

MAKE IT EDINBURGH LIVE



HYBRID EVENTS DELIVERED BY THE EICC



We're keeping the inspiration alive

Incredible things happen when people collaborate. Ideas are exchanged. Connections are made. People are inspired. And the world might be changed, even just a little bit.

An alternative event format need not change the impact that your event can make to your community of delegates and to your industry.

We have applied our passion and innovation to create a series of hybrid event solutions - designed to be enriching experiences which allow ideas to thrive.

Welcome to Edinburgh. Let's bring your ideas to life. Let's change the world.



What if?

Info for all event types

We all have ‘what if’ questions right now. We understand it can be difficult to feel so uncertain. So, we’ve spent a lot of time thinking about What If? If you have any more, we’d be pleased to find a solution.

What if I need to arrange a site visit and planning meeting?

Site visits can go ahead, by prior appointment with your event planner. As with any other meeting, all latest government guidance on travel and meetings should be followed during the visit.

What provisions can be made for speakers who cannot attend at late notice?

We can provide the necessary technology and support for speakers to present remotely, so that the presentation can be seen in our venue and online. A contingency plan, to cover this scenario should be discussed in advance with your planning team.

What if speakers have unreliable internet connection, how would this work with hybrid events?

Presentations can be sent to our Technical Team in advance. The speaker can then present using telephone audio whilst the presentation displays on screen. Alternatively, the presentation can be pre-recorded with a live Q&A session at the end.

What if I need speakers and delegates to interact and they can’t all be on site?

Our online event platform includes opportunities for speakers and delegates to interact via Q&A, surveys, live polling and group discussions.



What if?

Info for all event types

What if there are restrictions on international travel and my numbers are significantly reduced?

If your delegate numbers are significantly reduced due to travel restrictions, we recommend that you choose one of our hybrid solutions which will allow delegates to join the event remotely. We will work with you to create a programme that is suitable to accommodate speakers, delegates and exhibitors both online and in-person.

Does everyone attending the event need to do a Lateral Flow Test (LFT) within 24 hours of arriving?

We recommend that clients ask all attendees to carry out an LFT, and provide evidence of negative result, within 24 hours of attending the event.

Do we need to follow the Test and Protect system, and how would this be managed?

As well as our clients having a full delegate list with contact details, attendees are expected to scan in on arrival, using the venue specific Test & Protect QR Code on display at the entrance.

Do you, as the venue, provide face masks and sanitisers?

We don't provide face coverings, but we have free standing hand sanitising units at the entrance to the venue and in other key locations such as cloakrooms and toilets.

Do we need a one-way-flow?

It would be best practice to do so wherever possible, as it helps to control the flow of people at your event and helps with covid mitigation.



What if?

Info for all event types

Can masks be removed when seated during sessions?

Current guidance dictates that face coverings should be worn at all times during conferences, unless eating or drinking.

What if some attendees don't want to wear a mask?

We would ask that all attendees, unless they are medically exempt, do wear a face covering, when required, to protect others and our team.

How do attendees show exemptions from mask wearing?

We suggest that delegates who are exempt, should wear a lanyard and a badge, which can be ordered online.

Are masks compulsory for all venue staff?

We ask that all of our team members wear face covering unless they are medically exempt.

Can attendees shake hands?

We would recommend against this as minimising physical contact reduces the spread of viruses and infection.

Will your cloakrooms be available to our event?

Yes, we intend to have the cloakroom open for conference style events (not for public events/tradeshows) We ask that delegates minimise the number of personal belongings that they bring to the venue.



What if?

Info for all event types

Can you outline your cleaning regime?

We have increased the frequency of cleaning and sanitising all high touch points. Toilets are also checked and cleaned on an increased basis throughout the day/evening.

What is being done to maintain cleanliness of tech kit, e.g. sharing mics?

The Technicians have sanitising products to clean any shared items after each person has used them.

What happens if one of my delegates develops Covid symptoms / tests positive during the event?

If someone develops symptoms while at the venue, they must ensure they keep their face covering on, keep at least 2m distance from others, leave the venue ASAP, and get an appointment to have a PCR test.

Our medical room can be used for isolation purposes if the attendee does not have an alternative place to isolate in the first instance. They may be asked to carry out an LFT while in the isolation room. If symptoms develop whilst they are at their hotel, they should stay there, and not come to the venue.



What if?

Info for conferences

Do delegates need to wear masks at a conference?

Currently, yes, unless they are eating or drinking.

