

GUIDELINES FOR THE SAFE ORGANISATION OF EVENTS & HEALTH MEASURES IN CONNECTION WITH THE COVID-19 OUTBREAK

Preventive strategies and health measures in connection with the organisation of events in accordance with government guidelines.

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Updated 13 June 2020

The latest update covers the following:

- » Change of title
- » Adjustment of wording and explanations
- » Changing the model, p. 11
- » Classification of the specification of critical areas
- » Addition of overview of appendices, p. 42
- » Addition of relevant sources, p. 42

This protocol is intended to clarify measures and processes in order to meet government guidelines in connection with the organisation of larger events at Bella Center Copenhagen in light of the COVID-19 crisis.

Bella Center Copenhagen fully recognises the responsibilities of the company in connection with ongoing prevention of infection and active contributions to the fight against COVID-19, including supporting and, to the best of its ability, complying with the national health strategy.

On the basis of the government guidelines, it is considered safe to reopen to organise certain types of events, to a limited extent. This will be done with the greatest possible consideration for the health and safety of visitors and employees, through the introduction of the targeted strategies, processes and operational measures described herein.

This document has been developed by Bella Center Copenhagen's safety department and the COVID-19 steering committee, in close collaboration with all relevant departments and key personnel within the organisation.

Last updated 13 June 2020

Legal basis for reopening

Bella Center Copenhagen will reopen for events, based on the Danish Ministry of Commerce's *Guidelines for the configuration of shopping centres, department stores and arcades, markets, etc.*, "*Guidelines for the responsible configuration of restaurants, cafés, amusement parks, hotels and holiday resorts, etc.*", "*Guidelines for the responsible configuration of shops in the retail trade, etc.*" and "*Guidelines for the reopening of cultural productions and cultural events with a seated audience*".

The aforementioned guidelines, as well as all internal guidelines, will hereinafter be referred to as "applicable guidelines or the guidelines".

Objective

A fundamental objective of the described measures is to ensure compliance with all applicable guidelines. Furthermore, there is a separate objective to develop and maintain an appropriate organisation, organisational preparedness and resilience so that Bella Center Copenhagen can, both in this context and in the future, predict and manage risks, uncertainties and issues in a fair and responsible manner in connection with the outbreak of various viruses.

The creation of this document and appendices will, going forward, contribute to the safe and responsible organisation of events and will be used as an internal and external guiding tool in relation to strategy and planning to ensure a healthy event environment and working environment. At the same time, this document and its contents will also contribute to ensuring that health measures do not unnecessarily restrict or impair the visitor experience. This will be ensured through the application of a proportionality principle between operations and guidelines.

The purpose of this document is to create clarity and transparency regarding the strategic and specific measures implemented in connection with the general plans for reopening society in light of COVID-19, including specification of strategies and processes so that all stakeholders may be adequately informed in relation to Bella Center Copenhagen and our health measures.

Organisation and management

As part of the reopening strategy, Bella Center Copenhagen's internal organisation of management and work processes will be adapted to manage the extensive planning and implementation work associated with health measures in connection with the organisation of events.

The organisational and process-related adaptations will affect the entire internal organisation and the collaboration between Bella Center Copenhagen and its regular

suppliers and partners, who have individual organisational responsibilities with reference to this document.

Specifically, the organisational adaptations include:

- » The establishment of an internal steering committee to plan, manage and maintain health measures. The steering committee will comprise representatives from the Safety Department, Production, Operations and F&B.

The work and responsibilities of the steering committee will be coordinated by the Safety Department.

- » The development and implementation of a health ambassador role to manage health measures at a practical level, internally and externally. The health ambassador role will be dependent upon internal training and role description.
- » The preparation and implementation of permanent protocols and instructions for the execution of critical work activities, including cleaning, customer service, etc.
- » Conducting internal training of employees for the purpose of ensuring that employees are familiar with and understand local health measures and government guidelines.

Management and control

The organisation of event spaces in connection with health measures must be unconditionally approved by the steering committee at all times, regardless of whether the event is being managed internally by Bella Center Copenhagen or by an external event organiser.

The steering committee must therefore have the opportunity to review the organisation of event spaces in good time before the start of the event.

The steering committee may, at any time, request adaptations and modifications to the organisation of event spaces to ensure compliance with all applicable guidelines.

The steering committee may also, at any time, request that health ambassadors be appointed (see page 4) to reinforce the health measures in each space. Health ambassadors generally work in event spaces as necessary to reinforce or support the health measures.

All organisers of events held at Bella Center Copenhagen must be clearly informed of applicable guidelines. The relevant contact person from Bella Center Copenhagen will be responsible for providing timely and adequate information to event organisers at all times.

The organiser must appoint a health supervisor who, on behalf of the event organiser, will be responsible for the implementation of and compliance with the applicable guidelines.

Planning

The planning of health measures is based on the following processes:

- 1) Clear clarification of capacity based on government guidelines. Capacity should be understood to mean how many visitors we may permit, in relation to crowd restrictions and distance between visitors, as well as the general organisation and design of event spaces. Capacity is the primary condition for reopening and forms the basis for the design of each event. It is therefore important that this condition is precisely defined and clarified prior to further planning.
- 2) Strategic breakdown of events into manageable phases for the purpose of simplifying the planning process, while also being able to focus on health-related measures and strategies where it makes the most sense. This is done in line with visitors' and employees' movement and behaviour throughout event activities and areas.
- 3) On the basis of Item 2, specific identification of risks will be carried out for critical areas that may negatively affect and influence health measures. The results will form the framework for the analytical work on risk-mitigating measures and guidelines in a health and safety plan for the event in question.

1) Capacity

Bella Center Copenhagen may reopen for the organisation of events in accordance with applicable guidelines, provided the following specific guidelines concerning capacity are observed.

