

KEY LEARNINGS: HOSTING EVENTS IN THE NEW NORMAL

Following the recent high-profile cricket events which have been hosted behind-closed-doors at Emirates Old Trafford, and as part of our 'Safe in One Place' initiative, we have listed our key learnings for hosting events in these unique and unprecedented times.

The guidance includes the very latest practical information to ensure event organisers and venue operators in the UK understand how they can work and host business events and conferences, while keeping both guests and staff safe.

The insight has been pulled together following our experience of welcoming international visitors to the ground and implementing a bio-secure venue to deliver a high-profile event which was broadcast around the world.

If you would like to talk to our team about how we are implementing our safety protocols and what this means for future events at Emirates Old Trafford, please contact our team on **0161 282 4020**.

Please note: The safety protocols which are currently in place at Emirates Old Trafford, will be subject to ongoing review in line with UK Government to ensure that the safest procedures are implemented when the venue re-opens to the public following the conclusion of the behind-closed-doors cricket events.

1.

APPOINT A DEDICATED COVID-19 OFFICER

At the beginning of the process of delivering a bio-secure events venue, we identified the role of a dedicated COVID-19 Officer to ensure all records and risk assessments were carried out both internally and by select third-parties who were involved in the management and delivery of the event. Emirates Old Trafford appointed Ian McIntosh, our Health, Safety and Environmental Manage, to take on this role, and will be able to feedback on risks identified around delivering certain events at the venue to support event organisers.

2.

INTRODUCE TEMPERATURE TESTING

In the lead up to, and during, the behind-closed-doors Test series, Emirates Old Trafford has been screening and temperature testing every individual that enters the ground.

All visitors, including staff, must complete a health questionnaire an hour in advance of arriving at the ground and then are being screened upon entry to the venue with digital fever screening terminals to detect for Covid-19 symptoms. If symptoms are detected, our on-site 'care team' are on-hand to outline the recommended protocols to the affected individual in our bio-secure, isolation room.

Health checks for guests can also be carried out with prior arrangement.

3. 

HOLD REGULAR TRAINING AND ASSESSMENTS

All staff that have been on-site at Emirates Old Trafford have undertaken a number of different assessments and training modules in regards to their knowledge of COVID-19, its risks and how it spreads, as well as testing access areas and walkways around the ground, depending on accreditation level.

5. 

ENHANCE CLEANING REGIMES

Utilising the guidance and support from both the internal and third-party medical officers, every room at Emirates Old Trafford is subjected to rigorous deep-cleaning procedures daily, with an increased focus on key touch point areas including all door handles, stair bannisters, lift buttons, toilets and washrooms. There will also be reduced collateral in rooms with the removal of pads, pencils and as many other communal items as possible, however, these items will be available on request.

7. 

ESTABLISH ONE-WAY SYSTEMS AND ZONED AREAS

To ensure that correct social distancing measures were in place at all times, one way systems were introduced throughout the stadium, with a zoned working area overlay which included strict accreditation to reduce cross over in key areas (e.g. catering areas for international players were strict accreditation only to effectively implement the bio-secure, isolation bubble).

4. 

CONDUCT VENTILATION SURVEYS

We identified that ventilation in all indoor rooms whether that be in The Point, Pavilion or Hilton Garden Inn was going to be vital for us to help reduce the risk of spreading COVID-19. In May, we carried out an extensive ventilation survey across all internal suites to maximise air flow, utilising the outdoor balcony access in all rooms in event areas at Emirates Old Trafford.

6. 

INTRODUCE SOCIAL DISTANCING, HAND SANITISATION AND USE OF PPE

All visitors, including staff, have access to Personal Protective Equipment (PPE) at the venue whilst hand sanitiser dispensers have been fitted at all key areas around the stadium including entrance and exit points, as well as other high traffic areas.

A minimum 2m social distancing rule is currently in effect at Emirates Old Trafford, with reduced capacities across all suites to adhere to guidelines, especially in eating areas and meeting points. Room layouts have also been adjusted accordingly.

8. 

CREATE ENHANCED HOTEL SAFETY STANDARDS (FOR VENUES WITH ACCOMMODATION)

Key to ensuring the safety of the international guests who arrived from the West Indies direct to Emirates Old Trafford, was the protocols and procedures which were in place across the on-site Hilton Garden Inn Emirates Old Trafford.

To ensure the highest standard of hotel safety, we implemented the Hilton CleanStay program, which has been rolled out across all Hilton Hotel, across the 150-bedroom hotel which includes deep-cleaning practices alongside contactless room key, online check-in and check-out, room catering with recyclable food packaging and dedicated accreditation access in certain areas.

9. 

OBTAIN GUIDANCE FROM MEDICAL PROFESSIONALS

In preparation for the behind-closed-doors cricket events, the team at Emirates Old Trafford enlisted the resources of a number of medical professionals to provide detailed and extensive guidance in addition to that from the Government. Supported by the Club's on-site Covid-19 Medical Officer, and Club Doctor, the medical advisors helped develop our event delivery guidelines, and provided key insight into correct cleaning procedures, sanitisation processes, accredited areas and other mitigation techniques which have been implemented across the venue.

10. 

DEVELOP ROBUST FOOD SERVICE DELIVERIES

Catering is often one of the most important elements of event delivery, and arguably even more so when ensuring the safety of visitors at the venue.

As part of our review ahead of the behind-closed-doors events, we outlined a number of key areas to develop a robust and safe food service delivery programme that would maintain the high standard of catering known at Emirates Old Trafford.

In addition to PPE procedures, deep-cleaning regimes and one way systems, the team developed a number of catering floor plans across all suites to maximise the dining space, and also establish safe work zones for selected staff to deliver food in the safest way. In addition, the team also introduced recyclable food packaging to minimise touchpoints and developed an extensive training and assessment programme for the catering department.

For more information on **Safe In One Place** events visit
emiratesoldtrafford.co.uk/find-out-more.