



## COVID-19 MANAGEMENT AND PREVENTION GOOD PRACTICES GUIDELINES FOR TOURISM CONGRESSES, CONVENTIONS, SEMINARS, INCENTIVES CONGRESSES, AND TRADE SHOWS (MICE) HELD IN HOTELS, UNIVERSITIES, CONVENTION CENTERS AND / OR EVENT CENTERS

Tourism represents an important economic activity in Chile. The current COVID-19 pandemic context demands the implementation of good management practices and contagion prevention guidelines to achieve a safe and sustained reactivation of tourism services. Hence, the committee formed by the Undersecretary of Tourism and the National Tourism Service, with the assistance of sector guilds, prepared the following good practices guidelines to support the achievement of this objective.

To develop the protocols, the different instructions and recommendations issued by the Ministry of Health of Chile were followed.

It is an “open” document to which new information, recommendations, or instructions will be added depending on the virus’ evolution and/or potential spread.

### **I. OBJECTIVE**

To implement the tools stated in the Ministry of Health’s Exempt Resolution N°591 of July 23, 2020 and establish recommendations and preventive suggestions for congress tourism, conventions, seminars, incentives travel, and trade shows to minimize COVID-19 contagion risks in hotel event halls, university halls, Convention Centers and/or Event Centers, of staff and tourists using their services and/or visiting their physical facilities, and refer to the action guidelines established by the Ministry of Health in the event of a potential COVID-19 case.



## II. MANDATORY PREVENTION MEASURES<sup>1</sup>

- Paid public or private transportation.
- Elevators and funiculars.
- Enclosed areas.
- Condominium common areas.
- Public roads of urban or rural areas.
- Keep **1 linear meter distancing** between people.
- In enclosed spaces servicing public, **no more than 1 person per 10 m<sup>2</sup>**.
- In cue areas, mark **1 linear meter** distance.

### *Mandatory Use of Face Mask*

### *Physical Distancing*

### *Hygiene, Cleaning, and Disinfection*

### *Information*

*The following must be cleaned and disinfected at least once a day:*

*Every enclosed facility servicing public shall post:*

- Work Areas.
- Tools and work items.
- Enclosed common areas.
- **Maximum** number of people allowed
- **Minimum physical distancing** to be observed within the facilities.
- General self-care obligations and recommendations.

\* Information and exceptions to said rules are defined in the National Protocol "COVID 19 WAY OF LIFE" based on Exempt Resolution N° 591 of July 23, 2020 of the Ministry of Health.

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<sup>1</sup> Exempt Resolution N°591 of 07.23.2020 of the Ministry of Health



### III. SELF-CARE RECOMMENDATIONS

|  |   |   |
|--|---|---|
| <i>Avoid close contact such as face to face conversations.</i> | <i>Avoid touching eyes, nose, and mouth</i> | <i>Avoid shaking hands or kissing cheeks.</i>                       |
| <i>Avoid crowded areas.</i>                                    | <b>Self-Care Recommendations</b>            | <i>Do not share hygiene or food items.</i>                          |
| <i>Avoid enclosed areas with little ventilation.</i>           |   | <i>If you have difficulties breathing, go to an emergency room.</i> |

### IV. TERMS AND DEFINITIONS

- **Congress:** Periodic meeting where several members or persons of an organization, profession, association, etc. meet. The duration of a congress ranges from two to five days, and the purpose is to become familiar with the latest developments of the subject matter in question. The congresses disseminate information, new techniques, or updates for a specific industry. The medical sector is one of the areas that most organizes congresses.
- **Seminar:** Educational meeting in which participants are provided knowledge to improve their training. They are generally small groups of people (no more than 50) and the average duration is around two days. Every seminar includes a group of experts that provide lectures to the attendees to better their knowledge.
- **Convention:** Company meeting to assess the company's progress, objectives, results, values, etc. It also has an all-inclusive purpose intended to motivate and create teams among different company members to achieve objectives.
- **Incentive Travel:** Incentive travel is a trip planned and designed to reward a company's staff and/or clients for achieving certain objectives, or in recognition of a performance of excellence. Incentive trips are used as a motivating element for sales



teams, build customer loyalty, bring departments together, promote sales, and help achieve objectives.

- **Trade shows and exhibitions:** Commercial or cultural events that bring together members of a business, professional or social sector, organized to publicize products or services and carry out public relations or marketing work. Attendees come with the main purpose of visiting the exhibition area.
- **Convention and/or Event Center:** A facility built and properly prepared to hold Congresses, Seminars, Conventions, Trade Shows, Exhibitions, business, commercial, social and religious events, among others.
- **University:** Institution of higher education made up of several **faculties** that issues academic degrees. These institutions may include, in addition to the faculties, different departments, colleges, research centers and other entities. **It should be noted that a large percentage of universities** have areas within their infrastructure to conduct scientific, academic or any subject matter events.