How many visitors can there be?:

In general, reopening for visitors will take place on the basis of the Danish Ministry of Commerce's "*Guidelines for the responsible configuration of restaurants, cafés, amusement parks, hotels and holiday resorts, etc.*," and the "*Guidelines for the configuration of shopping centres, department stores and arcades, markets, etc.*", which state that an area of m^2 must be estimated per visitor based on the size of the event space in accordance with the following table:

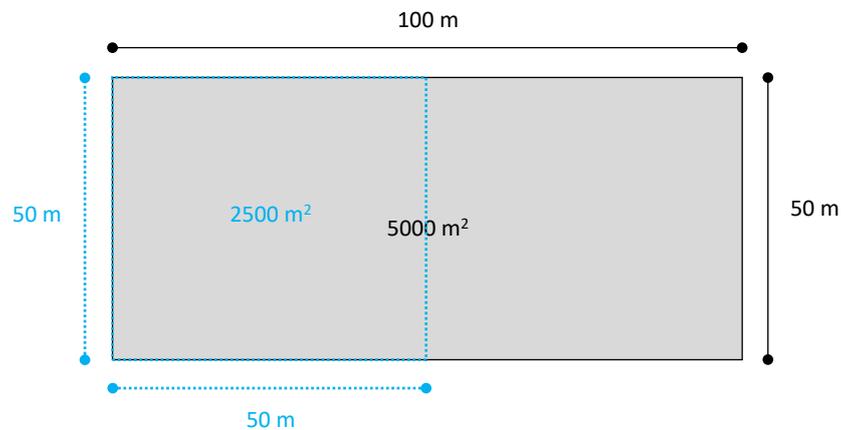
Event spaces between 0 and 1999 m^2 = 4 m^2 per person
Event spaces between 2000 and 4999 m^2 = 8 m^2 per person

Event spaces between 5000 and 9999 m² = 10m² per person

Event spaces exceeding 10,000 m² = 20 m² per person

Since Bella Center Copenhagen is able to organise events in defined areas and halls, the total area of the centre does not therefore provide a true basis for calculation. The individual event space, including the halls and areas covered, must be used as the basis for the aforementioned calculations.

In other words, if only part of a hall is used and the area is partitioned off with walls or similar, it will be the m² area of this space that will determine how many people can be permitted in the space.



In the example above, the grey box illustrates the total hall, with an area of 5000 m² and the blue box constitutes the defined event space of 2500 m². The permitted number of visitors in the event space is calculated on the basis of the size of the event space in m², which in this case consists of the blue box, which has an area of 2500 m². A number of visitors corresponding to 8 m² per person, i.e. 312 visitors, is therefore permitted.

How can visitors gather?:

The restrictions on gatherings, which were limited to 50 people from 8 June 2020, increasing to 100 people from 8 July 2020 and to 200 people from 8 August 2020, form the basis. Crowds are considered to be clusters of visitors who are close together in a defined area. Crowds may not exceed the permitted numbers in accordance with the restrictions on gatherings and the event space must, to the extent possible, be configured to ensure that this cannot occur. This is done by e.g. avoiding lounge environments or similar areas that invite prolonged stays.

Please note that crowds include the grouping of visitors present in the event space and that it is not a representation of total capacity, as Bella Center Copenhagen may be exempt from the general restrictions on gatherings when organising exhibition and conference activities and could have a substantially higher capacity under the

guidelines, cf. the "*Guidelines for the responsible configuration of restaurants, cafés, amusement parks, hotels and holiday resorts, etc.*".

Events with a seated audience:

Similarly, as an exemption to the restrictions on gatherings, events for a seated audience of up to 500 people can be organised in defined spaces, meeting rooms and halls in accordance with the Danish Ministry of Culture's "*Guidelines for the reopening of cultural productions and cultural events with a seated audience*". However, the following conditions must be met:

- » Entry may be granted to a number of visitors corresponding to one person per 2 m² area in the hall, up to a maximum of 500 people.
- » For productions in which all visitors sit facing the same direction, every second seat must be empty. Alternatively, a distance of one metre must be ensured between audience members, measured from the middle of the seat.
- » In situations where it is difficult or impossible to maintain or regulate distance recommendations, it is important to reduce the amount and duration of contact, especially face-to-face contact.
- » A minimum of two metres' distance must be maintained between the closest audience members and the performers on the stage or the podium.
- » Multiple halls may be used, but each hall must be used in compliance with the aforementioned guidelines.
- » For events exceeding 150 visitors, it is essential that the organisation of the event space and the space allocation requirements are consistent, as demonstrated in the guidelines to the Danish Building Regulations and operational regulations.
- » Outside the hall in overflow areas intended for a standing audience, space corresponding to one person per 4 m² must be estimated.

Distance between visitors:

It must be possible to maintain adequate distance between visitors in the event spaces, which gives rise to requirements concerning the organisation of each space, especially in connection with entrances and cloakrooms.

The required distance between visitors in event spaces is determined based on the following:

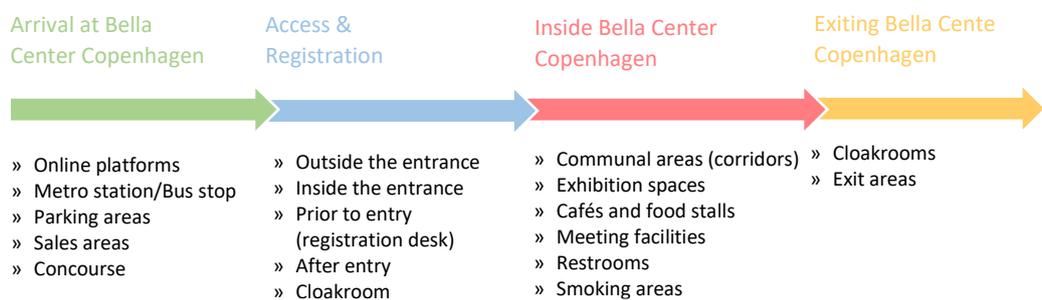
- » Generally, visitors should be able to maintain a distance of one metre between one another.
- » In queuing situations, e.g. at entrances, cafés, restrooms, etc., arrangements must be made to ensure that visitors queue at a distance of 1-2 metres from one another.
- » In areas where visitors are standing, e.g. eating areas, waiting areas, overflow areas and similar, arrangements must be made to ensure that there is one person per 4 m².
- » Please also note that even though there is 4 m² available per person, people will move around and may therefore come into close contact with one another. Arrangements must therefore be made to ensure that visitors can maintain an adequate distance from one another.

2) Analysis and breakdown into event phases

Events are broken down into four main phases, for the purpose of focusing the health measures in relation to visitors' "journey" through the event. The four phases are:

- » Arrival at Bella Center Copenhagen
- » Access and registration
- » Inside Bella Center Copenhagen
- » Exiting Bella Center Copenhagen

The four phases are illustrated using the associated strategic considerations in the following model:



Strategic keywords

"The Journey Begins" - Welcome and Preparations - Terms and Conditions - Introducing the Health Measures - Positive First Impression - Positive Discourse.	Queue Management - Entry Registration - Crowd Density - Self-service - Flow and Smooth Access - Employee Safety - Hand Hygiene - Distance and Personal Responsibility.	Reducing Crowds - Waiting Areas - Overflow Zones - Personal Responsibility - Hygiene Reminders.	Smooth Exit - Exit Registration - Positive Conclusion.
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3) Identification of critical areas

The concrete measures to ensure compliance with applicable guidelines depend on the identification of the areas that are particularly critical/vulnerable in relation to the health measures and the areas for which specific mitigating measures must be planned.

