

Operating Guidelines

Wherever possible, employees are encouraged to work from home. When travelling to/from work on public transport, we expect employees to follow government guidelines.

These guidelines apply to all employees and any other operatives acting under the direction of Aztec. They should be used in conjunction with the latest version of Aztec's "COVID-19 Project Risk Assessment Addendum". When used together they are designed to provide a comprehensive set of instructions to mitigate the risk of contagion to or by Aztec employees and its operatives. However, whilst they are comprehensive, they are not designed to be exhaustive. Furthermore, employees are encouraged to contribute their own ideas about how these guidelines can be amended, enhanced or extended by emailing covid@aztecuk.com.

These guidelines are split into several sections:

- General Guidelines – these are high level over-arching instructions that must be followed at all times
- Compliance – how we will monitor and enforce compliance
- Protocols for:
 1. Rigging/striking
 2. Tech'ing
 3. Show open and rehearsal days for seminars/theatres and feature areas
 4. Exhibition stands
 5. Equipment that is difficult to sanitise
 6. Event organiser obligations
 7. Working, training or visiting Aztec HQ and using Aztec vehicles

All employees and other operatives acting under the direction of Aztec are required to read and accept that they will abide by these guidelines before they will be allowed to enter Aztec's HQ or work for Aztec on-site. Anyone entering Aztec's HQ, including guests, will be required to undertake an induction relating to the relevant elements within this document.

If there is any guidance within this document that contradicts, or appears to contradict the COVID-19 Project Risk Assessment Addendum, then please follow the measures/procedures referred to in the COVID-19 Project Risk Assessment Addendum.

Change Control

Version	Summary of Changes	Editor	Date Approved
1.0	Document created	John Robson	19/6/2020
2.0	Changes to how microphones are handled. AddAdditional guidance on silent seminar equipment should be managed	John Robson	9/7/2020
3.0	Changes to treatment of handheld microphones. Additional guidance on administration associated with delivery of equipment on exhibition stands	John Robson	28/8/2020
4.0	Added directions for Lectern Microphones and revised guidance for face coverings	John Robson	10/9/2020

General Guidelines to be followed at all times

- Observe social distancing rules, currently 2m, at all times, including breaks, subject to exceptions referred to within this document and other “unavoidable” situations.
- Do not enter areas where too many people are operating, such that you are not confident that you can observe the 2m rule.
- Remind others about the 2m rule, including clients/presenters/colleagues, especially if they enter your “safe” space i.e. within 2m.
- Do not share pens, pads, food, drink or other items. If you need to share an item (e.g. memory stick, dongle etc.) clean it with anti-bac spray before sharing.
- Wash hands regularly as per government guidelines and use hand sanitiser routinely before and after handling equipment that others might touch or breath on.
- Wear a face shield, but only when appropriate – remember that wearing a face shield may reduce the risk of you passing the virus to others but does not significantly reduce the risk of you catching the virus from others. Face shields should clearly display your name and must not be used or even touched by others
- Using gloves does not replace good hygiene behaviours so only use disposable gloves when appropriate, and ensure that you put them on, take them off and dispose of them correctly (see below).

Compliance

- Report anyone whom you feel is failing to observe our guidelines. If this occurs on site, report to the Aztec lead (usually the Aztec Project Manager). If this occurs on Aztec premises report to Aztec’s HR Manager by phone on 07976 613971 or alert Aztec’s senior Management directly by emailing covid@aztecuk.com. Any such report will be escalated immediately and investigated. This obligation applies equally to employees and third parties, and all reports will be treated in the strictest confidence.
- Where available, CCTV will be used to both monitor and, following a report, confirm non-compliance.
- Major non-compliance or repeated minor non-compliance will be treated as a disciplinary matter and may result in disciplinary action for Aztec employees and strike off for freelancers.

Section 1 - Rigging/Strike Protocol

Considerations When Rigging

- Most AV kit is only handled by AV technicians and crew so the risk of third-party contagion is relatively low.
- Focus should be on mitigating the risk of contagion between technicians and maintaining social distance between:
 - technicians/crew and other technicians/crew, and
 - between technicians/crew and third parties such as venue staff, exhibitors, event organisers, riggers etc.
- Sanitising equipment is generally of little benefit with the exception of Cat 1 and 2 equipment (see below) that will need to be sanitised before and after third party use.

