

APEX COVID-19

Business Recovery Task Force

Meeting and Event Design

Accepted Practices Guide | July 2020

About the Events Industry Council



Our mission: EIC is the global voice of the business events industry on advocacy, research, professional recognition and standards.



Our vision: Enriching lives and driving economic growth through the power of events worldwide.



Our values: Ethical, Transparent, Inclusive, Innovative, Responsible.



Our members: The Events Industry Council's 30+ member organisations represent more than 103,500 individuals and 19,500 firms and properties involved in the events industry globally.



EIC Signature Programmes:

apex

cmp
certified meeting professional

**Centre for
sustainability &
social impact**

knowledge

leadership



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Foreword from Events Industry Council



In mid-February 2020, the World Health Organization named the current coronavirus “COVID-19.” Since that time, our industry has continued to weather this storm of knowns and unknowns. As with any test, we need to listen to our teachers and mentors, investigate for facts and ask for help when needed.

The APEX COVID-19 Business Recovery Task Force was convened to serve the industry at one of, if not the most, trying times in our history. Representing the global and diverse cross section of industry sectors and regions, this team committed to this collaboration and to serving the industry and their peers by aggregating and curating essential insights to provide support in the near and long term. This work is grounded in our values of trust, equity, community and innovations, seeking to focus our efforts on health and safety, risk mitigation, workforce, innovations, adaptations and transformation, wellness and advocacy. Our values are firmly rooted in the common belief that our industry drives economic growth, builds communities, educates, and advocates for sustainable and socially just practices in support of our global economy.

We approach the moment with humility and empathy, and with confidence in knowing that we have done our due diligence as professionals committed to excellence in performance and care for those we serve globally, and that we all have a collective role to play and responsibilities to be good stewards of our industry and society to ensure our future relevance.

We have an opportunity to use this time to reflect on our own intentions, live our values, and commit to this journey to come out of this crisis more connected and with an impact that is better understood globally. The pandemic has shown us in the most powerful way that we indeed have more in common than not, and it is with love and commitment to this common humanity that this work is being put forth.

On behalf of the Events Industry Council and our board of directors, I thank all the volunteers who contributed time, insights and experience to developing guidance for our industry. We consider this to be a living work stream of resources. As we continue to learn more about the pandemic, we will issue updates to this guidance.

Amy Calvert

CEO, Events Industry Council



Foreword from Task Force Working Group

22 July 2020

COVID-19 has impacted the entire planet.

In-person meetings, events and trade shows came to a screeching halt in March 2020.

Hospitality colleagues and organisers across the globe want to understand and implement accepted practices to bring in-person meetings, events and trade shows back to life. They believe that while virtual solutions are an option, nothing will replace the unique connectedness that comes from in person meetings. They are important to the fabric of our everyday work and personal lives.

To that end, the Events Industry Council, through its member organisations, has offered guidelines outlining steps for industry professionals that can be implemented to provide as safe an environment as possible when meeting in-person.

While the Event Organiser and Event Venue have a role to play in providing a safe environment, the Event Attendee shares an equal responsibility as well. The Guidelines and Code of Conduct, made a part of this presentation, specifically address this.

The EIC hopes the following accepted practices provide guidance to assist the decision-making process about bringing in-person meetings back to life, in your city, province/state and in your country.

Please note: This is intended to be a general framework with evaluation tools that will evolve over time as scientific data is updated, and that the industry professional would need to customise to their organisation's requirements, in alignment with health and safety recommendations/regulations within the city, province/state and country.

Meeting and Event Design Work Group:

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Introduction

COVID-19 has had a significant impact on the hospitality and in-person meeting and event industries. This document is focused on reestablishing *trust* with decision makers who approve meetings/events, planners who coordinate them, and meeting/event goers who will make the decision to attend.

In this document, we share several resources as organisations assess the timing and protocols for their upcoming in-person meetings and events. These are not intended to be definitive standards, but rather general guidance to customise for your organisation's meeting or event. We will continue to enhance and evolve this document as the environment changes and additional information and/or updates become available.