The guidelines for each critical area are aimed at the person(s) responsible for the planning of the event space. Guidelines are either defined as "should" or "must" – guidelines defined as "should" are strong recommendations based on a health-related risk assessment and guidelines defined as "must" are required conditions that must be met, as there is a direct impact on the health measures.

The critical areas are:

- | | |
|--------------------------|------------------|
| 1) Arrival areas | 8) Restrooms |
| 2) Entrances | 9) Smoking areas |
| 3) Cloakrooms | |
| 4) Communal areas | |
| 5) Exhibition spaces | |
| 6) Cafés and food stalls | |
| 7) Meeting facilities | |

The critical areas addressed in detail below are described based on the following breakdown: Description and assessment of each area from a health perspective. A) Precautions for the organisation of each space in accordance with applicable guidelines, B) Hygiene and cleaning conditions for each space, and C) Information for visitors in each space.

Please note that these guidelines do not specifically address the governing factors for the planning phase. These will be developed on an ongoing basis in consultation with the Safety Department throughout the entire planning phase and will subsequently be implemented in a plan set. However, it must be expected that, for all events and to an appropriate extent, special health ambassadors/responders will be appointed by default to safeguard and manage the health measures being carried out in accordance with the applicable guidelines and plan sets.

The intention is to incorporate compliance with all applicable guidelines into the specification for each area. Reference is continuously made to internal protocols and instructions that are not addressed further below, but instead act as standardised references and procedures for specific measures and methods for e.g. cleaning.

1) Arrival areas

The arrival area is the area(s) before the entrance(s) and the area where visitors will move around before entering Bella Center Copenhagen.

The interaction between the audience and the organiser is crucial. With regard to new measures and processes, reconciliation with visitors' expectations should be incorporated into a phase prior to visitor arrival.

This area is normally overlooked as an important strategic element of planning. This includes elaborating on the importance of the arrival area for the overall safety situation and, in this case, also for the health measures.

Areas including approach roads, the metro station, parking areas, bicycle parking and drop-off areas where visitors arrive and move towards the entrance of the event are important fixed points when it comes to supporting the implemented health and safety strategies for the respective events. In these areas, there is a unique opportunity to communicate, provide information and a positive context by involving the visitor. This can be achieved when information can be provided in advance, creating familiarity and understanding of the overall objectives and strategies that may apply. This includes the planned health and safety strategy.

Arrival areas should always be considered an essential part of the visitor "journey" through Bella Center Copenhagen, where plan sets are implemented through targeted communication, information, design and reminders. On the one hand, this will improve the visitor experience of the event and, on the other hand, it will ensure that the visitor is adequately prepared for the conditions they will encounter in their journey through the event itself. This allows us to ensure that there is a correlation between the measures we have communicated digitally ahead of the event via the website, app and social media, for example, and the visitor mindset from the start. This will therefore be familiar to individual visitors through decisive messaging, ensuring that visitors are more inclined to recognise and positively use the many measures and procedures from the start.

It should be noted that the arrival areas are not directly covered by the applicable guidelines but are used solely as a strategic area to support the general health measures. All matters addressed below are therefore guidelines, cf. the aforementioned "should" conditions!

Intended use of arrival areas

As a minimum, the following matters should be considered...

A strategic breakdown of arrival areas into two phases: 1) Prior to arrival, before the visitor leaves home, and 2) The actual arrival area for visitors arriving by bus/metro, car, etc.

Communication efforts prior to the event should be considered. These include addressing the applicable prerequisites for organising events (health measures/COVID-19, etc.) via social media, website, outbound marketing materials and similar. Visitors will have the opportunity to obtain factual information about Bella Center Copenhagen, strategies and objectives. Here, you could begin with a positive narrative about the event and the carefully selected strategies and measures.

When visitors arrive in the arrival area itself, this narrative should be further supported and reinforced. The focus should be on a highly familiar first impression and a positive starting experience. In the arrival area itself, it is important that any restrictive measures that the visitor will face inside the centre are framed in an effective context and that positive discourse is built around these measures.

Each visitor is expected to stay in the arrival area for around 5-10 minutes and, during this period, any information considered essential in relation to the premises (health measures) of the event area should be presented. The narrative could, as an example, be based around policies, expectations and practicalities linked to the topic in question (COVID-19), from an organisational perspective. This must be presented so that the visitor is able to recognise and further associate with a narrative started before they arrived.

Recommended measures in the arrival area

Developing digital marketing support materials for the media, supporting our focus areas relating to the handling of COVID-19, as well as the health measures from the visitor's point of view. Both practical information and also more subtle reminders should be integrated to create familiarity when the visitor arrives at the arrival area.

Logistically, visitor arrival should be planned so that they arrive safely from their "drop off point", be it by car, metro, etc. "Traffic Flow Marshals" will be appointed to direct visitors and quickly prepare them for entry.

As soon as the visitor has arrived at the arrival area, they should be met by the first visual campaigns that they will be familiar with from the digital pre-phase and the information and communication efforts that support the health measures and the implemented measures.

This initial information campaign should be supported by health ambassadors who, for example using "Grab Bags" (containing an information leaflet, a small bottle of hand sanitiser and a "Please keep your distance" badge, for example), interactively communicate with visitors on their way down to the entrance area.

Large posters showing relevant health information may also be displayed, for example supplemented with information about which entrances to use, to avoid creating confusion and unnecessary accumulations of visitors struggling to find their way.

2) Entrances

Entrances will include the selected entrances used for entry and exit during the event.

Entrances must be considered particularly critical areas in relation to the health measures. This is because entrances, like cloakrooms and restrooms, are areas where visitors are consistently expected to gather, where there will be a high risk of bottlenecks and where guests will be unsuitably close to one another without structured control.

It is therefore essential to include specific analysis and planning of all entrances used. Planning must include layouts that comply with applicable guidelines and that support the Crowd Safety Management processes, ensuring that entry to the event can take place without bottlenecks and queue formation but can instead run smoothly, for reasons of general health and infection prevention initiatives. However, this must be done without unnecessarily restricting or otherwise impairing the organisation of the event or the visitor experience.