Actions to Mitigate Risk When Rigging

- Whilst loading and unloading, maintain the 2m rule as much as possible.
- If working within 2m with another technician/crew for a short period is unavoidable (e.g. when lifting a screen out of a flight case or attaching a screen to a wall), complete the task as quickly as possible and move apart.
- If working within 2m with another technician/crew for an extended period is unavoidable (e.g. rigging and cabling at height), both parties should wear face shields and move apart as soon as possible.
- Sanitise all operating equipment (desks, switching equipment etc.) and Cat 1 and 2 equipment before show open.
- The same technician should be used to both rig and tech a theatre/feature area whenever possible.
- Ensure that tech desks are large enough to accommodate 2m spacing between each technician, and have a clearly marked boundary around them to ensure a third party cannot approach within 2m.
- Create a “transfer area” for passing items between technicians and third parties, and ensure that this area is sanitised regularly.
- Every theatre will be provided with a “Sanitisation Kit” which will include, as a minimum, anti-bac spray, disposable gloves, face shields and paper towels. Other items may be added subject to risk assessment for each event. Spares will be provided for topping up kits during events.
- Technicians will be issued with their own face shield.

Section 2 - Tech'ing Protocol

- Face shields must be worn at all times on event show days.
- On build up/break down, face shields or a mask are optional unless the organiser or venue require that a face covering be worn at all times
- Presenters should be encouraged to fit their own microphones, headphones. It is permissible to assist presenters with fitting microphones, headphones etc. and assisting presenters to operate devices such as laptops, clickers etc. However, a face shield must be worn throughout and hands must be sanitised before and after each intervention.

Section 3 - Show Open and Rehearsals Protocol for Seminars/Theatres and Feature Areas

Seminar Theatres

Cat No.	Description	Examples Include	Sanitisation Protocol	Standard Behaviours Between Sessions
Cat 1	Equipment that is worn by a third party or that is handled or breathed upon by third party but not easily sanitised in situ	Microphones, headphones. Silent Seminar Headsets and inner-ear devices	Single use only and return either whole unit to warehouse OR Separate the component (or disposable cover) that cannot be sanitised for return to warehouse, and sanitise other components for re-use with anti-bac spray and attach new (sanitised) component or disposable cover	Single use pre-sanitised items to be provided to third parties in a sealed bag (e.g. headphones). Other items that have been sanitised (e.g. microphones) and ready for use to be placed in “transfer” area for pick up and collection by third party
Cat 2	Equipment that is typically handled or breathed upon by a third party but can be sanitised relatively easily in situ	Clickers, remote controls, lecterns, short neck lectern microphones, presenter laptops.	Sanitise with anti-bac spray between uses	Items that are not in fixed location (e.g. clickers, remote controls, laptops) that have been sanitised and ready for use to be placed in “transfer” area for pick up and collection by third party
Cat 3	Equipment that is very unlikely to be handled or breathed upon by a third party	Projectors, projection screens, staging, rigging, set, large screens	No action	No action unless equipment touched by third parties, in which case sanitise that area with anti-bac spray

Cat 4	Third party equipment	Client laptops		Sanitise hands before and after touching device
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*See below additional information relating to Category 1 equipment

Section 4 - Exhibition Stands Protocol

Cat No.	Description	Examples Include	Sanitisation Protocol	Standard Behaviours
Cat 1	Equipment that is worn by a third party or that is handled or breathed upon by third party but not easily sanitised in situ	Microphones, headphones and Inner ear devices	Provide pre-sanitised items in sealed bags – one per presenter to use for duration of expo	Provide guidance to explain that equipment should not be shared between presenters for the duration of the exhibition
Cat 2	Equipment that is typically handled or breathed upon by a third party but can be sanitised relatively easily in situ	Laptops, computer keyboards, small screens, touch screens, Media Players etc.	Install and clean with anti-bac spray	Provide guidance to exhibitor that encourages regular cleaning and provides information about what type of cleaning products can be used on different types of equipment
Cat 3	Equipment that is very unlikely to be handled or breathed upon by a third party	Large screens	Install and clean with anti-bac spray	Provide guidance to exhibitor that encourages regular cleaning and information about how to clean different types of equipment
Cat 4	Third party equipment	Client laptops	This should be performed in accordance the exhibitors own Risk Assessment	Sanitise hands before and after touching and such device

