

Meeting Achievements is committed to creating safe meeting experiences for our clients, attendees, partners, and staff to confidently connect and collaborate. By following the 5 D's of meeting safety, our team will guide you on the road to safe and successful meetings.



- 1** **DEFINE**
 - Virtual
 - Hybrid
 - Face-to-Face
- 2** **DESIGN**
 - Budgets
 - Format Selection
 - Scheduling
 - Staffing
- 3** **DECLARE**
 - Communications:
 - Pre-event
 - On-site
 - Post-event
- 4** **DEDICATE**
 - Duty of Care
 - Compliance
 - Safety Protocols
- 5** **DELIVER**
 - Room Layout
 - Traffic Flow
 - Registration
 - Food & Beverage
 - Technology
 - Sanitizing

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Overview

Safety for our attendees, clients, partners, and staff is our number one priority. This is why we have developed our safety initiative: Providing Your Roadmap to Safe Meetings.

Meeting Achievements prides itself on establishing innovative protocols within the meeting and events industry. Physical distancing, attendee safety initiatives and enhanced cleaning procedures will remain an essential part of the psychological process of making people comfortable with meetings going forward, especially as variants appear.

Risk and health are two key considerations of safe meetings. We anticipate smaller, more regional meetings with possible hubs. The responsibility for enhanced safety will be spread between the venue, and the host. With smaller meetings the goal is to minimize the risk to attendees.

What will safe meeting look like?

Working alongside venue partners, Meeting Achievements is designing a series of meeting protocols, and recommendations that address how to reduce risk, increase confidence, and promote health within the meeting space. Meeting design, room layout, traffic flow, technology considerations and enhanced cleaning procedures are at the core of the Roadmap to Safe Meetings.

Our Focus

Meeting Achievements, via the attached Providing Your Roadmap to Safe Meetings, both hybrid, and face to face, is committed to providing guest experiences that align with travel restrictions, physical distancing and best practices around health and safety.

Duty of Care

Meeting Achievements is committed to ensuring the health and safety of all event participants and staff regardless of age, race, color, religion, sex, national origin, disability, or contractual type. We at Meeting Achievements have elevated our standard of care and rigorous protocols to uphold our commitment to safety for our clients, providing a safe environment for all individuals.

*** This is a living document and may be subject to change. All changes to our current safety protocols regarding these operating procedures will be communicated on an as-needed basis. ***

- To help alleviate the risk of COVID-19 transmission through person-to-person contact, Meeting Achievements will be using signage/floor decals to reinforce spatial distancing to remind attendees to maintain social distancing protocols and control traffic flow in public spaces.
- Meeting Achievements will mail name badges and lanyards (if applicable for the event) up to two weeks prior to the start of the event to expedite the registration process and reduce contact.
 - If an attendee registers in the final two weeks before the event, then a safe check-in station will be available for said attendee to retrieve their materials.
- Upon arrival attendees may be required to scan a QR code for contactless check-in.
- Hand sanitizer and/or personal use sanitizing wipes will be made available to all attendees.
- There will be a COVID Compliance Officer present at every event to enforce safety protocols and will have the final say on all COVID-19 related safety issues.
- Regular sanitization of surfaces by staff will take place in all meeting spaces.
- In partnership with the venue, Meeting Achievements staff will provide:
 - Responsible food & beverage, distanced seating, traffic flow barriers, onsite logistic passes and management and optimal air filtration and movement as available.
- If applicable, discrete, and non-invasive temperature checks for staff, vendors, and attendees will be required for entry into the event space.
 - If a person presents with a fever above 100.4F they will be asked to sit down for a “cool down” period of approximately 5 minutes. If their temperature is still above 100.4F then they will not be allowed entry to the event space and be directed to appropriate medical care.
- To promote the health and safety of our events, face coverings may be required for guests and associated staff in all indoor public areas to comply with local authorities.

For Respiratory Illness:

- If you are unwell with fever, cough, or other respiratory symptoms, you will not be permitted to attend this in-person event, and plan to view the sessions on our virtual platform, if available. In the event of a confirmed COVID positive case post-event, meeting organizers will be in communication with all attendees regarding such an update.

If You or Other Participants in the Meeting Room are Unwell:

- Meeting organizers will provide a quarantine station for symptomatic attendees where they will be evaluated by a Covid Compliance officer and discuss local medical care options if applicable.