Prerequisites for the configuration and planning of entrances

For appropriate and adequate configuration of entrances, the following conditions must be clarified:

- » The number of visitors for the event must be clarified, either as the anticipated participant number based on qualified assumptions or as a specific number based on e.g. actual data regarding the number of tickets sold, invitations, etc.
- » Information must be provided about how and when visitors will arrive at Bella Center Copenhagen, including whether visitors will arrive together, in groups, or individually. It must also be established whether guests will be arriving by private bus, private cars or public transport.
- » A specific decision must be made as to where the entrance will be located and whether multiple entrances will be used. This must include decisions about the physical configuration and appearance of the entrance in relation to the anticipated visitor numbers.
- » A decision must be made as to how the registration/ticketing process will take place, including whether tickets will be available for purchase, whether specific access control measures or searches will be performed and to what extent.

Entry plan requirements

Due to the complexity of the entrance areas, a specific entry plan must be created, describing the access process for each entrance area. The entry plan must be created in close collaboration with Bella Center Copenhagen's Safety Department.

The entry plan must clarify the specific measures for controlled and coordinated entry to the event space and must, among other things, clearly frame the governing elements and processes supporting the general health measures. As a minimum, the following matters must be specified and clarified:

- » Specification of the capacity for each entrance area.
- » Analysis and data collection, e.g. timings, flow speeds, service speeds, etc. (e.g. using DIM-ICE analysis), illustration of the anticipated flow for analytical processing.
- » The required location and number of entrances in relation to the anticipated number of visitors, including locations of secondary entrances that may be used in case of overflow.
- » Clarification of how visitors will be directed to the event entrances, for example communication, signage and the use of additional personnel.
- » Plan for queue management, including measures such as barriers, distance markers, etc. outside entrances, inside entrances, prior to and after entry.
- » Procedures for ticketing and registration, as well as a plan for urgent reallocation and relocation of resources.
- » Plan for the inclusion of communication and information strategies, apps, social media and similar.

Configuration of entrances

The configuration of entrances must take into account that a large number of visitors are likely to gather in the area due to the access process. The configuration of entrances must therefore pay particular attention to queue management, reduction of crowd density and ensuring visitor flow from the entrance to the event space. Additionally, the configuration must be considered in the context of cloakrooms, so that crowds do not occur in the area between the entrance and the cloakroom.

It cannot be ruled out that large crowds may occur in entrance areas and the configuration must therefore support the crowd control measures prepared for the area in the entry plan (see above).

For this reason, the following requirements concerning the configuration of entrances must be met:

- » An entry plan must be prepared in close collaboration with Bella Center Copenhagen's Safety Department.
- » The area should be configured with queue management in mind, for example using Tensa barriers or similar barriers to ensure a distance of one metre between visitors and to naturally restrict the capacity to correspond to the requirement of one person per 4 m² and to ensure one-way visitor flow towards the service counters.
- » Ideally, self-service kiosks should be used, in which pre-purchased tickets can be scanned and/or purchased on site. Self-service should be as contactless as possible.
- » Staffed service counters must be configured in such a way that there is a distance of at least one metre between visitors and employees and at least one metre between visitors waiting in the queue. Staffed service counters should also be equipped with plexiglass shields or similar personal protective equipment for employees.

Hygiene and cleaning of entrances

As the entrance is a particularly busy area where large crowds are expected, there must be a focus on regular and continuous cleaning and sanitation. Hygiene facilities such as hand sanitisers and similar must also be provided so that it is easy for both visitors and employees to maintain good hand hygiene.

In addition, there are special requirements for employee measures in the area with regard to hygiene and cleaning. As a minimum, the following requirements will apply:

- » Employees working in the area must be thoroughly instructed in good personal hygiene and personal safety in accordance with government recommendations.
- » Employee procedures for regular hand washing and hand sanitation must be created and implemented. For this purpose, employees working in the area must have access to wash and sanitise their hands.

- » Employees in the area must be instructed in cleaning/disinfection of particularly critical areas, which must be identified separately. Particularly critical areas include surfaces and objects that will be touched by many people. (However, this does not apply to restrooms, as these are covered by the cleaning protocol, see below).

The area must be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Additionally, specific contact surfaces that are expected to be touched by many people must be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Hand sanitiser dispensers must be made available at entrances, along the queue management system and immediately after service counters.

Visitor information in entrances

In the entrances, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information must be based around three basic elements: floor markings, posters and ceiling-mounted signs.

One of four different messages will be displayed on each sign: 1) Personal responsibility to prevent infection (protect yourself to protect others, or similar). 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

- » Messages two and three should be emphasised at entrances in particular.
- » Furthermore, employees working at entrances could also be included in the information strategy, for example using uniforms with printed messages supporting the health strategy.
- » Specific signage must be designed to promote the queue management process, including directions, guidance, etc.

3) Cloakrooms

Cloakrooms are considered critical areas, as shortcomings in the planning of cloakrooms could result in inappropriate and denser crowds around cloakrooms, between cloakrooms and entrances and immediately after cloakrooms.

The strategy for the placement, configuration and management of cloakrooms depends on the decisions that have been taken in connection with the planning of entrances, as entrances and cloakrooms are normally located next to one another. This relationship must be challenged in accordance with the health strategy and different thinking must be applied to avoid bottlenecks and crowding issues.

Cloakrooms and associated processes must therefore not result in a blockage when it comes to the visitor flow created by the entry strategy. Cloakrooms must therefore be located and configured in such a way that visitor flow is maintained.

Cloakrooms should be positioned some distance from the entrance and strategically with regard to wide corridors and open waiting areas to naturally create and maintain distance between visitors.

The number of cloakrooms required should also be taken into account in order to further decrease crowd density.

Configuration of cloakrooms

Just like entrances, cloakrooms are critical areas, as crowds must be expected in and adjacent to cloakrooms. For this reason, they must also be configured in such a way as to avoid dense crowds and to maintain the required distance between visitors.

When arranging cloakrooms, the following must be given particular consideration:

- » Cloakrooms should be located at an appropriate distance from the entrance to avoid crowding between the cloakrooms and the entrances. The actual distance depends on the size of the cloakroom and the anticipated visitor flow from each entrance.
- » If it is not possible to locate the cloakroom further away from the entrance, several cloakrooms should be used to which any crowding visitors could be directed so as to avoid queue formation.
- » Queue management systems should be implemented near cloakrooms to ensure the required distance between visitors in the queue. Queue management can be performed using distance markings or physical barriers such as Tensa barriers or similar.

- » In connection with queue management, one-way traffic and flow management should be considered so that people can leave the queue/cloakroom without having to pass close to other visitors in the queue.
- » Arrangements must be made to ensure quick service, possibly involving the visitor in the service process (e.g. the visitor hangs their clothes on hangers while in the queue or similar).
- » Appropriate protection must be installed between employees and visitors, e.g. plexiglass screens with service openings or similar protective equipment for employees.