OBJECTIVE

Reestablish trust that health/safety concerns are not barriers keeping people from attending in person meetings/events



AUDIENCE

Meeting and event leaders/owners, industry professionals, and attendees



KEY TAKEAWAYS

- Meeting and Event Decision Grid
- Attendee Guidelines & Code of Conduct
- Meeting and Event Metrics
- Communication Considerations
- Meeting and Event Design Resource Glossary



Key Questions

Rebuilding Trust that In-Person Meetings and Events Can Happen Safely

Trust Points

- 1** What are the data points for the decision to hold a meeting or event? Communicating scientific data points in a transparent and data-driven way illustrates the linkage of risk levels to suggested in-person meeting and event guidelines.
- 2** What are expectations of individuals should they decide to attend a meeting or event? How do you know other participants will respect health and safety guidelines?
- 3** What additional resources should I consult as I consider how best to resume an in-person meeting or event for my organisation?

Resources

1. **Meeting and Event Decision Grid**
2. **Communications Considerations**

Attendee Guidelines & Code of Conduct

1. **Meeting and Event Success Metrics**
2. **Your Organisation's Approach to Risk Assessment**
3. **Meeting and Event Design Resource Glossary**



Meeting and Event Decision Grid

The Decision to Meet in Person

This framework can be used to determine the feasibility and safety of an in-person meeting/event, in conjunction with your local, provincial, state or federal guidelines and organisation protocols.

RISK LEVEL DESCRIPTION	VENUE/HOTEL MEETING AND EVENT PROTOCOL SUGGESTIONS
LEVEL 4	NO MEETINGS AND EVENTS IN VENUES/HOTELS
Peak Sustained Transmission <ul style="list-style-type: none"> Restrictions on mass gatherings Social distancing and face mask wearing mandatory Other health and safety protocols may be enforced by local, province/state or country governments 'Stay-At-Home' order active in the jurisdiction where the event will be held Travel restrictions active by jurisdiction or organisation 	<ul style="list-style-type: none"> Virtual meetings and events strongly recommended
LEVEL 3	NO MEETINGS AND EVENTS IN VENUES/HOTELS
Initial De-Escalation <ul style="list-style-type: none"> Restrictions on mass gatherings Social distancing and mask wearing highly encouraged Other health and safety protocols may be highly encouraged by local, province/state or country govts Government business occupancy restrictions are > 30% Temperature check requirements (local, province/state, country) may be in place Airports and rail stations have safety protocols in place Travel by air, rail, and other methods of public transportation increasing with safety protocols 	<ul style="list-style-type: none"> Virtual meetings and events strongly recommended
LEVEL 2	LIMITED MEETINGS AND EVENTS IN VENUE/HOTELS
De-Escalation with Caution <ul style="list-style-type: none"> Mass gatherings are allowed but limited by space of venue/hotel to accommodate social distancing Social distancing and mask wearing highly encouraged Government business occupancy restrictions are > 50% Temperature check requirements (local, province/state, or country) Airports have safety protocols in place Use of air, rail travel and other methods of public transportation continues to increase, with safety protocols in place Safety guidelines can be met by hosting venue/hotel and organisation 	<ul style="list-style-type: none"> Hotel or venue to provide temperature screening front of house and back of house (FOH/BOH) Hotel or venue health and safety protocols to be reviewed and approved by hosting organisations (province/state/federal guidelines) Cap on maximum attendance to provide social distancing Social distancing required (6+ feet/1.8+ metres) Hotel/venue health and safety food and beverage protocols in place Local medical facilities vetted for possible use Tours/activities reviewed case by case No group ground transportation Attendees agree to code of conduct
LEVEL 1	UNLIMITED MEETINGS AND EVENT IN VENUES/HOTELS
Business as Usual (BAU) <ul style="list-style-type: none"> Risks are limited, but several could still remain, and exposure is minimal No travel restrictions No company/organisation restrictions 	<ul style="list-style-type: none"> Same protocols as Level 2, however some protocols may be relaxed depending on the current situation



Additional Decision and Risk Mitigation Guidance

Overview of Tools and Resources from the World Health Organization

World Health Organization EPI-WIN (WHO Information Network for Epidemics)