For Medical Emergencies:

- Dial 911 and when able, inform the meeting organizers and venue of the emergency.

Key Principles

Definitions

Hybrid = A hybrid meeting is a meeting where a part of the audience joins from the venue and another part joins remote, enabled by audio and video conferencing technology with a strong focus on content sharing.

Face to Face = A face-to-face meeting is one where all the participants are physically in the same place

Virtual = A virtual meeting is a real meeting held over the phone or the Internet involving one or more people who are not in the same location.

Meeting Design

Budgets – All events have a budget. Virtual has a platform, Live events have venue and AV Costs. Hybrid events are a great way to unify the in-person and virtual aspects of any event. Aside from the actual cost of hosting people virtually, a hybrid event adds additional financial requirements. Will you need emcee, additional support to handle your virtual audience? All these things become a factor.

Sponsorships/Exhibits – All events should Create maximum brand awareness before, during, and after the event; Enhance lead generation opportunities for exhibitors and sponsors; Provide substantial access to data insights. For a face to face, we are used to the exhibits determining their own ROI based upon foot traffic, but for Virtual and Hybrid, we need to become creative in finding ways to engage the audience with our supporters.

Communications – Will you do print communications, email blasts, both. A key to remember is that virtual audiences register in the last 2-3 weeks, so when Face-to-face audiences may have already registered you want to focus on those that can join virtually.

Scheduling – Remember Face-to-face requires enough time for biological breaks, whereas Virtual /Hybrid audiences can come go as they please. Don't lose one audience as you make the breaks either too short or too long. Engage a team that is an expert in meeting design to help traverse this area.

Staffing - Please remember to take into consideration the amount of support staff needed for each type of meeting. You'll need live face to face registration staff, virtual tech support, virtual session management, Audiovisual and potentially an emcee.

Room Layout & Traffic Flow

As people return to face-to-face meetings, smaller groups will likely fall into three meeting designs. These designs will integrate physical distancing measures that align with evolving governmental (Federal, state, city and county guidelines, in addition to the venue guidelines). We plan to ensure safe areas for the attendees as well as speakers, with special attention made to high touch areas, (doors, technology).

Design One

One Room - Ideal for a smaller group meeting in a single room at one venue. With physical distancing in mind, screen placement, sound reinforcement, and the ability to connect with others not able to physically attend will be key considerations

Design Two

Multi-room Broadcast Communication (Pods) - Accommodates large groups that may need to be split into multiple rooms at the same venue. Building off the technology in design one, broadcasting to multiple rooms will be critical and the use of digital tools that support two-way collaboration will add to the experience.

Design Three

Multi-room/ Multi-venue Networked Communication Multi-hub - For events that bring attendees from multiple venues and potentially multiple rooms together. The ability to have several presenters delivering messages to multiple audiences simultaneously will require a suite of technology solutions to make the experience feel as if everyone is meeting together as one.

**Hybrid: All three meeting designs can incorporate a virtual stream for attendees that are not able to make the in-person meeting.*

Traffic Flow

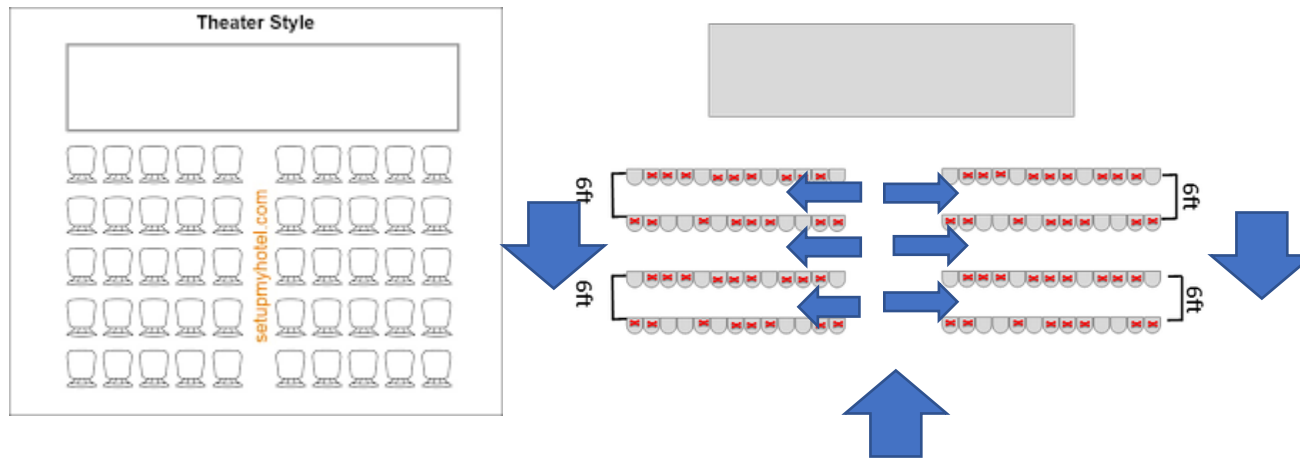
Meeting Achievements along with our venue partners will work with customers to design layouts with your safety and preference in mind. To assist with the design process, Meeting Achievements has created a few examples illustrating how meeting rooms might look as you return to having in person events. There is little doubt that during the earliest phases of recovery, physical distancing will impact the room requirements.

