

## ECCCSA21 Covid Risk Assessment

The number one priority for guests attending the European Contact Centre & Customer Service Awards is to ensure that it is a covid-safe environment. Working with Evolution, we have conducted a Risk Assessment to ensure we have implemented appropriate measures in line with Government guidelines and to give guests confidence in the environment.

Risk		Impact	Mitigation Measures
Transmission of covid	Coronavirus cases are increasing and there is a risk that covid will be transmitted during the event if someone attends with the virus.	Moderate/High	All guests have been sent covid-safety measures and expectations before arrival. All guests will be required to present their covid passport on arrival to show double vaccination. For those who have not had a double vaccination, they will be required to provide evidence of a negative PCR or LFT test. Guests have been asked to undertake their own health risk assessment, follow any relevant guidance on travel and check for symptoms of covid-19 before travelling. Guests are asked not to attend the event if they have been asked to self-isolate, have covid symptoms or have a positive covid test. Guests have all been asked to adhere to all safety measures in place at Evolution for the safety and comfort of all guests. All CCMA staff have been double vaccinated. Evolution staff are tested regularly for covid-19. Evolution has the ISO 2021 standard for sustainable events.
Congestion on arrival/departure	All guests will arrive and depart during a 1-1.5 hour window. This may cause some congestion.	Moderate	Guests will be reminded to have their covid passport or PCR/LFT test result available. Hand sanitiser is available at the doors. Black cabs will be available outside the venue and Evolution staff will be on hand to manage queues.
Guest being refused entry	Guests that do not provide evidence of vaccination or a negative test will be refused entry, which may cause issue.	Low	Evolution security is briefed to manage any guests that do not meet the criteria for entry. Guests that do not have evidence of a vaccination or negative test will be invited to do a Lateral Flow Test offsite and provide this as evidence. CCMA Director of Operations to manage situation, and escalate to CEO if required.
Congestion in the building	There are over 900 people expected. This is not capacity for the entire venue. This may cause many people to be in the same area at the same time.	Moderate	Signage throughout the venue promoting good hygiene, cleaning and handwashing with enhanced cleaning of frequent touch contact points in particular. All Evolution staff are provided with the necessary PPE to allow them to carry out their role safely. Additional training has been provided to staff to ensure that all new practices & policies are adhered to. Provide clear instructions of where facilities are, toilets etc. Hand sanitiser is available throughout the venue and all delegates will have their own hand sanitiser at their table.
Free movement of people	Guests will be free to move around the venue, except during the award presentation when they are asked to remain seated, increasing the risk of transmission.	High	Guests and all Evolution Staff are asked to wear face coverings when moving around the venue, unless they have a medical exemption. Smoking will be permitted outside to the left hand side of the main entrance (signs will clearly show areas). Hand free access at Evolution allows all venue doors to be held open using sensors enabling touch free access for all our guests.
Ventilation in the building	Air quality and ventilation in the rooms is important to prevent transmission.	Low	All Evolution rooms are ventilated using air handling or air conditioning units. All filters are tested in accordance with EN779:2012 and are changed on a weekly basis. The systems used draw in 100% fresh air. Any windows will be opened to allow the flow of fresh air into the room.
Celebrity meet and greet	Guests invited to meet the celebrity creates a single point of transmission.	Moderate	Guests asked not to shake hands with the celebrity or sponsor. Hand sanitiser available for both the celebrity and the guests. Social distancing advised whilst queuing. Queuing layout agreed. Control the numbers in the queue/on one photo at any one time.
Award presentation	Winners are invited to collect their trophy from the stage, which means walking through the room, on to the stage and handling the trophy.	Moderate	Hand sanitiser on the tables for each guest as well on the entrance and throughout the venue. Guests asked not to shake hands with the celebrity or sponsor. Hand sanitiser available on the lectern for celebrity and sponsor. Organisers will use gloves to handle the trophy. Trophy presenter will be asked to hand sanitise before handling the trophy. Reviewed the potential number of people on the stage at any one time - no mitigating action needed. Stage is large enough to accommodate multiple people.
Bronze and Silver Trophies	Bronze and Silver winners are delivered to their tables, which could cause a congested area.	Moderate	Hand sanitiser available. CCMA distributors to wear gloves.
Dancing and dodgems	Guests are invited to enjoy the evening on the dancefloor or on the dodgems, and this could cause a congested area.	High	Larger than normal dancefloor. Guests asked to wear a facemask while on the dancefloor or on the dodgems. Dodgems are located outside, undercover.
CCMA team	In the event a member of the CCMA team has to isolate due to covid.	Low	All roles have been allocated a back up plan.