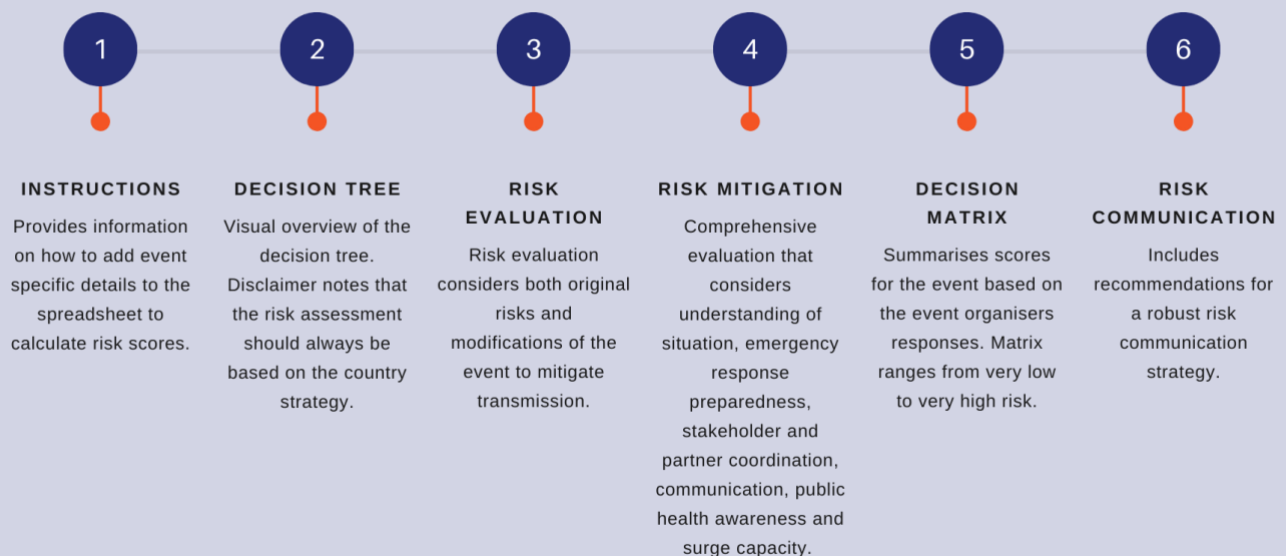
The WHO has produced several resources specific to the events industry via their EPI-WIN site. Key resources include:

- [WHO mass gathering COVID-19 risk assessment tool – Generic events](#) (10 July 2020): This downloadable excel file includes instructions, a decision tree, risk evaluation considerations, risk mitigation strategies, a decision matrix and risk communication protocols.
- [Q&A: Mass gatherings and COVID-19](#)
- [Key planning recommendations for mass gatherings](#) in the context of COVID-19 outbreak (Interim Guidance – 29 May 2020)
- [Public Health Preparedness for Mass Gathering Events](#) (online course, July 2019, developed in collaboration with Public Health England)

Key Elements of the WHO Risk Assessment Tool

MASS GATHERING DECISION MATRIX FOR COVID-19

Overview of World Health Organization Risk Assessment Tool





Meeting and Event Code of Conduct

Personal Actions Supporting the Collective Wellbeing

A code of conduct is a collection of rules and regulations that include what is and is not acceptable or expected behaviour.

The Events Industry Council, through its member organisations, has offered guidelines outlining steps that can be implemented to provide as safe an environment as possible when meeting in-person. Responsibility is shared equally among event organisers, the event venues and the event attendees – all have a role to play.

Based on our common set of beliefs in the value of live event experiences we know to be true, as stakeholders we all have a role to play in the mitigation of risk. The code of conduct below is meant to serve as a reminder and inspiration to know that if we all collectively respect the significance of this contribution, we are by definition advocating for the well-being of our fellow global citizens and our industry.

Before Leaving Home

- Follow relevant guidance provided by the [World Health Organization](#) (WHO), or your local health authority.
- Adhere to government issued travel restrictions and guidance issued by the region you will be travelling to and the region you are travelling from.
- Evaluate your own health and that of people you are in close contact with; contact the meeting/event organisers if you have concerns.
- Stay home if you feel sick.

On-site During the Event

- Follow guidance from your local health authority, for everyday preventive actions to help prevent the spread of respiratory viruses including:
 - Washing hands often with soap and water for at least 20 seconds, or an alcohol-based sanitiser with at least 60% alcohol.
 - Avoiding touching eyes, nose, and mouth with unwashed hands.
 - Covering your nose and mouth when coughing or sneezing. Throw used tissues in the trash.
 - Cleaning and disinfecting frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Agree to have your temperature taken before entering the meeting/event venue, if required by the event organisers.
- Agree to wear a mask or facial covering, if required by the event organisers.
- Adhere to social distance protocols put in place by the event organisers and respect others' personal space.
- Go to the event First Aid office (or equivalent) at any time, if you feel unwell or are experiencing flu-like symptoms.