Key Points:

- Physical distancing will increase the space requirements and (likely) reduce room capacities.
- Signage becomes important – be creative with floor/ceiling and pillar banners
- Room sets need to be more creative – Theater is the new classroom
- Avoid Public Areas when moving large groups to avoid exposure outside of your own group.
- Ingress/Egress
- Aisles
- Presenter Positioning

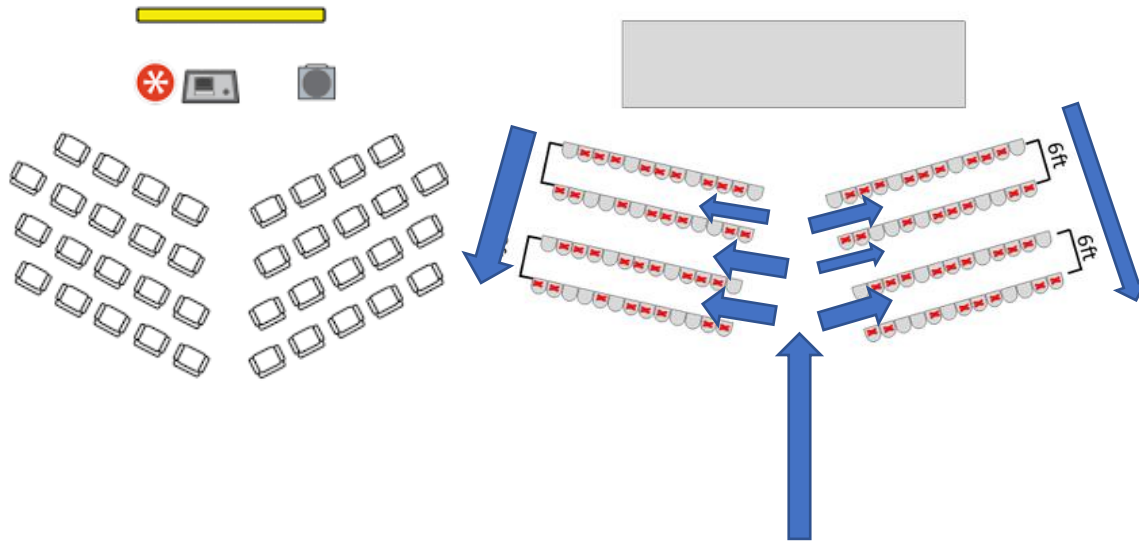
Floor Plan Options