## V. MANAGEMENT PRACTICE RECOMMENDATIONS

### GENERAL RECOMMENDATIONS FOR WORK TEAMS

- **Assign a Coordinator:** It is suggested and recommended to assign a coordinator and/or work group that defines roles and responsibilities of each member of the company's staff, both with respect to internal communications and direct contact with the audience, for the preparation and implementation stages of this protocol. Said coordinator and/or work group must ensure that all available COVID-19 information is disseminated among their staff and assistants, without exception. It is suggested that all actions related to the management of the health crisis are performed by the coordinator and/or work group, from implementing preventive tools to disseminating policies for the



press, employees, clients, suppliers and travel agencies. The coordinator should ensure that the supply of personal protective equipment such as face masks, gloves, aprons, and other consumables such as alcohol gel, paper towels, soap that may be required is done.

In the hypothetical case that, in isolated cases, an employee is a confirmed or suspected (investigated) COVID-19 case, he/she should refrain from going to work until negative results are confirmed.

- Availability of resources: It is recommended to ensure the supply of cleaning items and prevention, cleaning and hygiene consumables in sufficient quantities to safeguard the health of staff and clients.
- Action log: It is recommended to keep a log to record actions taken, specifying date, time, people, responsible party, etc., and store all documentation generated: cleaning reports, external maintenance controls, sick leaves, etc.
- Training: It is recommended and suggested that all workers be trained to explain what COVID-19 is, its means of transmission, symptoms, prevention tools, and management actions. Keep records of trained workers.
- Roles: It is suggested to assign staff to implement and track prevention and management tools. For example, personnel to control entry to the establishment, permanent janitorial staff, personnel that makes sure that there is always clean water, alcohol or alcohol gel, covered garbage containers, distancing and use of masks, keep records of trained workers and continuous implementation of hygiene tools, etc.
- Information: It is recommended to disseminate prevention and control measures constantly and clearly in accordance with the instructions provided by the health authority.
- Operations: It is suggested to carry out drills to assess the implementation of tools by the teams, and to correct deficiencies of those implemented.



- Communications: It is suggested to maintain permanent communications between the administration and staff, so that everyone knows the prevention tools that must be observed, their improvements, how to communicate tools to clients, etc. It is also recommended to establish clear communication channels to report incidents that may arise during the implementation of prevention and management tools and to continuously improve plans.

### RECOMMENDATIONS FOR INFORMATION MANAGEMENT

It is recommended to define a communications and information dissemination policy. In the event of any situation affecting the sector within the current COVID-19 coronavirus epidemic context, it is suggested that the coordinator and/or group of people define a clear and coordinated policy to inform the different parties involved, as well as a single spokesperson for each level: media and social, health authorities, clients, agencies, and staff.

Suggested criteria for information management:

- Communicate from the beginning: An early announcement of a contagion case is the best strategy and contributes to the containment of an issue where each day counts.
- Transparency during the delivery of information: In general, more transparency leads to more trust. Transparency also has limits, such as confidential patient or company information, which will not be made public for ethical and legal reasons.
- Respect the population's concerns: Today, effective risk communications are viewed as a dialogue between technical experts and the public. Communicating a contagion case works best when the opinions of all sectors involved are taken into account.
- Planning: Planning information should be an important part of managing a contagion case from the beginning.



## VI. DISSEMINATION RECOMMENDATIONS:

- What is Covid -19:
  - ✓ Symptoms:
    - ✓ Fever above 37.8° C (100° F) or higher
    - ✓ Cough
    - ✓ Sore throat when eating or swallowing fluids
    - ✓ Myalgia or muscle pain
    - ✓ Difficulty breathing
    - ✓ Chest pain
    - ✓ Sudden loss of smell or taste
    - ✓ Diarrhea
    - ✓ Headache
    - ✓ Shivering
- Recommendations for self-care (as outlined in section III of this document).
- Hygiene recommendations: Post infographics in bathrooms with the correct hand washing procedure.
  - ✓ Frequent hand washing (washing with soap and water or alcohol solutions for at least 20 seconds)
    - ✓ First wet your hands with water.
    - ✓ apply soap and rub your hands, cleaning between fingers and under nails.
    - ✓ Rinse with plenty of running water.
    - ✓ Dry your hands with disposable paper towel.
    - ✓ Close faucet with your own disposable paper towel.
    - ✓ Throw disposable paper towel into a covered waste bin with plastic bag and close waste bin.