Post-event

Based on current contact tracing advice from many health authorities, if you test positive for COVID-19 up to 14 days after returning home, please contact the meeting/event organisers to advise them.



Meeting and Event Success Metrics

Quantifying Progress

The metrics outlined below are thought starters for meeting/event organisers to evaluate the success of in-person meetings and events. These metrics are designed to be customised to fit your organisation's needs. Meeting and event organisers should develop a risk assessment decision matrix in consultation with their risk management, human resources, legal and medical advisors.

Before Vaccine

- Meeting/event owners understand and support key decision points to holding an in-person meeting/event.
- Meeting/event owners have access to reliable resources about Federal, Province/State, and local regulations concerning meetings and events.
- Hotels and venues are proactive in implementing COVID-19 related health and safety steps.
- Meeting/event organisers are booking venues/hotels and using appropriate accepted practices based on risk level.
 - Meeting/event organisers are booking meetings and events in compliance with their company guidelines and in compliance with city/state regulations.
- Attendees feel 'safe' traveling to meetings and events (validated by registration numbers exceeding X% - TBD by event organiser).
- Attendees feel 'safe' attending meetings and events in venues/hotels (validated by registration numbers exceeding X% - TBD by event organiser).
- Registration surveys validate attendee comfort level – by including several targeted questions posed during registration phase.
- Post-event surveys provide additional insight and learnings for future meetings/events.

After Widespread Vaccine Distribution

- Venues/hotels continue to have health and safety protocols in place, including standard sanitisation plans and less stringent (or no) social distancing.
- Meeting/event organisers are booking meetings and events with health and safety protocols in place and less stringent (or no) social distancing.
- Attendees are comfortable traveling and attending meetings and events; registration and attendance trends are significantly increasing.
- Travel restrictions are lifted, and travel is up to X% (TBD by event organiser) of numbers vs. same month 2019.
- Hotel occupancy is up to X% TBD by event organiser* (comparable occupancy of prior year same month).
- Regional unemployment rate has decreased, and the hospitality industry is in comeback mode.
- Surveys validate attendees comfort level.
- Surveys provide input on course correction, and adjustments made for future meetings and events.
- Registration surveys validate attendee comfort level – by including several targeted questions posed during registration phase.
- Post-event surveys provide additional insight and learnings for future meetings/events.



Attendee Communication Considerations

With the ongoing updates to risk levels, expected protocols, and general status of meeting safely, it can be difficult to ensure stakeholders know what to expect when attending a meeting or event in this new environment. Below are several considerations for communicating with key stakeholders. Feel free to add and adapt for your particular situation.

Before the Event BUILD TRUST



- Can the meeting/event be held? – Acknowledge organisation's approach and city/province/state guidelines.
- What data drives the decision to hold the meeting/event (see Grid)?
- Elevate focus on questions of health and safety (vs. just marketing)
- Focus on clarity of current information vs. certainty



CLARIFY EXPECTATIONS

- What to consider before you leave home.
 - Do you feel ill?
- What to expect **on-site** – set expectations on differences from past experiences.
 - Hotel check-in protocols
 - Hotel/venue overall and meeting/event space cleaning protocols
 - Distancing protocols in meeting/event space and other public spaces
 - Food and beverage management plan
 - Meeting/event scheduling (extended time between sessions for meals)
 - Coordination with other groups/guests in-house



DEFINE BEHAVIOUR

- Personal commitment/Code of Conduct

After the Event

- Notification of potential COVID-19 contact

Key Stakeholders

Organisational Decision Makers Senior Management/Board	Meeting/Event Organisers	Risk Management and Security Teams	
Venue/Hotel Providers	Other Service Providers	Exhibitors	Attendees



Resource Guide

User Guide

The purpose of this user guide is to assemble resources that may be helpful to consult when considering and designing meetings/events within a pandemic framework. These resources include safety and wellness procedures, guidance and other tools from various industry sectors.