Floor Plan Option Theater

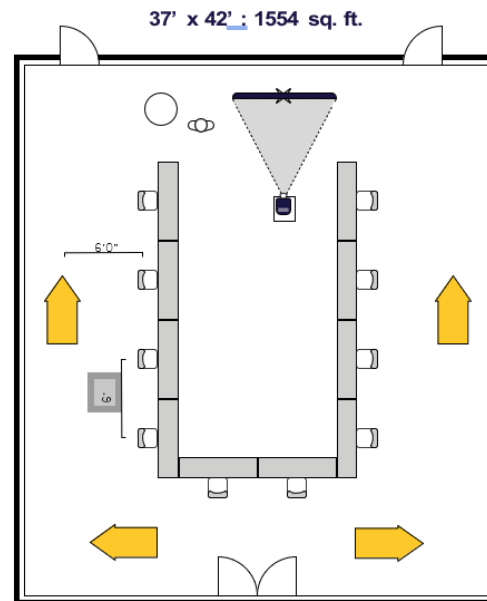
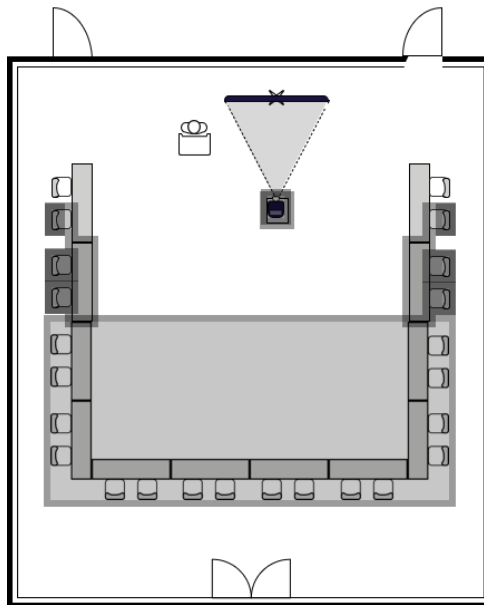


- Increased distance between each attendee. This is designed to help maintain limited contact within the meeting environment.
- Intentional directionally based traffic flow within the room as indicated by decals that are on the floor.

Floor Plan Option – Chevron

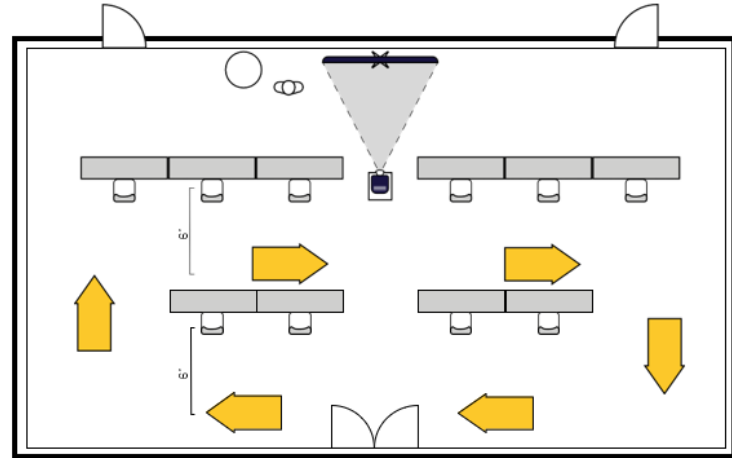
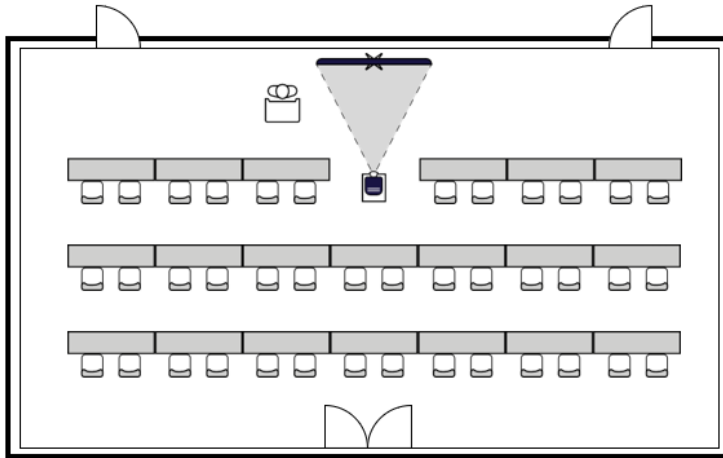