Can we hand out badges at registration?

Yes, but you must be able to guarantee that badges are sanitised and sterile prior to being given to attendees.

Can we hand out collateral and delegates bags at registration?

Again, so long as this is done in a hygienic way to minimise risk of transmission.

Can networking be facilitated in one free-flow space?

We recommend that networking takes place during refreshment breaks whilst attendees are not be required to wear face covering – since this is when they will be eating or drinking. Networking in one area will also depend on the delegate numbers and the space they have available to enable this to happen.



What if?

Info for exhibitions & posters

Do exhibitors and delegates need to wear masks at an exhibition if there is not catering on the stand?

They would need to wear face coverings unless they are eating and drinking, as per the current government guidelines.

Can exhibitors hand out items on stands?

Yes, so long as the items are sterile. Items should be individually wrapped and displayed in a manner which allows delegates to pick the item up without coming into contact with other items which may have been touched by other people e.g. do not contain items in a bowl. We also ask that all exhibitors have hand sanitisers in place for visiting delegates to use on their stands.

Can we have one centralised poster area?

This should be discussed with your planners to ensure that sufficient space is allocated for this and that there is consideration on how the delegate flow would work and be managed.



What if?

Info for catering

What happens at lunch / how is it served?

Leith's will work with clients to ensure that lunch is served in line with all current government guidelines. Catering will be served from catering stations to avoid self-service and to further assist with reducing transmission.

Are we allowed to have buffet style service / how would that be structured?

A buffet style service would be served by Leith's team members from behind counters.

Do guests arriving for a drink's reception need to wear masks?

Yes, when guests are arriving, they will need to wear face coverings, however this can be removed once reception commences.

Can we have canapes at drinks receptions?

Yes, and the safe service of canapes can be discussed with your catering planner. Canapes can be served from stations and trays circulated around the catering area. They will be served in individual serving boats/dishes.

How are drinks served at receptions?

Drinks can be served from catering stations serviced by Leith's team members with trays circulating around the catering area.

Are we allowed to stand at the bar to be served? Or is it table service only?

We would recommend that table service via the online ordering platform is used. Under current government guidelines, bar service is permitted, but we would encourage table service as this is safest for our teams and guests.



What if?

Info for catering

Do we need to have a formal seating plan?

Yes, we would ask that you have a record of who has sat at which table for Test and Protect purposes.

Can guests move from table to table to speak with other guests at a dinner?

Not while dinner is being served but when the formal parts of the proceedings are finished and there are networking opportunities this would be allowed, but kept to a minimum, and face coverings must be worn while not eating and drinking.

Is music, both live and recorded, allowed?

Yes, under current government guidelines, music can be played during events.

Can guests dance at events?

Yes, under current government guidelines, dancing can take place during events and face coverings are not required whilst dancing.

Live from
EICC

Fostering a World
where
Passion → Vision

Lennox Suite
Lennox Link
Cromdale Hall
Organiser's Room
Menteth
Lowther
Moffat
Lammermuir Suite



What to expect on site

Our safety and hygiene measures have always been delivered to the highest possible level. In today's changing environment, we are continually reviewing risk and updating best practice.

Ahead of your event. We'll work with you on multiple options to ensure that your delegates are well informed, ahead of time. This could include: delegate health declarations via online registrations; assisting you in communicating official guidelines to all event participants; staggering arrival times; providing multiple entrances; increasing break times and build times.

During your event. The following areas can be arranged and flexed, as appropriate to comply with government regulations, whilst providing a safe and comfortable environment for your delegates to enjoy the event:

- Brandable Perspex screens at registration
- Floor plans to indicate exhibition and networking flow, specific to your event
- Enhanced, stringent cleaning regime
- Sterilisation of speaker equipment after every session
- Additional hygiene signage throughout venue
- First-aid points with PPE available to first responders
- Dedicated medical room, if required for temporary isolation purposes
- and staff contact with food and drink items
- Catering staff equipped with appropriate PPE at all times
- Additional catering points to facilitate physical distancing
- Temperature scanning on arrival ahead of registration

Ahead of your event

- **Pre-registration** – Ideally all delegates should be pre-registered for your event, however additional registrations can be taken on the day providing full contact details are taken for Test and Protect.
- **Joining Instructions** – we will work with you to help provide your delegates with guidelines and information relevant to your event in advance.
- **Health Questionnaires** – these should be completed and returned as part of the pre-registration process.



