

EURO  SERVICE
eurologistix SERVICEPACK

clean & safe

**procedures
manual**

COVID-19



"You will never see eye-to-eye if you never
meet face-to-face."

Warren Buffett





clean
&
safe

General Guidelines

procedures manual

In the context of the national and international public health situation caused by COVID-19, we intend, with this document, to ensure the existence of measures to be adopted in our company and during the realization of events, in order to ensure the minimization of the transmission of the virus, either by direct or indirect contact.

This document takes into account the technical requirements and guidelines of the Portuguese Nacional Health Department (DGS) and other recognized international organizations, such as the World Health Organization (WHO) and the European Centre for Disease Prevention and Control (ECDC).



Euroservice - Serviços Audiovisuais, S.A. has adopted several measures to mitigate the transmission of COVID-19.

Our commitment is the safety of our clients, partners and collaborators.

at the company

- ▲ General procedures
- ▲ Certified training
- ▲ Clean & Safe sanitation standards
- ▲ Procedures with clients
- ▲ Procedures with collaborators

at the event

- ▲ General procedures
- ▲ Procedures with the equipments
- ▲ Recommendations

General procedures

- ▶ The commercial, administrative and communication design departments perform preferentially their activity using teleworking;
- ▶ The information is preferably transmitted over digital/online support in order to avoid the use of paper, privileging the communication via telephone, video call and e-mail;
- ▶ Posting of information in visible and different locations to raise awareness of the behavior to adopt;
- ▶ Regular cleaning and disinfection of the company's facilities.

Certified training

- ◀ The collaborators of Euroservice - Serviços Audiovisuais, S.A. have received, by an external entity, Certified Training in Security Procedures, to be implemented in the company and in the events in the context of the PANDEMIC COVID-19, focused on the following points:
 - Internal and external protocol related to the outbreak of COVID-19;
 - Implementation of Self-Protective Measures;
 - Correct use of Personal Protective Equipment (PPE);
 - Knowledge of Euroservice's Contingency Plan.

Clean & Safe Sanitation Standards

- ▶ Regular ventilation of the enclosed spaces;
- ▶ Stock of single-use cleaning materials according to the dimensions of the place to be sanitized, including cleaning wipes moistened in disinfectant, bleach and 70% alcohol;
- ▶ Creation of areas with antiseptic alcohol-based solution;
- ▶ Cleaning and disinfection of all coatings, equipment and utensils, as well as objects and surfaces that are most handled (e.g. handrails, door handles, telephone headphones, biometric registers, switches, keyboards and mice, work surfaces) according to the Contingency Plan;
- ▶ Availability of waste containers with non-manual opening and plastic bag.

Procedures with clients

- ▶ Meetings with clients are preferably realized via video conference;
- ▶ Whenever the above solution is not possible, the meetings to be held in the company's facilities will have to be previously scheduled, the client will be duly informed of our safety and hygienic standards, in the context of the COVID-19 pandemic, assuming its compliance.

Procedures with collaborators

- ▲ Supply of Personal Protective Equipment (PPE) for all collaborators.
- ▲ Collaborators are regularly checked for Covid-19 symptoms;
- ▲ Random and confidential monitoring to check collaborators' body temperature;
- ▲ Any collaborators with a COVID-19 symptom will be immediately placed in the isolation room created for this purpose, and will contact the National Health Service (SNS 24 | nº 808 24 24 24);
 - ▲ All collaborators will be tested for COVID-19 whenever justified;

General procedures

- ▶ Cleaning and disinfection of all equipment and vehicles;

- ▶ Cleaning, disinfection and protection of the equipment to be used by the participants of the event;

- ▲ In coordination with the venue and the client, the setup of the event will be planned so that the teams can work safely and respecting Self-Protective Measures and the respective Contingency Plans;

- Technical team, client and participants are responsible for the compliance with all Self-Protective Measures and Contingency Plans;

- After the setup and rehearsals, all the equipment to be potentially in contact with the participants will be sanitized;

General procedures

- ▶ The cleaning and disinfection of the equipment should preferably be ensured by specialized technicians allocated to Euroservice, who safeguard equipment's integrity and compliance with the Self-Protective Measures and the respective Contingency Plans.
- ▶ There will be a cleaning and disinfection fee according to the type/size of the event;
- ▶ If the customer chooses to ensure the cleaning and disinfection through his own means, will have to guarantee compliance with the Self-Protective Measures, Contingency Plans and safeguard the integrity of the equipment.
- ▶ After the dismantling of the event, all the equipment and vehicles used for its transport will be cleaned and disinfected in our warehouse.