Floor Plan Option U-Shape

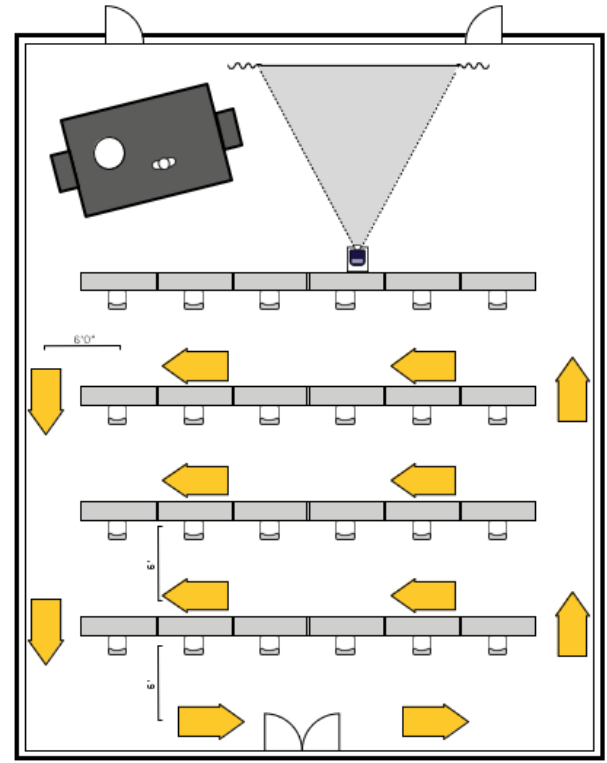
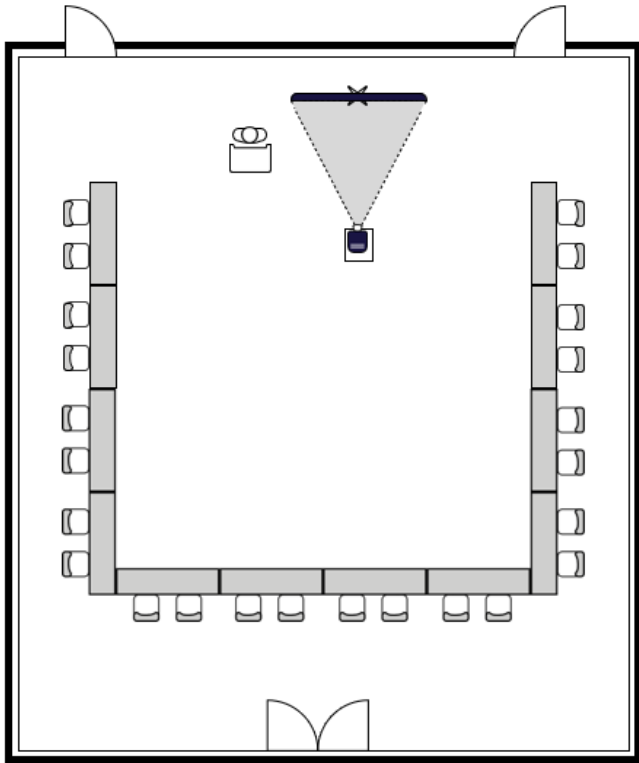