Events/Venues

Source	Resource	Description	Date
AIPC/UFI	Good Practices Guide	Associations for convention and exhibition center response framework/resource guide.	March 2020
ASM	Venue Shield	Reopening guide focused on sports/other venues; certified fan/guest safe practices.	29 April 2020
CDC	Interim Guidance for Mass Gatherings	Considerations for postponing or cancelling large events/mass gatherings; links to many additional resources.	5 April 2020
CDC	Event Considerations	Considerations for enhancing individual /community protection in preventing spread of COVID-19; healthy gatherings, environments, and operations.	12 June 2020
Connect	Article – Socially Distant Floor Plans	How seating chart software and thoughtfully placed furnishings can keep guests safe — without sacrificing event experience. Link to seating plan software tool in the article.	8 June 2020
CORT Events	Top Event and Exhibit Trends '20	Trends, guidelines and COVID-19 changes in events industry; live presentations via Classic Exhibits; PDF available from CORT.	29 April 2020
ESCA	ESCA Health and Safety Guidance for the Exhibitions Industry	This document intends to provide information to service contractors and partners regarding producing an exhibition during a pandemic.	8 June 2020
Etc. Venues (UK)	18 Point Plan	Science-led cleaning, highly trained teams, rooms adapted for social distancing, tech enhanced spaces, touch-free food.	Spring 2020
Event Safety Alliance	Reopening Guide	Addresses health/sanitary issues event and venue professionals should consider to protect patrons and workers.	11 May 2020
IACC	Critical Pathway to Re-opening Conference, Meeting and Training Venues	This guide focuses on approaches venues should consider, in hosting meetings including re-designing the meeting attendee experience, re-designing the space, re-designing the product.	July 2020
IAEE	Essential Considerations for Safely Reopening Exhibitions & Events	The IAEE Health and Safety Task Force, in collaboration with associations representing convention centres, contractors, stand builders and others, has written this guide to provide information for exhibition organisers to consider when planning for and producing an exhibition during a pandemic.	5 June 2020
MC&A	Safety First Standards	Market recovery roadmap/safety standards in a phased plan: 1) Immediate, 2) As Markets Reopen, 3) Market Recovery.	3 June 2020
Northstar	CDC Event Guidelines	Cover cleanliness measures for facilities and critical steps to take before, during, after a meeting and event.	1 June 2020
PSAV	MeetSAFE Guidelines	Recommendations for meeting and event design, room layout, traffic flow, technology, and enhanced cleaning procedures.	18 May 2020
PRA	Tactical Design Checklist	PRA offers guidance for navigating the future of in-person events: pre-event, physical design, and experience guidance.	24 April 2020
SISO	All Secure Standards	Detailed guide; four key areas covered: physical distancing, cleaning/hygiene, protect/detect, communication.	15 May 2020
WHO	Planning for Mass Gatherings	Key planning recommendations for mass gatherings in containing COVID-19 (interim guidance).	29 May 2020

Lodging

Source	Resource	Description	Date
Accor Hotels	All-Safe	Cleanliness/prevention overview; all-safe cleanliness label.	15 May 2020
AHLA	Safe Stay	Enhanced industry-wide hotel cleaning guidelines; broadly industry endorsed.	3 June 2020 update
AMR Resorts	Clean Complete	Cleanliness protocols/verification process; summary infographic; details on website.	11 May 2020
Four Seasons	Lead with Care	Global health/safety program in with Johns Hopkins University; offer experience grounded in safety/trust.	13 May 2020
Hilton	CleanStay with Lysol protection	Cleaning practices and product offerings. Hilton's EventReady guidebook is expected in August 2020.	27 April 2020
Hyatt	Global Care & Cleanliness	Commitment built on Hyatt's existing protocols; accreditation process by Global Biorisk Advisory Council (GBAC).	29 April 2020
IHG	Way of Clean	Cleaning procedures developed in partnership with Ecolab and Diversey	27 July 2020
Loews Hotels & Co	Safety and Well-Being protocols	Cleaning standards and protocols based on CDC and WHO guidelines	July 2020
Marriott	Commitment to Clean	Detailed guide: elevated standards/ rigorous protocols; cleanliness task force.	21 April 2020
MGM Grand	Seven Points Safety Plan	Covers employee screening, masks, cleaning, air quality and digital check-in. Consulted with health experts.	12 May 2020
Omni Hotels & Resorts	Stay a Part of Safety	Detailed guide of protocols; follows CDC guidelines and AHLA "Stay Safe" initiative	8 May 2020
Radisson Hotel Group	Health and Safety Protocols	Developed in partnership with SGS. It includes a 20-step protocol for hotels and 10-step protocol for meeting and event spaces.	6 May 2020
Venetian	Venetian Clean	Covers clean commitments, details, best practices, adjustments needed for meetings/events, and Sands ECO360.	26 May 2020
Wynn	Health Plan	Customised procedures by operating department; Johns Hopkins University/Georgetown University input.	21 April 2020