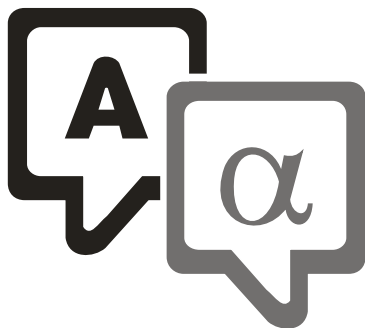
Sound

- ▶ The **lapel/headset microphones** will be packed and transported in properly sanitized zip bags. In its use, the technician, duly protected, will install the microphone and transmitter in the speaker. The **windshields of the lapel microphones** will be protected with a disposable plastic film.
- We recommend the use of each **lapel/headset microphone** exclusively used by one speaker. If the client chooses to share a lapel microphone between speakers, there must be a period of time to sanitize the equipment (an specialized technician is required);
- ▶ Wireless **hand-held microphones** are packed and transported in properly sanitized zip bags and protected with a disposable plastic film.
- We recommend its placement on a microphone **tripod** placed in a strategic point(s) of the room, in order to enable an easy access of the audience to place the questions.
- If the client chooses to share the **hand-held microphone** between the audience, the Self-protective Measures and Contingency Plans must be applied.



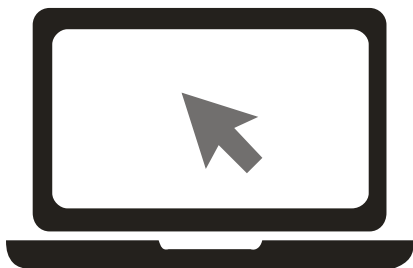
Procedures with the equipment Sound

- ▶ The windshields of **lectern and conference microphones** will be protected with a disposable plastic film.
- ▶ **Intercom** and respective accessories will be packed and transported in properly sanitized zip bags. **Earphones and microphones** will be protected with a disposable plastic film.



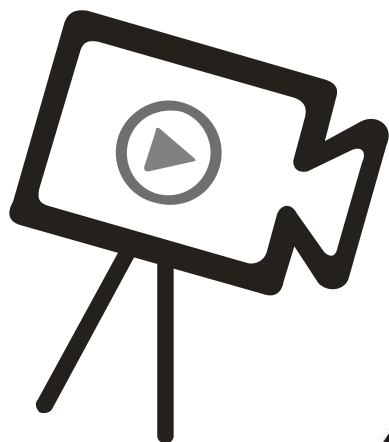
Procedures with the equipments Translation

- ▶ **Earphones** will be packed and transported in properly sanitized bags;
- ▶ The **receivers** will be handed over to the cliente's responsibility, duly cleaned and disinfected, and must be recovered at the end of each day in order to guarantee their daily sanitation;
- ▶ We recommend a **translation booth** for a single interpreter.



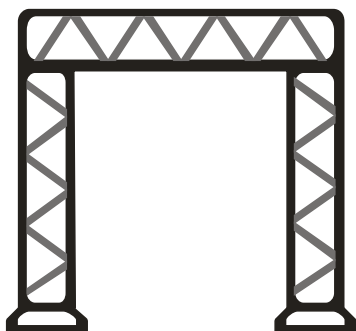
Procedures with the equipment IT

- ▶ We recommend the use of Euroservice **laptops** in the FOH. In this case, all presentations should be timely provided via digital platform.
- ▶ If the client chooses to use the **laptop** next to the lectern, we recommend that each speaker uses his **own laptop**.



Procedures with the equipment Video

- ▲ **Slide advancers** will be packed and transported in properly sanitized zip bags.
Each kit will be composed by **2 slide advancers**, to enable the use, cleaning and disinfection between speakers.



Procedures with the equipment Structures

- ◀ When there is a **stage**, we recommend two one-way accesses, in order to create a circulation area with a specific entrance and exit;
- ◀ The dimension of the **stages** should allow the compliance of social distancing rules;
- ◀ The use of **FOH** should comply with the social distancing rules.

Recommendations

- ▶ Rental of **Led TV on stand**, placed at the entrance of the event / room with the information of all the COVID-19 safety standards and procedures implemented in the event (information to be supplied by the client);
- ▶ **Cleaning and disinfection** of the equipment used during the event to be done by an assistant technician;
- ▶ The use of **CatchBox microphones** is not recommended;
- ▶ Use of **Slide Desk** in events with multiple presentations.





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