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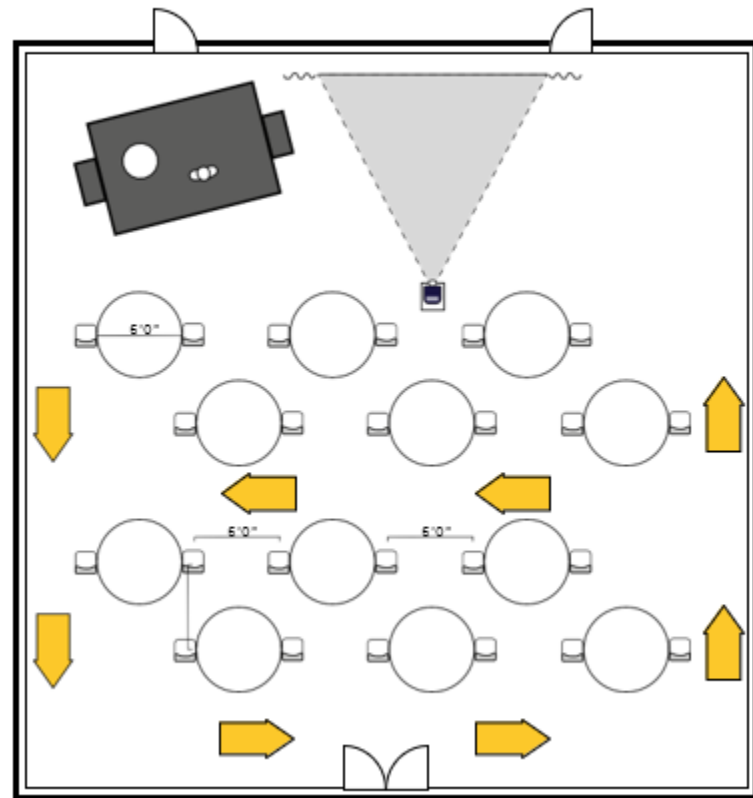
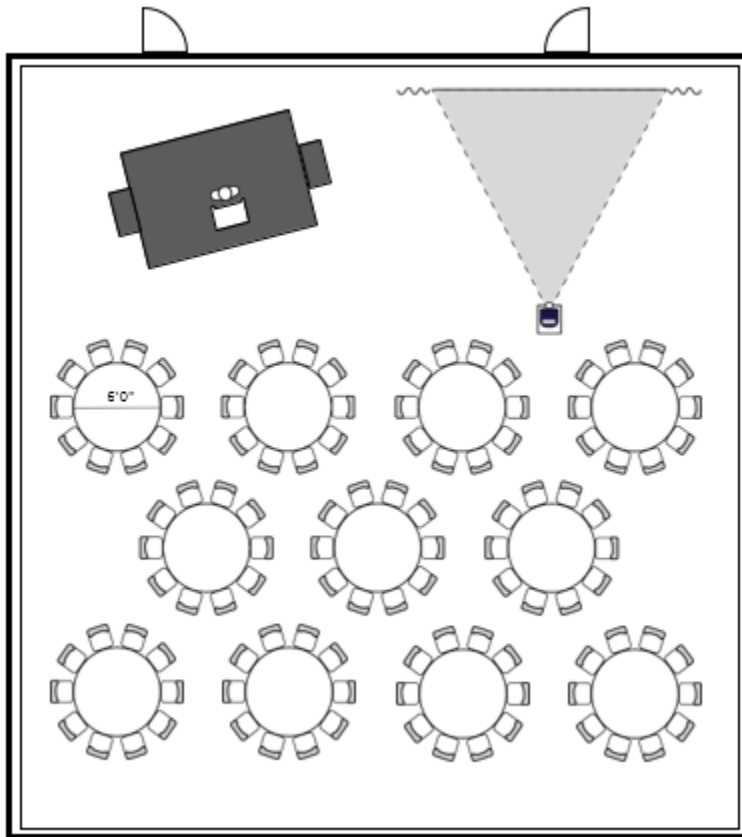
Floor Plan Option - Classroom



Floor Plan Option – Classroom



Floor Plan Options – Rounds



Technology Considerations

There are many technologies that can help support these meeting designs. Using conventional items like projectors and screens, we should also consider technology to boost sound reinforcement, recording, web-conferencing and digital tools for polling and Q/A should be considered.

Increase Collaboration

Engagement between audiences

Capture your Event

- Larger room sizes impact core offering.

- Hybrid component will be needed.

- Enhancements to compliment new meeting designs including sound, aesthetics, single use items, etc.

Compliance Considerations

Covid Officer

As face-to-face (F2F) meetings begin to reopen amidst COVID-19, the need to implement new safety protocols has emerged. To operate F2F meetings responsibly during a pandemic, it is vital that we take action to ensure participants, suppliers, and staff are protected within the scope of our meetings from contracting or spreading a communicable disease. Going beyond the basics of social distancing, mask-wearing, and frequent hand sanitization, there are myriad considerations to cultivate safe environments.

The **Covid Compliance Officer** whose duty is to ensure that these safe practices are implemented, communicated, and effectively carried out throughout the entire meeting cycle. Whether you plan to serve in this role, delegate, or contract coverage, this course will help you to ensure best practices for the safest execution of your F2F meetings.

PPE

Currently we are recommending facemasks for all indoor facilities. While you can anticipate attendees bringing their own, you must have on hand for those that forgot. We recommend individually wrapped masks.

Registration Considerations

Meeting Achievements will distribute pre-meeting (2 weeks) any name badges to those already registered via US Mail.