Hygiene and cleaning of cloakrooms

There is a particular risk factor associated with cloakrooms when it comes to receiving, handling and storing items of clothing, as items of clothing could reasonably be expected to be infection carriers. The following conditions must therefore be met:

- » Cloakroom employees must be thoroughly instructed in personal safety when it comes to the execution of their work, including the use of protective equipment and procedures for handling items of clothing and close contact with visitors. Employees must wear disposable gloves and, if applicable, visors.
- » Procedures must be developed for receiving and storing items of clothing that could be infection carriers.
- » Employees working in the area must be thoroughly instructed in good personal hygiene and procedures for regular washing and sanitisation of hands must be drawn up and implemented. For this purpose, employees working in the area must have access to wash and sanitise their hands.
- » Employees in the area must be instructed in regular disinfection of the service counter, hangers for outerwear, trays for small bags, etc.

The area must be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Additionally, specific contact surfaces that are expected to be touched by many people must be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Easily accessible hand sanitiser dispensers must be available in connection with the queue management systems in front of the cloakrooms and at the service counter.

Visitor information in cloakrooms

In the cloakrooms, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information will be based on three basic elements: 1) Floor markings, 2) Posters and 3) Ceiling-mounted signs.

One of four different messages will be displayed on each sign: 1) Personal responsibility for the prevention of infection, 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

- » Messages three and four should be emphasised in cloakrooms in particular
- » Furthermore, employees working in the cloakrooms could also be included in the information strategy, for example using uniforms with printed messages supporting the health strategy.
- » Specific signage must be designed to promote the queue management process, including directions, guidance, etc.
- » As far as possible, employees should inform visitors of any special conditions relating to the collection of items of clothing.

(4) Communal areas

Communal areas refer to the open areas outside of exhibition spaces and cafés, where visitors can freely move around between the different facilities associated with the event. In terms of health measures, communal areas are divided into corridors, waiting areas and overflow areas.

Visitors will move around a lot the communal areas and the communal areas are expected to experience the largest total volume of people gathered during an event. It is therefore essential to strategically and functionally incorporate communal areas to support the overall preventive strategies relating to visitor crowding. Communal areas must be incorporated as strategic measures to reduce and manage crowd density and visitor flow in the event area.

Communal areas must be designed and incorporated in relation to the zones or areas where a high risk of crowds is expected. This includes areas that attract people as a result of activities, performances, products and general displays.

Communal areas must be configured around these areas on the basis that visitors must have space and the opportunity to maintain the required distance.

Configuration of corridors

Corridors are divided into main corridors and connecting corridors - restrictions are generally not considered for smaller walking areas, e.g between stands, as they are not considered to have any particular strategic importance.

Main corridors are strategically used as centrally located open transit areas, wide enough to create space for large crowds without compromising in terms of crowd density, while also ensuring smooth pedestrian traffic from one end of a hall to another.

The following conditions must be met in relation to corridors:

- » A minimum of one main corridor must be established in each event space, running through the entire space. Main corridors must, as a starting point, have a width of at least 4-6 metres and, where possible, be divided down the middle into two one-way lanes to accommodate opposing traffic.
- » Connecting corridors must have a width of at least 3 metres.

Configuration of waiting areas

Waiting areas are open areas that are strategically placed to open up and create additional space, thereby reducing crowd density. Waiting areas should be located so that they naturally encourage thinning out of the visitors present, e.g. waiting areas

can advantageously be positioned in connection with larger corridors, in areas where a high flow can naturally be expected, in connection with transitions from halls, etc.

Additionally, the following conditions must be met:

- » Waiting areas must be strategically located in all event spaces where bottlenecks can be expected. Waiting areas should therefore be positioned in areas where main corridors merge, between exhibition space clusters, adjacent to F&B units, as well as directly after the entrance and again between the entrance and the cloakroom.
- » No lounge areas or activities that invite prolonged stays or attract crowds may be arranged in these areas.
- » Fixed points, e.g. high tables or islands with chairs, must be placed in each waiting area for visitors to use to avoid large crowds.
- » Waiting areas must not be fenced in.

Configuration of overflow areas

Like waiting areas, overflow areas are open areas. Overflow areas must be located in close proximity to areas where a risk of crowds can be expected. For example, next to a popular exhibition space, a stage or lecture hall expected to attract a large audience.

The purpose of the overflow area is to create an area in immediate proximity where gathered visitors can be directed to when crowding occurs.

The positioning of overflow areas depends on a specific assessment of the areas and event facilities during the configuration phase, as well as familiarity with the event and its activities through analysis and experience. Here, emphasis is placed on the planner or organiser concerned carrying out preliminary work to identify areas where overflow areas should be incorporated.

The following conditions must be met for overflow areas:

- » Overflow areas must be located in close proximity to exhibition spaces or other areas where a risk of crowds can be expected. Each overflow area must be positioned in close proximity to the exhibition space concerned.
- » It should be noted that overflow areas are mandatory for predictably high-risk exhibition spaces. If deemed necessary, the exhibitor concerned (see below)

should be responsible for the configuration and use of overflow areas, including the costs associated with the additional hire of m².

Hygiene and cleaning of communal areas

The area must be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Additionally, specific contact surfaces that are expected to be touched by many people must be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Hand sanitiser dispensers will be strategically placed throughout the main corridors as well as in waiting and overflow areas.

Visitor information in communal areas

In communal areas, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information will be based on three basic elements: 1) Floor markings, 2) Posters and 3) Ceiling-mounted signs.

Each sign will show one of four different messages 1) Personal responsibility for the prevention of infection (protect yourself to protect others or similar), 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

» Every message should be emphasised in communal areas

5) Exhibition spaces

Exhibition spaces are stands and defined or open areas used for exhibitions, displays, sales, talks and presentation activities, etc.

Exhibition spaces are generally managed in accordance with The Ministry of Commerce's guidelines for responsible design of shops in the retail trade.

It is expected that guests will move in and around exhibition spaces and inappropriately dense crowds may occur, i.e. in connection with exhibition spaces where there are popular activities, sales or products. It is therefore important that each exhibition space is considered in relation to the health measures and that the exhibition spaces identified as high risk in relation to crowds and crowd density are managed separately in further planning.

It must also be taken into account that exhibition spaces are independent units within the event space and that exhibitors and their employees may have different perceptions and interests when it comes to compliance with applicable guidelines. It is therefore essential to clearly communicate that the health measures are exclusively facilitated and managed by Bella Center Copenhagen, that the exhibition space is incorporated in the overall prevention strategy and that exhibitors must arrange their stands in accordance with the framework of the health measures, including standards, processes and guidelines.

