



Safe Events with FICO



At FICO, your safety is our first priority, and we are dedicated to making sure our events are safe for our clients and employees to attend. Our goal is to ensure that you as an attendee have every confidence that FICO is taking all reasonable precautions possible to keep you safe and secure so you can focus on doing business.

FICO Events' safety measures have been developed in line with industry-wide best practice as published by SISO – **All Secure Standard** – in addition to official government advice and local authority guidance to address the risks presented by COVID-19.

The best practice guidelines and recommendations are organized and detailed in four key areas. These four cornerstones cover measures that will be applied during pre-event preparation and as part of the onsite event.



Physical Distancing



Registration

Additional registration stations will be set up to minimize queuing. Physical distancing will be maintained through the use of floor markings and relevant signage, and separation screens will be used where necessary. FICO will use technology where possible to minimize queuing and contact during the onsite registration.



Physical Distancing

FICO will follow the Crowd Density Standard (CDS) in accordance with local regulatory guidance and manage physical distancing through a series of control measures, including onsite signage and floor markings, one-way traffic systems, and wider aisles, allowing for proper spacing to be maintained. FICO will work with venue partners to ensure that seating in all presentation rooms and 1:1 meeting rooms are configured in line with the physical distancing measures advised by local government.



Physical Contact

Attendees at FICO events will be requested to avoid physical contact, such as handshakes and embraces. The exchange of printed materials, such as business cards and sales brochures, will also be discouraged, with digital alternatives recommended, including the onsite app to facilitate networking and the ability to exchange information. Onsite signage and announcements will reinforce the recommendation in an effort to prioritize everyone's health and safety.



Food and Beverage

FICO will work closely with venue partners to ensure the highest standard of food safety. Self-service food stations will be eliminated in favor of staffed buffets and/or pre-packaged food options, served under physical distancing guidelines. If any queuing is anticipated, physical distancing will be maintained through the use of floor markings and relevant signage. Seating areas will be arranged in line with physical distancing guidelines in order to follow the CDS.

Cleaning and Hygiene Countermeasures



Enhanced Cleaning

FICO will work closely with venue partners to ensure a deep clean of the venue is undertaken before the event begins and maintain the highest standard of cleaning throughout the course of the event, focusing on high-touch points such as door handles, restrooms, and food and beverage areas, which will be disinfected regularly by hotel staff throughout the day. Conference rooms will be cleaned between each session, and the stage, lectern, and microphones will be disinfected after each session.



Personal Hygiene

Sanitizing stations will be readily available throughout the event space, particularly at key locations. Signage encouraging regular handwashing and sanitizing will be visible throughout the event space.

Protect & Detect



Personal Protective Equipment (PPE)

Face masks will be made readily available and will be used by participants and staff if appropriate, in accordance with local government and health authority advice in order to prevent the spread of germs. Specific waste bins for mask disposal will be provided and clearly identifiable.



First Aid

FICO will work with venue partners to ensure first aid stations offer enhanced support by local medical authorities and personnel. Signage will indicate where to go for expert medical attention in the event of any illness. Participants will be asked not to attend if they are feeling unwell, and teams will follow local health authority guidance on detecting and managing anyone who shows symptoms of COVID-19.



Screening

FICO will follow relevant health authority guidance on screening participants. This may include checking the temperature of everyone on entry, through thermal scanning or other screening processes if required.



Trace and Contact

FICO will work with local authorities and venues to trace and contact participants at our events, subject to local privacy regulations, should it be necessary and a requirement by local authorities.



Testing

FICO will follow local and venue recommendations for rapid testing per entry, if required.

Communications



Pre-Show Messaging

FICO will provide clear and consistent pre-show communication to ensure proper expectations are in place for attendees. Pre-show messaging can include health organization updates, show admission policies, hygiene briefings, and health protection measures. Specific details will also be included on the event app, and urgent news will also be communicated by SMS if necessary.



Event Signage

Event signage will be prominently displayed throughout the event space, including common signs and symptoms of COVID-19 as communicated by the appropriate medical and health authorities as well as actions to take if necessary. Signage will also provide reminders to adhere to physical distancing guidelines and to frequently wash/sanitize hands.



Public Addresses During Show

During the event, attendees will be reminded through repeated messages about the importance of maintaining physical distancing and washing hands.