All dissemination tools should be available on the establishments' websites and social networks if available.



## VII. SPECIFIC PREVENTIVE RECOMMENDATIONS AND GUIDELINES FOR MICE TOURISM

### VENUE RECOMMENDATIONS

Before reopening event center halls, hotel halls, convention centers, and universities for congresses, conventions, seminars, incentive trips, and trade shows, it is recommended to carry out a thorough cleaning and disinfection of the establishment, following the cleaning and disinfection of public spaces and workplaces guidelines included in the "*COVID-19 Protocol for Cleaning and Disinfecting Environments<sup>2</sup>*" of the Ministry of Health of Chile.

It is suggested to periodically disinfect the venue and when required. Additionally, it is advisable to ventilate the venue when cleaning and disinfecting the establishment, ensuring sufficient air renewal in the premises.

Once in operation, it is suggested that the facility take into consideration the following:

#### Entrance and Exit of Venues

- If possible, arrange segregated disinfection device areas at entrances and exits with clearly visible signage.
- If possible, install hand disinfection devices (alcohol or alcohol gel) and disinfecting floor mats at entrances and exits.
- It is recommended to restrict the number of available entries and only leave the main entries enabled.
- It is suggested to promote a pre-booking system through your websites, social networks, or phone numbers to avoid crowding.
- Whenever possible, have infrared thermometers available to take the temperature of clients before entering the facility and / or make a visual check of their health

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<sup>2</sup> For more information on the COVID-19 Cleaning and Disinfection of Environments Protocol visit: <https://www.minsal.cl/wp-content/uploads/2020/03/PROTOCOLO-DE-LIMPIEZA-Y-DESINFECCION-DE-AMBIENTES-COVID-19.pdf>





status.

- It is suggested to design a process to ensure that attendees waiting to enter the facility are kept at the minimum established distance, such as demarcating 1-meter spacings.

#### Regarding Halls and Event Areas

- Tables and chairs should be organized in such a manner that due social distancing between attendees is observed, maintaining the capacity required by the health authority.
- Recommendations for self-care and personal protection provided by the health authority should be clearly posted in visible areas.
- It is recommended to mark on the floor spacing to be observed among attendees in the different areas of the convention center, hall, event center, etc.
- It is suggested to facilitate the pre-registration of attendees by digital means to avoid crowding.
- It is recommended to have stations with alcohol or alcohol gel dispensers available to both attendees and staff in all internal areas and distributed within the rooms.
- It is suggested to communicate before the beginning of the events the basic sanitary prevention measures via PA.
- The number of attendees must always observe the rules of capacity required by the health authority to ensure a minimum one-meter social distancing.
- If there are stands, there must be a space between them that ensures the proper 1-meter social distancing between people (exhibitors and participants).
- It is recommended to avoid the exchange of printed material (magazines, brochures, business cards, etc.) that facilitate contagion.

#### Coffee Break Service

- It is recommended to have the necessary quantities of utensils, dishes, glassware, cutlery, and table linen sanitized to cover the needs of maximum occupancy and



allow proper cleaning.

- It is suggested to avoid the exchange of objects between assistants and collaborators.
- It is suggested to deliver cutlery wrapped in napkins that cover them completely, for individual use.
- It is essential to disinfect service stations permanently and continuously.
- Upon completion, all furniture and items used by attendees at the tables should be cleaned and disinfected.
- The use of disposable napkins is recommended. It is suggested to remove tablecloths and other cloth items, regardless if they have been used, in sealed plastic bags after the end of each event for their corresponding washing.
- After being served, it is always recommended that prepared food be kept protected with plastic film or in airtight containers.
- It is recommended to wash and disinfect dishes and glassware rigorously at temperatures above 80°C (176°F).
- It is suggested to serve coffee breaks in the assisted modality, i.e., waiters should deliver portions to each assistant. It is recommended to eliminate the buffet or self-service options.
- It is suggested to offer edible products in individual portions and packaging (water, cookies, bread, etc.), to reduce contact with them.
- It is recommended to clean and disinfect the event's halls with approved and industrial strength cleaners before and after each event.