Workplace

Source	Resource	Description	Date
Cushman Wakefield	Recovery Readiness	Guide for reopening workplaces plus checklist and webinar; Safe Six.	April 2020
HBR	Article	How to safely return to work.	29 April 2020
ILO	Work Safety and Health	Occupational safety/health risks from COVID; suggestions to control risk; resources guide.	2020
JHU	Business Ops Toolkit	Toolkit for businesses considering reopening.	6 May 2020
OSHA	Workplace Prep Guide	Guidance on preparing workplaces for COVID-19.	16 April 2020

COVID-19 Resource Sites from Global, Multi-National and National Public Health Agencies

Note: We will add resources to this list on a regular basis. If you would like to contribute a site, please email covidtaskforce@eventscouncil.org.

Region/Country	Agency/Department	Description
Global	World Health Organization (WHO)	Comprehensive resource site with advice for the public, technical guidance.
Global	Organisation for Economic Co-operation and Development	Although not a health agency, the OECD COVID Action map outlines national policies including those related to shutdowns, income and tax support measures, and event policies.
Global	Inter-Agency Standing Committee (IASC)	“Basic Psychosocial Skills: A Guide for COVID-19 Responders” is available in multiple languages.
Africa	Africa Centres for Disease Control and Prevention (Africa CDC)	COVID-19 Africa CDC Dashboard, guidance documents.
European Union	European Centre for Disease Prevention and Control (ECDC)	Epidemiological updates, risk assessments, guidance and technical reports, infographics, posters and videos.
Argentina	Ministerio de Salud	Includes health information and protocols for different activities, including airlines, tourist accommodations and restaurants.
Australia	Australian Government Department of Health	Updates, guidance and medical resources, advice for travellers.
Austria	Federal Ministry Republic of Austria, Social Affairs, Health, Care and Consumer Protection	General information, hotlines and dashboard. Download section includes entry and transit declaration, and children’s book “My Hero is You – how kids can fight COVID-19.”
Brazil	Ministério da Saúde	Information on transmission, diagnosing, transmission barriers, frequently asked questions.
Canada	Public Health Agency of Canada	Guidance and medical resource site including travel restrictions, exemptions and advice. The Government of Canada has produced a risk mitigation tool for gatherings and events operating during the COVID-19 pandemic.
China	Chinese Center for Disease Control and Prevention	The link is a Chinese version website since the English website does not have much information. The information including Guidance to different industry e.g. hotel, school, park, etc. policies, daily updates.
	National Health Commission of the PRC (NHC or PRC)	The website includes tips and policies as well as the latest news with the daily briefing of the cases. There is also a general page regarding COVID-19 in English.
	Minister of Commerce PRC (MOFCOM)	This is the section about Meetings and Exhibitions. The page provides information on policies, meeting and exhibition industry update in different cities, and the latest news.
Croatia	Croatian Institute of Public Health	Includes update on cases, recommendations and instructions when organising an event and for crossing the state border.
Czech Republic	Ministry of Health of the Czech Republic	Includes a list of countries according to the level of risk for travel.
Denmark	Danish Health Authority	Includes update on cases, and a section dedicated to tourists.