*See below additional information relating to Category 1 equipment

Exhibition Stand Administration

When delivering equipment to exhibition stands, the exhibitor signature is no longer required. Instead take a photo of the exhibitor with the equipment and attach to the Aztec Delivery form on the Aztec App.

Section 5 - Special Protocol for Sanitising and Handling Category 1 Equipment

	Lapel Microphone & Headset Microphones	Handheld Microphone	Long Neck Lectern Microphones	Silent Seminar Headsets	Headphones and any other single use items
Warehouse pre-use	After prepping and testing, remove foam Pop Shield. Place Pop in bag, seal and record quarantine date on label. Provide a bag of sanitised Pops in a sealed bag (quarantined for 72 hours) with every lapel i.e. microphones will be sent to site without Pop shield attached.	After prepping and testing a microphone with a new battery, clean solid parts of microphone with anti-bac spray, place in bag, seal and record quarantine date on label. Microphone cannot be used for at least 72 hours	After prepping and testing a microphone clean solid parts of microphone with anti-bac spray, place in bag, seal and record quarantine date on label. Microphone cannot be used for at least 72 hours	Prep in usual batch quantities. After prepping and testing a headset with a new battery, clean solid parts of the headset with anti-bac spray, attach disposable earpiece covers, and add to the crate. When the entire batch is prepped, seal crate and record quarantine date on label. Headsets cannot be used for at least 72 hours	After prepping and testing the item, clean solid parts with anti-bac spray, place in bag, seal and record quarantine date on label. Item cannot be used for at least 72 hours
On site pre-use	Sanitise hands, clean hard parts of microphone, take a new Pop out of bag, attach to lapel/headset and place mic in “transfer” area for the presenter to pick up. Assistance	Sanitise hands, clean hard parts of microphone, take a new disposable cover out of bag, attach to microphone and place mic in	Sanitise hands, clean hard parts of microphone, take a new disposable cover out of bag, and attach to microphone.	Sanitise hands, open crate leave headsets in theatre entrance area for delegates to collect on their way in.	Sanitise hands, open bag and empty contents onto sanitised “transfer” area for the third party to pick up. Explain how to use.

	with cabling and attaching to clothing can be provided by the technician providing hands have been sanitised and a face shield is worn whilst in close proximity to the presenter	“transfer” area for the presenter to pick up.			
On site post-use	Presenter to return mic to tech. Tech to remove Pop and place in bag for return to warehouse, sanitise mic, attach "new" sanitised Pop and place in “transfer” area for next presenter	Presenter to return mic to tech. Tech to remove disposable cover and place in bag for return to warehouse, sanitise mic, attach "new" disposable cover and place in “transfer” area for next presenter.	Tech to remove disposable cover and place in bag for return to warehouse, sanitise mic, attach "new" disposable cover.	After each session, collect all “used” headsets. For the next session, take another crate of sanitised headsets to the entrance area for delegates to collect on their way in. During that session, sanitise the first batch of headsets and attach new covers ready for the next session.	Third party to drop item in open bag for return to warehouse
Warehouse post-use	Place returned Pops in bag, seal and record quarantine date on label. Pop shields can't be re-used for 72 hours	Mic to be prepped and quarantined as per “Warehouse pre-use”	Mic to be prepped and quarantined as per “Warehouse pre-use”	Headsets to be prepped and quarantined as per “Warehouse pre-use”	Item to be prepped and quarantined as per “Warehouse pre-use” above