Exhibitor obligations

The exhibitor is the person or organisation that rents and uses an exhibition space. The exhibitor must comply with the following obligations with regard to Bella Center Copenhagen:

- » The exhibitor must appoint a representative who will be present in the exhibition space for the duration of the opening hours and who will be responsible for managing compliance with the applicable guidelines on behalf of the exhibitor.
- » The configuration and use of the exhibition space must be in accordance with applicable guidelines at all times. This is unconditionally the responsibility of the exhibitor.
- » The exhibitor will be obliged to contribute to maintaining a safe event space from a health perspective and must support all preventive measures, as well as the general health measures introduced by Bella Center Copenhagen as part of the COVID-19 strategy.
- » The exhibitor has an obligation to ensure that its own employees working in the exhibition space in question are involved in the planning of work and receive

adequate instruction and information regarding personal safety in connection with the execution of work.

- » Exhibitors must be informed of their obligations in a timely manner by Bella Center Copenhagen.

Guidelines for exhibition spaces

The guidelines for exhibition spaces are based on five main categories: 1) The general guidelines, 2) Guidelines for exhibition spaces exceeding 12 m², 3) Guidelines for activities that may attract a crowd in exhibition spaces, 4) Guidelines for service counters in exhibition spaces and 5) Guidelines for food service in exhibition spaces.

Each exhibitor must comply with the following guidelines:

1) General guidelines for exhibition spaces:

- » Exhibitors must be informed of their obligations and the guidelines in a timely manner by Bella Center Copenhagen.
- » No extraordinary crowds at stands may be promoted (such as special offers, VIP performances, etc.) without special permission from the Safety Department. Likewise, any unintended crowds at stands must not compromise the capacity of the stand or surrounding stands and areas and it will be the exhibitor's responsibility to disperse any such crowds.
- » Exhibition spaces must be configured with furniture, walking areas, exhibitions, etc., in such a way that it does not give rise to bottlenecks or visitor crowding.
- » In exhibition spaces that are expected to attract inappropriately large crowds, overflow areas must be configured in the immediate proximity (see "communal areas").
- » All applicable guidelines must be observed. This includes the specific crowd capacity and visitor density of the exhibition space. Employees working in the exhibition space must be instructed in and equipped to enforce these guidelines.
- » There must be easy access to hand hygiene for both visitors and employees in the exhibition space. An adequate number of hand sanitiser dispensers must be available in the exhibition space and at entrances to the area, as well as at the entrance of any gathering areas in the exhibition space (see below).
- » A poster must be displayed showing the maximum number of persons permitted in the exhibition space at the natural entrances to the exhibition space, or in

other areas where the posters are visible to visitors before entering the exhibition space.

- » Exhibitors have an obligation to perform cleaning and to maintain high levels of hygiene in their exhibition spaces, both within and outside opening hours.

2) Guidelines for exhibition spaces exceeding 12 m²:

- » Exhibition spaces exceeding 12 m² should be fenced in using "soft" barriers, e.g. Tensa barriers, in which an entrance and exit can be clearly marked. This is to ensure that the stand is able to keep to its maximum capacity, cf. the guidelines. Exhibitors who do not wish to do this must present another appropriate plan to manage capacity at their stand.
- » If the same barrier opening is used for entry and exit, pedestrian traffic in opposing directions must be considered. This is so that entry and exit traffic are not mixed, as this unnecessarily reduces the safety distance between visitors. It must be possible for entry and exit to take place separately from one another at all times.
- » Employees in the exhibition space must perform some form of access control or other specific response to prevent there being too many visitors at the stand. Employees must have a response procedure in place in the event that too many people are found to be at the stand.
- » Entrances and exits must have a width of at least 130 cm.

3) Guidelines for gathering activities in exhibition spaces:

Gathering activities refers to presentations and activities in which there is interaction between the stand and the audience, or similar activities that invite an acceptable crowd size - as long as this is in accordance with the applicable restrictions on gatherings and guidelines for e.g. seated audiences.

- » Chair configurations must comply with the applicable guidelines, including visitor capacity.
- » Gathering areas in exhibition spaces must be fenced off and clearly defined from the rest of the exhibition space, e.g. using Tensa barriers or similar. The fenced off area must have clearly marked entries and exits.
- » Hand sanitiser dispensers must be available at the entrance to the gathering area and must be equipped with the appropriate signage.

4) Guidelines for service counters in exhibition spaces:

Service counters include cash registers, café counters and collection counters, from which the visitors in the exhibition space may receive service from the exhibition space employees.

- » All service counters must be designed and located in such a way that all applicable customer contact guidelines can be met.
- » Queue management must be in operation at service counters to ensure the required distance between queuing visitors and an appropriate distance between the queue and the other visitors in the exhibition space. Queue management can be configured using floor markings or physical barriers, e.g. Tensa barriers or similar.
- » Appropriate protection must be arranged for employees in the exhibition space.

5) Guidelines for food service in exhibition spaces:

- » All food service in exhibition spaces must be coordinated with Bella Center Copenhagen F&B.
- » No buffets or freely accessible food products may be served in the exhibition space and there must be no self-service bowls.
- » The following is permitted: pre-packed and pre-manufactured provision of e.g. sandwiches or other types of packaged F&B content.

6) Cafés and food stalls

Cafés and food stalls are facilities that serve food in the event space. This also includes coffee stands and other eating areas.

Cafés and food stalls must be configured and managed in accordance with the guidelines issued by the Danish Ministry of Commerce for the responsible reopening of restaurants, cafés, amusement parks, hotels and holiday resorts, etc.

Visitors are expected to use Bella Center Copenhagen cafés and food stalls on a large scale during the event. Similarly, queue formation and crowds are expected to occur at the cafés and food stalls and, in certain cases, crowds could affect adjoining areas, including corridors.

Special consideration must therefore be given to both the configuration and positioning of cafés and food stalls in the event area, in line with the number of visitors, visitor flow and anticipated visitor density. Additionally, safety measures for employees and service hygiene must also be carefully considered.

An internal employee protocol (Appendix A) will be developed to cover all infection prevention measures in relation to Bella Center Copenhagen employees, including behaviour, personal protection and personal hygiene during the execution of work. An internally developed protocol for food hygiene (Appendix E), which describes the procedures and processes for handling food - from preparation to serving, will be used.

Consider including employees in the planning of the work and listen to their wishes and needs relating to personal safety and use of protective equipment; employee suggestions for processes should also be taken into account. It is a goal for all frontline employees to have a major influence on their own protection, including familiarity with rights, conditions and expectations in relation to the health measures. Employees must also have completed the *H&S Covid19 training course* prepared in collaboration with Horesta.