What to expect on site

- **High Touch Points** – we have an increased the cleaning frequency of these areas
- **Air Conditioning Units** – set to maximise the intake of fresh air throughout the venue
- **Temperature Screening** – at back of house access points for team members, contractors, etc and this can also be arranged for delegate entrances if a client requests this
- **Our Team** - health questionnaires & online training modules completed by all members of the team prior to us going live with events
- **PPE** – all the front of house team will be issued with PPE to use while working
- **Hand sanitising** - we have multiple hand sanitising stations in place for everyone to use on arrival at the venue and in key locations throughout the venue



What to expect on site

- **People Management** – we have team members in place to manage the flow of delegates in a safe manner throughout the venue.
- **Door Opening** – where feasible we have hold open devices in place to eliminate the need for delegates to touch door handles in the venue.
- **Escalators & Stairs** – signage is in place to encourage physical distancing and one way systems are in place to avoid congestion in these areas.
- **Lifts** – we restrict the capacity to allow for adequate physical distancing and prioritise use for individuals with access requirements.
- **Toilets** – Hand driers are all disabled and paper towels are provided instead.
- **Isolation Room** – should this be required we have a dedicated medical room which could be utilised for self isolation purposes in emergency situations.
- **First Aid Provisions** – fully equipped with the PPE required should anyone take unwell and be displaying symptoms of Covid-19 and require assistance.
- **Enhanced Cleaning Routines** – all areas are frequently cleaned and sanitised throughout the day. Where required by a client we can also arrange for their areas to be disinfected at the end of each day using a fogging machine.



What to expect on site

- **Technical Equipment** – is thoroughly sanitised after each speaker's session.
- **Catering Stations** – we have increased the number of these per event and work with clients to ensure that their event schedule allows for staggered break times to reduce queues and congestion.
- **Catering Options** – Leith's, our catering partners, work with our clients to ensure the safe service and delivery of all food items so that this is done with minimal contact from their team.
- **No Smoking/Vaping** – the venue is an entirely non-smoking environment and we have introduced an entirely non-smoking policy in the vicinity directly outside the venue. We are encouraging anyone who does smoke to walk completely away from the venue to avoid groups of people gathering by our entry/exits points and to protect each other from any potential exposure to risk.
- **Temperature Screening** – where this measure is put in place for your event, then an elevated temperature reading would result in a secondary reading being taken. If the second temperature reading is too high, then the delegate will be denied access to venue, and we would let you know. The delegate will be advised to go home, self isolate and book a test at the earliest opportunity.
- **Personal Hygiene** – delegates are asked to use hand sanitiser on arrival at the venue and to maintain high standards of hygiene at all times to protect themselves and others.



Ahead of your event

- **Clear Communication** – ahead of your event we will provide you with clear information on requirements and responsibilities – both on your side and ours. This will include an overview of what information should be communicated to your delegates.
- **Contact Details** – a record of contact details for all delegates should be made available ahead of your event. These details will be verified at the pre-registration stage.
- **Health Questionnaire** – we recommend that health questionnaires are issued to everyone involved in the event as part of the online registration process. This should include clear guidance on the responsibility that each person takes in protecting themselves and others at the event.
- **Delegate Data** – data relating to contact information for anyone attending or working on the event, should be kept for a minimum of 28 days. This is vital for test, trace and protect purposes.
- **Delegate Gifts** – if you are considering providing delegate bags, then we recommend that you consider including items such as hand sanitisers, face coverings or door opening gadgets.
- **Risk Assessment** – risk assessments, specific to COVID-19, should be completed ahead of your event. This should detail measures which you, as the organiser, are putting in place for the event. Once completed the risk assessment should be submitted to the venue HSSE Manager for approval.
- **Refreshment Breaks** – we will work with you to schedule staggered break times to avoid queues at catering stations, toilets, cloakrooms, etc so that your delegates can enjoy breaks comfortably and with ample space.

Remember that we're here to help and we'll happily guide you through the pre-event requirements.