### Cleaning and General Disinfection

The administration should define, implement and control the cleaning, disinfection and sanitization plan, carrying out an exhaustive cleaning and disinfection of the establishment, following the cleaning and disinfection guidelines for public use spaces and workplaces stated in the *"COVID-19 Cleaning and Disinfection of Environments"*



*Protocol*<sup>3</sup> with the exception of the following:

- Routine cleaning and disinfection of an establishment’s furniture, decorations, and miscellaneous ornamental objects.
- Routine daily cleaning and disinfection before opening.
- Special cleaning of high-contact areas (push-button panels, screen handles, handrails, counters, bars, door handles, furniture, sinks, floors, telephones, etc.) and periodic cleaning and disinfection of floors and surfaces throughout the establishment. For this purpose, household disinfectants may be used.
- Washing of tablecloths, napkins, and work clothes at more than 60°C (140°F).
- Disinfection and cleaning of staff’s lockers with disinfectant solution.
- Proper ventilation of areas.
- Cleaning tasks with vinyl/nitrile gloves. If latex gloves are used, it is recommended that they be worn over a cotton glove.
- Cleaning and disinfection after each use of tables, chairs, countertops, and any item that comes in contact with attendees.
- Implementation of the following recommendations to clean and disinfect surfaces:
  - ✓ Use of certified disinfectants with which the establishment generally operates, and/or use of professional sanitation systems. If no certified products or professional sanitization services are available, always use a freshly prepared dilution.
  - ✓ To achieve the recommended concentrations from commercial disinfectants:
    - Commercial grade disinfectant (Chlorine) 50 g/L: add 25 ml of chlorine to 1 liter of water.
    - 40g/L commercial grade disinfectant: add 30 ml of chlorine in 1 liter of water. As an example, one “tablespoon” is equivalent

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<sup>3</sup> Available at: <https://www.minsal.cl/wp-content/uploads/2020/03/PROTOCOLO-DE-LIMPIEZA-Y-DESINFECCION-DE-AMBIENTES-COVID-19.pdf>



to 15mL.

- On surfaces where chlorine cannot be used, 70% ethanol should be used.
- Especially implement the following recommendations to clean and disinfect garments:
  - ✓ Textile garments must be machine washed in complete washing cycles at 60-90°C (140°-194°F). Gloves must be used to handle “dirty” textile garments.
  - ✓ Do not shake clothes to wash them.
  - ✓ For both of the above procedures, the cleaning staff should use appropriate personal protective equipment (gloves, aprons, etc.) depending on the level of risk assessed for each situation, dispose of them safely after each use, and then proceed to wash hands. It is recommended to consult occupational risk prevention services on this matter.
- It is recommended that all external laundry services provided to MICE Tourism Sector Agents comply with these same cleaning and disinfection measures to ensure continuity of protection within the supplier service chain.
- It is recommended to implement the following recommendations to clean and disinfect air conditioning units:
  - ✓ Maintain sufficient air renewal. Check air conditioning units and clean filters.
  - ✓ When using mechanical ventilation systems, avoid air recycling in the room. Use systems that allow air extraction and renewal.
- Especially implement the following recommendations to clean and disinfect utensils:
  - ✓ Dispensers: Operation of soap, disinfectant gel, disposable paper, etc. dispensers should be checked at least daily, repairing or replacing any defective equipment.
  - ✓ The operation of common bathrooms and faucets should also be monitored.



- ✓ After use, audiovisual equipment (microphone, prompter, headphones, etc.) must be thoroughly cleaned and disinfected with an approved disinfectant.
- ✓ Rigorous cleaning and disinfection include the podium, after use.

## Bathrooms

It is suggested equipping all of the establishment's bathrooms with:

- Covered toilet seats, covered waste bins, sinks, lighting, soap, toilet paper in roll holders.
- Avoid the use of towels; prefer instead hot air hand dryers or disposable absorbent paper towel dispensers.
- Infographics of correct hand washing in washrooms for clients and collaborators.
- Enhance ventilation systems. As far as possible, have a ventilation or air renewal system appropriate to the dimensions of the bathroom area.
- Carry out periodic cleaning of bathrooms, ensuring their sanitation and disinfection before, during, and after services are provided, following the cleaning and disinfection guidelines process for areas of public use and workplaces included in the "COVID-19 Cleaning and Disinfection of Areas Protocol".

## Kitchen

- It is recommended to have segregated and demarcated work areas to prepare or make food, marking on the floor the minimum distance required by the health authority.
- The use of face masks shall be mandatory and constant hand washing is recommended, regardless of the use of gloves if the role requires it. It is suggested that the kitchen be always equipped with hand sanitizer.
- It is suggested that kitchen staff avoid the use of cell phones or other personal items. If they do, it is recommended that they wash their hands for at least 20 seconds afterwards.
- It is suggested to establish a procedure to disinfect dishes. It is recommended



washing dishes, cutlery, and other utensils in dishwashers, checking the operation of same, so that the temperatures reached (above 80°C [176°F] during the rinse cycle and dosage of chemicals are correct. If not possible, manual washing should be carried out in compliance with the temperatures defined for proper washing and drying should be done with disposable absorbent paper.