Configuration of cafés and food stalls

Cafés and food stalls must be configured in accordance with the Danish Ministry of Commerce's guidelines for the responsible reopening of restaurants, cafés, amusement parks, hotels and holiday resorts, etc.

Configuration must therefore take place with careful consideration of distances between visitors, including in connection with social events, as well as distance requirements for standing visitors compared to seated visitors.

In this context, the following must be observed:

- » A number of cafés and food stalls will be placed in the overall event area that corresponds to the anticipated number of visitors, in order to minimise the risk of queue formation and crowds at each café/food stall, as visitors will have more options.
- » Eating areas should be considered in connection with larger food stalls, where visitors can move to after buying products from cafés and food stalls. Eating areas should be considered overflow areas in relation to the configuration (see overflow areas under "communal areas"), for the purpose of preventing crowds in and around cafés and food stalls.
- » All cafés and food stalls and associated eating areas must be fenced off and clearly defined using e.g. Tensa barriers or similar. Clearly marked entrances and exits must be located in the fencing.
- » For cafés and food stalls where service is provided (payment, collection, serving, etc.), queue management systems must be implemented to ensure the required distance between people in the queue. Queue management systems can be configured using distance markers on the floor or using physical barriers such as Tensa barriers or similar.
- » As a starting point, queue management should be configured with one-way traffic (divided between entrance and exit), where possible.
- » In cafés and food stalls where food is ordered and delivered, separate ordering and delivery counters should be installed for the purpose of minimising contact between employees and visitors.
- » Appropriate protection must be installed between employees and visitors in all cafés and food stalls. Protection can vary from simple distancing to e.g. plexiglass screens. For smaller food stalls, coffee carts and similar, it is also recommended that a number system be used for collection of orders to minimise queuing.

Hygiene and cleaning of cafés and food stalls

Naturally, there are substantial hygiene and cleaning requirements associated with cafés and food stalls that must be met – these have been included in the general cleaning protocol. However, for reasons of health measures, there is an additional focus on hygiene in these areas, with the following guidelines...

- » Employees in cafés and food stalls must wear disposable gloves when working in the café/food stall (not only when handling food). There must be procedures in

place for regular changing of gloves (this does not exempt the employees from regular hand hygiene, cf. below).

- » If aprons and similar are used, there should also be procedures in place for regular changing of these.
- » There must be easy access to sinks and soap for hand washing, as well as hand sanitiser for café/food stall employees. Employees must also receive instruction in good hygiene and must be instructed to perform hand washing and hand sanitation at least once every hour.
- » There must be procedures in place to rotate employees in customer service situations, in order to reduce employees' exposure to the risk of infection.
- » Employees must be instructed in the disinfection of all critical areas. This includes service counters, payment terminals, etc., following a procedure developed for the purpose, in which specific risk factors are identified.
- » Café tables and similar must be regularly disinfected during opening hours and this must be done by the employees at the stand.
- » There must be easy access to hand sanitiser for café/food stall visitors. Hand sanitiser dispensers must therefore be available at the entrance to the area and throughout the queue management system.

The area must also be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Specific contact surfaces that are expected to be touched by many people must also be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Hand sanitiser dispensers must be available at the entrance to the area, throughout the queue management system and at the service counter.

Visitor information at cafés and food stalls

At cafés and food stalls, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information will be based on three basic elements: 1) Floor markings, 2) Posters and 3) Ceiling-mounted signs.

One of four different messages will be displayed on each sign: 1) Personal responsibility for the prevention of infection (protect yourself to protect others or similar). 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

- » Messages three and four should be emphasised at cafés and food stalls in particular
- » Furthermore, employees working at the café could also be included in the information strategy, for example using uniforms with printed messages supporting the health strategy.
- » Specific signage must be designed to promote the queue management process, including directions, guidance, etc.

(7) Meeting facilities

Meeting facilities include all meeting rooms used in accordance with the Danish Ministry of Culture's guidelines for the reopening of cultural productions and cultural events with a seated audience.

Please note that these guidelines apply to events with a maximum of 500 people. These visitors are counted as part of the maximum visitor capacity, unless the hall is configured independently to the other event spaces, with a separate entrance and exit, ticketing, etc.

Meeting facilities must be included in the overall prevention strategy for the organisation of events, with a specific focus on visitor capacity, including configuration and distance rules as well as hygiene conditions. Meeting facilities must be expected to result in inappropriately large crowds and bottlenecks, especially in connection with the entrances and exits to each meeting room. In some cases, crowds could also affect adjacent areas, e.g. corridors directly outside the meeting room.

Configuration of meeting facilities

When arranging meeting facilities, the fact that visitors will be seated and stationary for a prolonged period of time must be given particular consideration. In addition, consideration must be given to the logical conditions relating to entry and exit from the area and must not compromise applicable distance requirements or increase the risk of crowds.

In order to best ensure compliance with the guidelines in relation to meeting facilities, a responsible person (meeting room supervisor) will be assigned to all meeting facilities used and will be responsible for compliance with all applicable guidelines. The meeting room supervisor will also be responsible for the operation of the meeting facilities, including access processes, queue management in front of the rooms, etc.

The following conditions also apply to meeting facilities:

- » Before arranging meeting facilities, it must be clarified how many meeting facilities are required, as well as the specific location of the meeting facilities as is possible in relation to the event space and the number of anticipated visitors that will be able to use them.
- » Meeting facilities must be partitioned and demarcated by walls. Meeting facilities can therefore not be configured as open, freely available areas.

- » Meeting facilities must be configured in such a way as to permit space for 1 person per 2 m², up to a maximum of 500 persons. Please note that only seated visitors are permitted and the number of chairs will therefore ultimately determine the capacity of the rooms (see below).
- » Chairs must be configured at a distance of one metre, measured from the middle of the seat to the middle of the next seat.
- » Overflow areas or alternative meeting facilities must be configured to accommodate any unintended crowds in or around the meeting room. Restrictions for other audience areas follow the general distance requirements and may therefore be more restrictive than the requirements for the rooms. This could mean that even though there is adequate space in the meeting room, it could be challenging to facilitate equivalent space in the foyer, where there has to be twice as much space allocated per person.
- » Please also be aware that even though there is 4 m² available per person, people will move around and could therefore come into close contact with one another. Arrangements must therefore be made to ensure that visitors can maintain an adequate distance from one another.
- » Queue management systems must be implemented at meeting facility entrances to ensure the required distance between people in the queue. Queue management can be configured using distance markings or physical barriers such as Tensa barriers or similar.
- » As a starting point, queue management should be configured with one-way traffic (divided between entrance and exit), where possible.