Section 6 - Event Organiser Obligations

- A “Sanitisation Kit” will need to be ordered for every seminar/conference theatre
- There is no separate charge for replacing microphone pop shields as this is included within the Sanitisation Kit charge.
- Single use items like handheld microphones will need to be ordered in multiple quantities on each job to facilitate one per presenter. The organiser should consider using alternative items where possible to minimise charges
- Silent Seminar Headsets are safe to use providing the sanitisation protocol is followed. However, each theatre will require two complete sets per theatre
- To sanitise silent seminar headsets, the organiser will need to provide a person to clean the headsets and attach new earpiece covers during the sessions to ensure they are ready for the next session

Section 7 - Chessington Warehouse, Office and Studios Protocol

In addition to following the “General Guidelines” on page 2, when attending the Aztec’s Chessington premises to work, train or visit, please observe the following:

Moving Around the Building:

- A one-way system is in operation in several parts of the building – please ensure that you follow the arrows when moving around the building.
- In areas that are two-way, please stand back and allow others to pass in order to maintain social distancing.
- Do not pass on the stairs. If someone is using the stairs in the opposite direction, wait for them to pass.

Hand Sanitisers

- Hand sanitising stations are installed at various points throughout the building. Familiarise yourself with their locations and use them regularly.

- Whilst they will be topped up regularly, if you come across an empty sanitiser unit, please report Operations immediately.

Rest Areas

- Only six people are allowed in the staff rest area at any one time.
- People may pass through the staff rest area even if it is full, but must maintain social distancing.
- Seats are set out in order to maintain social distancing – do not move them.
- Only one person may use the kitchen area at any one time.
- Additional instructions regarding the use of kitchen facilities are shown in the kitchen area. Please read and follow these instructions.

Warehouse Office

- Only two people are allowed in the warehouse office at any one time.
- Desks that have a red tape cross must not be used.

Main Office

- Desks that have a red tape cross must not be used.
- When moving around the office, effort must be made to avoid moving within two meters of any other person.
- When passing another person within the office, stand well back to maintain social distancing.
- Only one person may use the refreshments area at any one time.
- Additional instructions regarding the use of refreshments facilities are shown in the refreshments area. Please read and follow these instructions.

Warehouse

- Whilst loading and unloading, maintain 2m rule as much as possible.
- If working within 2m with another person for a short period is unavoidable (e.g. when lifting a screen out of a flight case or attaching a screen to a wall), complete the task as quickly as possible and move apart.
- If working within 2m with another person for an extended period is unavoidable (e.g. trouble shooting equipment), both parties should wear face shields and move apart as soon as possible.
- Use hand sanitiser before and after using any shared resources such as hand scanners, fork-lift, pump truck etc.

Studios

- Instructions above relating to “Rigging/Strike Protocol” and “Tech’ing Protocol” referred to above should be followed.

Guests to the Building

- All guests will receive an induction containing the relevant elements of these guidelines and are expected to comply. Please report any non-compliance to covid@aztecuk.com.

Company Vehicles

- Avoid sharing vehicles with others whenever possible. Operations will assist with this.
- All company vehicles have a supply of anti-bac spray and paper towels. Alert Operations immediately if either of these are missing or running low.
- Before and after driving a company vehicle, spray and wipe down all touch points (seat, steering wheel, gear stick, dashboard etc.)
- If driving with passengers, disposable face masks must be worn by everyone and, at the end of the journey, all touch points must be sprayed with anti-bac and wiped down with paper towels. Face masks and used towels must be disposed of.

How to put on and remove disposable gloves safely

- (1) Pinch and hold the glove (with the other gloved hand) between the palm and wrist area,
- (2) Peel the glove away from the wrist...
- (3) ...until it turns inside out covering the fingers. With the now half-gloved hand,
- (4) Pinch and hold the fully gloved hand between the palm and wrist,
- (5) Peel the glove away from the wrist...
- (6) ...until it turns inside out and covers the fingers. Now that both hands are half-gloved,
- (7) Remove the glove from one hand completely by grabbing the inside part of the glove and peeling it away from the hand and do the same for the remaining half-gloved hand using the non-gloved hand, while always grabbing the inside part of the glove. Dispose of the gloves...
- (8) Dispose of the gloves in a suitable bin.