For those that register onsite – we will minimize the lines by choosing the best protocol:

- Having contactless check-in for those that registered within the last two weeks

- Having a QR code for daily sign in

- Maintain a safe social distancing if a line is forming

- For those that require individualized service, such as speakers, we will maintain a separate check-in where timeliness is of essence.

Food & Beverage Considerations

This interim policy governs Meeting Achievements events during the COVID-19 pandemic, guided by the following principles:

- The health and safety of the Meeting Achievements Event Clientele is our top priority.
- There is no evidence that COVID-19 is spread by food. However, people sharing utensils and congregating around foodservice areas can pose a risk.
- Following the guidance of the Center for Disease Control and Prevention (CDC), We highly recommend the following new food and beverage protocols to keep staff, volunteers, and attendees as safe as possible.

This policy supplements — and does not replace — federal, state, or county health and safety regulations with which gatherings must comply. This policy applies to all events held at indoor and outdoor venues and to all Meeting Achievements events.

Sources of Food and Beverage at Events

Event planners are permitted to offer food and beverages to attendees limited to the following options. All food is required to be prepared in a licensed commercial kitchen.

- Food may be provided to attendees directly by an event organizer wearing gloves.
- Food must be in sealed grab-in-go boxes, bags, or containers. Beverages must be served in recyclable cans or containers with lids.

Safety Modifications

- Sharing utensils, containers, food and/or beverages is not permitted.
- Self-serve food or drink options (e.g., buffets, salad bars, tray-passed hors d'oeuvres, self-serve crudités and desserts, and drink stations) are not permitted.
- Potluck or family-style shared meals are not permitted.
- Dining tables Should not be set with exposed tableware (napkins, utensils, plates, glassware).
- Food or beverages may not be left sitting out uncovered where attendees are gathered (e.g., trays of snacks or hors d'oeuvres, stacks of pizza boxes, plates of desserts, pitchers of juice).

- We will work with the venues to allow adequate flow, to the stations. We do suggest going in groups (A-L, M-Z; Right Side/Left Side of Room...) to minimize the lines.

Foodservice Requirements

- Provide condiments, such as salt and pepper, ketchup, hot sauce, and sugar in single-service containers.
- Use disposable foodservice items including utensils and dishes. If disposable items are not feasible, ensure all non-disposable foodservice items are handled with gloves and washed with dish soap and hot water or in a dishwasher.

Alcoholic Beverages

- The Venues shall provide alcoholic beverages and bartending services for events in accordance with the applicable Liquor Local regulations.
- A licensed bartender is required to serve alcoholic beverages at all gatherings.
- Avoid cash transactions by offering cashless or hosted bars.
- Minimize lines and queues. Ensure attendees remain at least 6 feet apart when ordering beverages from a bartender. Mark designated spots on the floor where attendees will wait in line, and increase the number of bar stations to reduce guests congregating.

Meeting Achievements may to issue additional guidance and protocols to implement this policy and to assure ongoing consistency with applicable public health regulations.

Cleaning Requirements

Equipment Considerations and Enhanced Cleaning Procedures

Meeting Achievements is committed to providing a safe and healthful workplace for all team members, attendees, clients and business partners, empowering our team members with enhanced cleaning procedures and support in alignment with our commitment to safety. Implementing standards surrounding items that our customer and team members frequently encounter will be at the forefront of these enhanced cleaning procedures. The balance of this document will highlight the Meeting Achievements cleaning procedures.

Attendee Needs

Transparency with customers on processes and commitments.
'Set and Leave' for multiple uses.

Audiovisual Equipment Disinfection Recommendations

In this section, you will find recommended practices and solutions for the cleaning and disinfection of specific types of audiovisual equipment.

Lavalier Microphone	Handheld MIC	Head Set MIC
Push to Talk MIC	Radios	Tablets/Ipads
Laptops/Computer	Keyboard and Mouse	Slide Advancer
Wireless Presentation Accessories	Power Strips	Cable
Tech Equipment	Podium/Lectern	Monitor
Projectors and Cart	Flip Chart Easel	Flip Chart Markers

Our Commitment:

Meeting Achievements remains committed to providing a safe and healthful workplace for all customers, strategic partners and team members. With that, our team members will be required to follow the recommended guidelines with regard to general hygiene and disinfecting equipment between events. If your event should require a more enhanced cleaning solution, please reach out to your Meeting Achievements representative.