Finland	Finnish institute for health and welfare	Includes situation reports, travel information, and health resources.
Hong Kong	Centre for Health Protection	Includes health information, travel advice and links to the Government of the Hong Kong Special Administrative Region COVID-19 thematic website with additional guidance on gatherings and quarantine arrangements.
India	Ministry of Health and Family Welfare	Includes status updates, health resources and guidelines for domestic and international travel.
Israel	Ministry of Health	Includes guidance, updates, contact tracing information and isolation report for international travellers.
Italy	Ministero della Salute	Includes dashboard and weekly monitoring report, travel and movement information, " Be active at home " infographic, developed with WHO.
Mexico	Gobierno de México	Includes a dashboard, physical and mental health resources, including a section on COVID-19 resources for people with disabilities .
Netherlands	Government of the Netherlands	Includes information on travel, guidance for weddings, sports, cultural institutions and funerals.
Norway	Norwegian Institute of Public Health	Includes daily updates, advice on social distancing, quarantine and isolation, and travel advice.
Portugal	Direção-Geral da Saúde (DGS)	Includes a status report, mental and physical health resources, and information for travellers.
Singapore	Ministry of Health	Includes Disease Outbreak Response System Condition (DORSCON) level, and sector specific information.
South Africa	Department: Health	Online Resource and News Portal includes status updates, health resources, economic guidelines and relief information, and a risk-adjusted strategy with five levels and guidance for sectors.
Sweden	Krisinformation.se	Includes emergency information from Swedish authorities, changes in travel advisories, travel advice, information on healthcare for visitors and status updates.
Switzerland	Federal Office of Public Health (FOPH)	Includes status updates, information for travellers, SwissCovid app and contact tracing.
Thailand	Ministry of Public Health, Department of Disease Control	Includes measures and recommendations for travellers, and recommendations for hotel operations, meetings, seminars, mass gatherings.
United Kingdom	National Health Service	Includes guidance and support, advice for people travelling abroad, and how to self-isolate when you travel to the UK. Includes links to NHS England, Scotland – NHS Inform, Wales – NHS Direct Wales, Northern Ireland – nidirect.
United States	Centers for Disease Control and Prevention (CDC)	Includes status updates, communication resources, travel information, a section dedicated to gatherings and community events , and a COVID-19 video series in American Sign Language (ASL).

COVID-19 Resource Sites from EIC Member Organisations

Our industry represents 26 million event professionals around the world. The following compilation of resources represents the passion and activities of many of our member organisations.

- [American Hotel & Lodging Association: COVID-19 Resource Center](#)
- [American Society of Association Executives Issue Roundup: Coronavirus Disease](#)
- [Association of Collegiate Conference and Events Directors – International COVID-19 Resources for Collegiate Conference and Events Professionals](#)
- [Association of Destination Management Executives International – COVID-19 News and Resources](#)
- [Destinations International Response and Recovery Hub](#)
- [Event Services Professionals Association COVID-19 Recovery Resources](#)
- [Exhibition Services & Contractors Association COVID-19 Resources](#)
- [Federacion De Entidades Organizadoras De Congresos Y Afines De America Latina \(COCAL\) Alerta COVID-19](#)
- [HSMIA Insights: A Revenue Leader's Response and Best Practice in a Crisis](#)
- [IACC COVID-19 Venue Re-opening Resources](#)
- [Incentive Research Foundation COVID-19 Resources](#)
- [IAVM: Coronavirus Updates for Venue Managers](#)
- [International Association of Exhibitions and Events COVID-19 Resource Center](#)
- [International Association of Speakers Bureaus](#)
- [International Congress and Convention Association: COVID-19 Status Updates](#)
- [International Exhibition Logistics Association Statement/Resources](#)
- [International Live Events Association COVID-19 Resources](#)
- [Meetings Professional International Coronavirus Resources](#)
- [National Association for Catering & Events \(NACE\) Resources for Catering & Event Professionals During COVID-19](#)
- [National Coalition of Black Meeting Professionals Toolkit](#)
- [PCMA Coronavirus News and Resources](#)
- [SISO COVID-19 Resources](#)
- [Society for Incentive Travel Excellence COVID-19 Flipboard](#)
- [Southern African Association for the Conference Industry Member Communications COVID-19/ Coronavirus](#)
- [U.S. Travel Association Toolkit](#)

APEX COVID-19 Business Recovery Task Force

With representation from across the many sectors of the global events eco-system, the APEX COVID-19 Business Recovery Task Force provides a voice in planning, preparing and participating in our recovery while shaping the ongoing narrative on the impact of our industry.

The task force follows two parallel paths. The first path is to address the immediate need for guidance on accepted practices and work already underway to restart the industry.

