identified waste receptacles for disposing of face masks and other protective equipment, as well as additional
recycling points for food and beverage packaging if required

6. Managing Shared Equipment

• Avoiding or replacing shared equipment in conference and meeting rooms, such as hand-held microphones, stationery and lecterns where possible

• Disinfecting necessary shared equipment in these rooms, such as microphones, between each use

• Increased cleaning schedule for conference rooms and all event equipment, including audio and visual materials

3. Protect & Detect

Under the AllSecure Standard, all events will follow relevant health authority guidance on screening and work with local authorities to trace and contact attendees, should it be necessary and subject to privacy regulations. Participants will be asked to wear face masks and provided with access to a qualified first aider and quarantine area where possible, to protect everyone attending the event.

The wider range of Protect & Detect measures and guidelines detailed below will also be applied wherever applicable and possible.

1. Supporting Official Authorities

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- Assisting the authorities in helping to trace and contact participants

- This may include encouraging participants to download and abide by any government-sponsored tracing apps and helping authorities get in contact with participants by maintaining accurate and appropriate contact details of attendees for as long as needed.

2. Deploying Enhanced Screening

- Perhaps deploying infrared and thermal imaging temperature screening at venue entrances and advising participants accordingly

- Directing any participant with defined and detected COVID-19 symptoms (particularly fever) to a separate quarantine area and referring the case to onsite or nearby local medical authorities for proper protocols and immediate support.

- Advising participants they should not attend if they feel in any way unwell, and preventing any participants who are unwell from entering the event

3. Additional Protective Equipment

- Providing personal protective equipment including masks and gloves to cleaning, medical, food and beverage and other key workers

- Installing sneeze guards in high-interaction areas to increase physical distance and separation, such as help desks, food or beverage stations and security desks

4. Using Face Coverings

- Asking all event participants to wear a face mask on entering the event to prevent the spread of germs. Clearmasks will be provided to all speakers, exhibitors and sponsors, allowing their full face to be visible, whilst maintaining safety.

- Making face masks available on entry to those who do not have them

5. Using Sneeze Guards

- Using sneeze guards in all areas of interaction, including Help Desks, food and beverage stations, security etc. This may also help prevent the spread of germs

6. Dedicated Quarantine Area

- Establishing a dedicated quarantine area, in co-ordination with venue partners, for any participants reporting symptoms of COVID-19

- Documenting quarantine procedures and protocols, in collaboration with local hospitals and medical authorities

7. Enhanced Medical Support

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- Implementing enhanced onsite medical support in co-ordination with local authorities and local medical personnel.

- This may include an increased number of first aid stations and clear signage on where and how to seek expert medical attention in the event of any illness

8. Engaging with local health authorities

- Regularly engaging with local health authorities, facilitating the issuing of a multi-agency dynamic risk assessment in advance of the event, using up to date epidemiological inputs

- Sharing results with participants as part of risk awareness and personal confidence measures

9. Incident Response Readiness

- Updating Event Incident Response Plans to include specific processes for suspected and confirmed COVID-19 incidents

- Training ICUK event teams on awareness of symptoms and the protocols to follow

10. Colleague Screening

- Encouraging onsite ICUK colleagues to screen themselves for COVID-19 symptoms (e.g. fever, sore throat, chills, cough) every day.

- Symptomatic screening may be delivered through self-screening or via testing where available

4. Communication

Under the AllSecure Standard, all Cleaning & Hygiene, Physical Distancing and Protect & Track measures will be supported by effective Communications to participants and all our event partners, onsite, and before and after the event, to ensure awareness and enable preparedness and confidence.

The wider range of Communication measures and guidelines detailed below will also be applied wherever applicable and possible.

1. Advance ICUK Event Safety Information & Guidance

- Providing information on the 10 AllSecure Standard Commitments and the specific additional standards being followed for the event before it starts, through channels including the event website and digital mailings

- Updating Exhibitor Manuals, websites and other relevant resources to include AllSecure Standards that the event is following and what it means with respect to how exhibitors should plan, set up and operate, with guidance and details of where to go for questions and assistance from Organisers.

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2. Email Messaging for Latest Updates

- Keeping event websites up to date with the latest information, and ensuring effective channels are in place for delivering any urgent news (e.g. email)

3. Enhanced Signage & Display

- Displaying prominent signage at the event to support relevant AllSecure Standard measures and why they are being taken, such as hygiene and distancing reminders, reminders of COVID-19 symptoms and how to access onsite support

4. Regular Public Address Messaging

- Sharing relevant information and reminders through regular public address messaging and moderator or speaker remarks, including guidance on hygiene and distancing, as well as how to access onsite support

End.

Enquiries:
Investor Conferences (UK)Ltd
3/2 Guardianswood
EDINBURGH
EH12 6PG

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