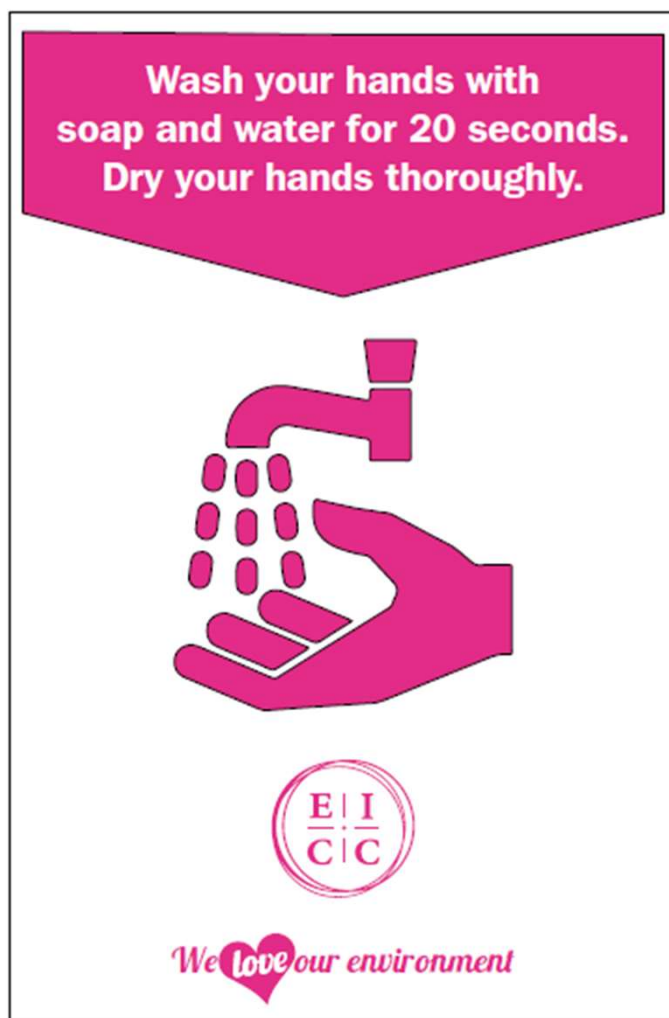


Signage | Queuing and Delegate Flow

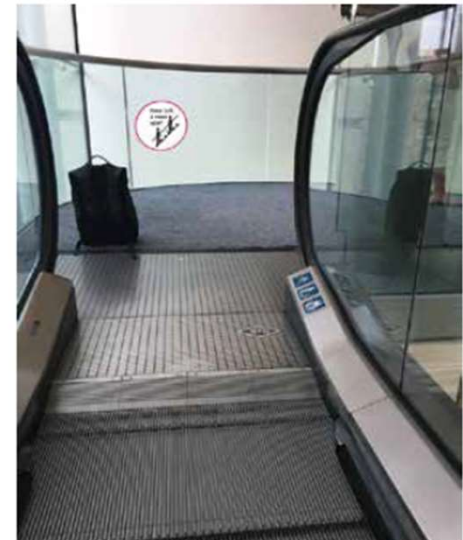
The following pages outline examples of the signage which can be put in place for your event should you wish. These may be designed to reflect your own brand – Please let your planner know if you would like a quotation.



Signage | Hygiene



Signage | Directional



We've
got you



St Giles Cathedral, Royal Mile



Ahead of the rest

Behind the EICC is a team of creative people who have a true talent for capturing the details of what you want to achieve and translating that into an inspiring and engaging event.

It is this team that is our proudest asset, and which sets the EICC apart. Whether it's a live, hybrid or virtual event we deliver for you, you'll benefit from our expertise and support, at every stage.

Fast and reliable communications is an integral part of that support. Whether you need to check if speakers have checked-in and rehearsed, or if you need to make a last minute change to your running order. We have instant, always-connected solutions so that you can contact the right person at the right time.

Reliable contact and support, exactly when you need it.



See you
soon!

“I always feel that when I come
to Edinburgh, in many ways
I am coming home.”

Alan Rickman, British Actor



Some cities have beauty, others have brains. We've got both.

Medieval wynds cheek by jowl with Georgian splendour. The festival city. The city of surprises, of ideas and inspiration.

Edinburgh sets the precedent that defines our vision. Our innovation and expertise are second to none. Our passion for delivering world-changing events is unmatched.

Welcome to Edinburgh and the EICC.

A group of five people are seated around a dark wooden table in a bar or restaurant, all holding glasses of whiskey and toasting. The group includes a woman with blonde hair in a black top, a man with glasses in a red shirt, and a woman with dark hair in a yellow shirt. In the foreground, a woman with dark hair is smiling. The table is set with blue placemats, glasses of whiskey, water, and plates of food including chips and bread. A small copper pumpkin decoration sits on the table. In the background, there are blue leather tufted chairs and a round table with another pumpkin decoration. A pink circular graphic with the word 'Slainte!' is overlaid on the top left.

Slainte!