Hygiene and cleaning of meeting facilities

The area must be cleaned in accordance with the [cleaning protocol](#), which specifies the frequency and scope of general cleaning. Specific contact surfaces that are expected to be touched by many people must be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Hand sanitiser dispensers must be available at the entrance to the area, throughout the queue management system and at the end of rows of chairs.

Visitor information

In meeting facilities, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information will be

based on three basic elements: 1) Floor markings, 2) Posters and 3) Ceiling-mounted signs.

One of four different messages will be displayed on each sign: 1) Personal responsibility for the prevention of infection (protect yourself to protect others or similar). 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

- » Messages two, three and four should be emphasised especially in meeting facilities

8) Restrooms

Restrooms include all available customer restrooms in the event space.

Restrooms constitute a specific risk area due to the configuration, size, activities and obvious hygiene challenges associated with the area. Like entrances and other defined areas, restrooms also constitute an increased risk of crowding and there are many contact surfaces and infection vectors in the area. It can therefore be presumed that infection could easily occur in the area and that there may be transmission of infection to the general event space.

Particular consideration must therefore be given to hygiene facilities and hygiene habits for the restrooms in the area, including increased information and recommendations with regard to visitors' personal responsibilities in relation to infection prevention and other control measures.

Configuration of restrooms

- » All restrooms in every area will be made available to visitors. In connection with this, there must be clear signposting in each event area to avoid unintentional crowds near individual restrooms.
- » Additional external restroom facilities will be established as needed and strategically located in relation to communal areas.
- » Queue management systems must be established at the entrance to all restrooms to ensure the required distance between visitors in the queue. Queue management can be configured using floor markings or physical barriers, e.g. Tensa barriers or similar.
- » Employees should be permanently stationed near all restrooms for general coordination and service of the area. Employees will manage the queues and, using head counts, ensure that the capacity of the restrooms is managed.

Cleaning and hygiene in restrooms

- » Employees at restroom entrances must wear disposable gloves at all times and should be located behind a counter, marking or similar to ensure the required distance between employees and visitors (min. one metre).
- » Hand sanitiser dispensers must be available at restroom entrances and the employee will direct visitors to use these when entering.

- » Hand sanitiser dispensers will also be available at sinks and at the door prior to exit.
- » Procedures must be created for monitoring of restroom hygiene facilities, including replenishment of soap and hand sanitiser as needed.

The area must be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Specific contact surfaces that are expected to be touched by many people must also be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Visitor information

In restrooms, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information is based on two basic elements: 1) Floor markings and 2) posters.

One of four different messages will be displayed on each sign: 1) Personal responsibility for the prevention of infection (protect yourself to protect others or similar). 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

- » Messages three and four should be emphasised in restrooms in particular.

9) Smoking areas

Smoking areas are defined as specific areas outside of the building that are created especially for smokers. Furthermore, in relation to COVID-19, consideration should be given as to whether public smoking areas should be established in connection with events. This is because smoking areas could be considered to constitute a risk of infection and crowds that could be easily eliminated simply by removing these areas.

Conversely, if not planned and coordinated, this could result in unintentional crowds that could develop inappropriately in relation to the overall health strategy to prevent infection, as seen in the planning of e.g. restrooms and café areas.

If events are happy to accept public smoking areas, they must of course comply with the legislation on smoking in public spaces. Subsequently, planning must be performed to establish how many smoking areas are required, as well as the strategic location of these in relation to the event itself.

Smoking areas constitute a specific risk area due to the configuration, size, activities and obvious hygiene challenges associated with the area. Furthermore, smoking areas, like e.g. restrooms and other defined areas, also increase the risk of crowding and there are many contact surfaces and infection vectors in the area. It must therefore be assumed that infection can easily take place in the area and that there may be a transmission of infection to the general event area.

Particular consideration must therefore be given to location, configuration, hygiene facilities and hygiene habits for smoking areas, including increased information and recommendations with regard to visitors' personal responsibilities in relation to infection prevention and other control measures.

Configuration of smoking areas

- » An appropriate number of smoking areas must be configured in the overall event space, corresponding to the anticipated number of visitors, so that the risk of queue formation and crowds near smoking areas is limited, or a large smoking area should be established away from other activities.
- » Smoking areas in each area will be made available to visitors through adequate information and signposting.
- » All smoking areas must be fenced in and clearly defined through e.g. the erection of metal barriers or similar. The fence must have a clearly marked entrance and exit.

- » Posters specifying the maximum number of people permitted in the smoking area must be erected at the entrance to all smoking areas.
- » Queue management systems must be established at the entrance to all smoking areas to ensure the required distance between visitors in the queue. Queue management can be configured using floor markings or physical barriers, e.g. Tensa barriers or similar.
- » As a starting point, queue management should be arranged with one-way traffic (divided between entrance and exit), where possible.

Cleaning and hygiene in smoking areas

The area must be cleaned in accordance with the cleaning protocol, which specifies the frequency and scope of general cleaning. Specific contact surfaces that are expected to be touched by many people must also be cleaned regularly. Associated identification and procedures can also be found in the cleaning protocol.

Visitor information

In smoking areas, visitors must be informed of the guidelines they are expected to comply with during their visit to Bella Center Copenhagen. The information is based on two basic elements: 1) floor markings and 2) posters.

One of four different messages will be displayed on each sign: 1) Personal responsibility for the prevention of infection (protect yourself to protect others or similar). 2) Visitors in at-risk groups must be especially careful during their visit, 3) Keep your distance and 4) Expectations concerning personal hygiene.

Appendices

Appendix A - Cleaning Protocol

Appendix B - Employee Protocol

Appendix C – Signage

Sources

For further reading, relevant sources are listed below...

Guidelines for the configuration of shopping centres, department stores and arcades, markets, etc., in light of the COVID-19 outbreak [Link](#)

Guidelines for the responsible reopening of restaurants, cafés, amusement parks, hotels and holiday resorts, etc., in light of the COVID-19 outbreak [Link](#)

Guidelines for the responsible configuration of shops in the retail trade, etc., in light of the COVID-19 outbreak [Link](#)

Guidelines for the reopening of cultural productions and cultural events with a seated audience [Link](#)

Statutory order on the restrictions on large gatherings and on access to and restrictions for premises in connection with the management of COVID-19 [Link](#)

The Danish Working Environment Authority's questions and answers relating to COVID-19 [Link](#)

The Danish Health Authority's questions and answers relating to COVID-19 [Link](#)

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