- It is recommended to clean and disinfect kitchen drains and greasy items.
- Daily inspections by the manager are recommended to ensure that cleaning and hygiene method is applied consistently.
- Deep disinfection and cleaning of refrigerators and any food container is suggested.

### RECOMMENDATIONS CONCERNING STAFF

The following measures are suggested to avoid crowding and ensure mandatory social distancing for staff:

- Agree on the distribution of the workday in different shifts to avoid crowding and limit the number of workers sharing the same space<sup>4</sup>.
- Assess shift systems for groups of workers avoiding interaction between groups (e.g. 14x14 work shifts).
- Make more flexible entry and exit schedules or agree deferred entry and exit schedules for staff to avoid crowding and/or adapt to the availability of public transportation<sup>5</sup>.
- Evaluate ways to relocate workers that can maximize prevention measures and deliver prevention supplies for relocation, such as face masks and alcohol gel.
- Agree on other measures to avoid crowding, such as meal and rest breaks.
- It is recommended to assign a collaborator responsible for the service during each shift's schedule to inform tourists on prevention measures and ensure that they are observed.

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<sup>4</sup> Measure expressly authorized by Decree No. 1.239

<sup>5</sup> Measure expressly authorized by Decree N. 1.239/005 of the Labor Department, dated March 19, 2020 (hereinafter Decree N. 1.239).



- It is suggested to take necessary measures to control the staff's health status.
- It is advisable to avoid crowding during the team's group meetings. The following is suggested:
  - ✓ Reduce the number of people as much as possible.
  - ✓ Organize meetings in such a manner that participants are at least one meter apart from each other.
  - ✓ Have access to hand washing facilities or, if not available, alcohol or alcohol gel.
  - ✓ Avoid having food and beverages available during the meeting.
  - ✓ Take temperature and/or ask health status upon entry.
  - ✓ Always maintain strict personal hygiene. In particular, wash your hands with soap every half hour, for at least 20 seconds.
  - ✓ Keep uniform clean and have replacement uniforms available if needed.

Carry out consistent personal cleanliness measures of staff when entering the establishment, if possible:

- If possible, each worker should bring a change of clothes, so that when they arrive at the facility, they change the clothes they are wearing.
- It is suggested that upon arrival at the facility the worker wash his hands immediately with soap and water for at least 20 seconds.
- Face masks worn should be discarded in covered trash cans and replaced with face masks to be worn during the workday. In the case of reusable face masks, it is recommended that the worker store them in plastic bags, which shall be kept in the worker's locker throughout the workday and use a new face mask during the workday.
- It is suggested to store accessories or personal clothes (coats) during the workday so that they do not come in contact with other workers' similar clothing. It is recommended that each worker store his/her belongings in a personal bag or locker on a daily basis.



Maintain strict personal care and hygiene, which implies:

- Have access to hand washing facilities or, if not available, alcohol or alcohol gel.
- Wash hands with soap every time the professional changes activities or every 30 minutes, for at least 20 seconds.
- The staff shall always wear face masks, before, during, and after the end of each activity.
- Keep uniform clean.

### RECOMMENDATIONS FOR ATTENDEES

It is suggested to inform assistants of the practices that the establishment has implemented to minimize potential risks, so that they can contribute with same and thus improve their effectiveness.

- It is proposed that attendees fill out an online health statement or on-site questionnaires with QR codes or bar codes, in which they declare to be free of any symptoms and not subject to quarantine (due to travel, waiting for examination results, or other reason) and must show their identity card or passport upon entering the establishment or convention center, for preventive and traceability purposes, if applicable.
- It is recommended to take the assistants' temperature with an infrared thermometer and/or visually check their health condition. In case of any symptoms, it is suggested to prohibit their entrance.

### RECOMMENDATIONS CONCERNING SUPPLIERS

- Ideally, a point of entry for suppliers will be established, and a schedule for staggered deliveries shall be set up to avoid overcrowding. It is recommended to require suppliers to comply with the rules established by the company, otherwise, it is suggested not to allow their entry. This entry point should be sanitized and disinfected frequently during the day.
- If possible, take temperature with an infrared thermometer and/or make a visual check of the suppliers' health status and request them to send health status





statement electronically beforehand (see attachment 1), to avoid the supplier coming into contact with objects on the premises.

- In case of interaction with external companies, it is recommended that preventive measures are followed during the interaction. Inform such measures and ask for a previous affidavit where it is stated that the external company is also complying with equivalent standards.