The second path addresses the long-term need to examine adaptation and transformation for the future stability of our workforce and the relevance and resiliency of our industry.

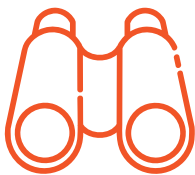
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Scott Beck	Tourism Toronto	President and Chief Executive Officer
David Blansfield	Northstar Travel Group	Executive Vice President and Group Publisher
Amy Calvert	Events Industry Council	Chief Executive Officer
Gregg Caren	Philadelphia Convention and Visitors Bureau	President and Chief Executive Officer
Jerry Cito	NYC & Company	Executive Vice President, Convention Development
Mike Dominguez*	Associated Luxury Hotels International (ALHI)	President and Chief Executive Officer
Heather Farley	Access Intelligence	Chief Operations Officer
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Stephanie Harris	The Incentive Research Foundation	President
Mark Herrera	International Association of Venue Managers (IAVM)	Director of Education and Life Safety
Kristin Horstman*	Salesforce	Senior Director, Strategic Events
Juli Jones	Hospitality Sales & Marketing Association International (HSMIAI)	Vice President
Allison Kinsley, CMM, CMP, CED	Kinsley Meetings	Chief Meeting Architect
David Kliman, CMM	The Kliman Group	President
Mary Kreins, CASE	Disney Meetings & Events, The Walt Disney Company	Senior National Sales Director

*Task force co-chair

Amy Ledoux CAE, CMP	American Society of Association Executives	Chief Learning and Meetings Officer
Tony Lorenz	Headsail	Founder
Karen Malone	Healthcare Information and Management Systems Society	Vice President, Meetings
Richard Maranville	The Freeman Company	Executive Vice President, Chief Digital Officer
Tim Mathy	Speak, Inc.	Senior Partner
Bob McClintock	ASM Global	Executive Vice President Convention Centers
Kristin Mirabal, CMP	Association of Certified Anti-Money Laundering Specialists	Director, Global Events
Mark Mulligan	IMEX Group	Director of Operations
Frank Passanante	Hilton Worldwide Sales	Senior Vice President
Rachael Riggs	Maritz Global Events	WellBeing Leader
Tammy Routh	Marriott International	Senior Vice President, Global Sales
Stuart Ruff-Lyon	Risk and Insurance Management Society	Vice President Events and Exhibitions
Gary Schirmacher, CMP	Maritz	Senior Vice President, Industry Presence and Strategic Development
Cathy Schlosberg	PSAV	Senior Vice President Marketing
Peter Scialla	Delos	President and Chief Operations Officer
Bitu Seow	Singapore Association of Convention & Exhibition Organisers & Suppliers	Executive Director
Julie Smith, CEM, CTA	Global Experience Specialists	Senior Vice President, Exhibition Sales
Dan Tavrytzky	DMC Network, LLC	Managing Director
Yen Tsutsumi	George P Johnson Experience Marketing	Senior Vice President, Operations
Ana María Viscasillas, MBA, CDME	Business Tourism Services	President and Chief Visionary Officer
	Federación de Entidades Organizadoras de Congresos y Afines de Latino América	Vice President
Liz Warwick	Liberty Mutual Insurance	Vice President, Meeting Management and Event Strategy
Brad Weaver	Brad Weaver Consulting Group, LLC	Principal
Johnnie White	American Society of Appraisers	Chief Executive Officer

Vision and Values



We share a common belief in the value of live events, and support our industry's global work force and all the communities that depend on the business of human connections by curating, cultivating and communicating the programmes and practices that will enhance health and safety for in-person gatherings.



TRUST

We earn trust in event safety through transparent communications, guidelines and practices that are grounded in verified scientific data.



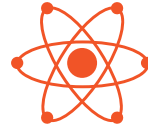
EQUITY

We advocate for equitable social, environmental and economic conditions for our workforce, our organisations and the communities we serve.



COMMUNITY

We celebrate and champion our global event community and advocate its relevance through collaboration and safe human connections.



INNOVATION

We act as an innovation incubator for the ideas, technologies and practices that will fell the most pressing challenges facing our industry and our society.



COVID-19 Task Force Statement of Shared Values



For more information, contact covidtaskforce@eventscouncil.org

The power of the meetings and events industry



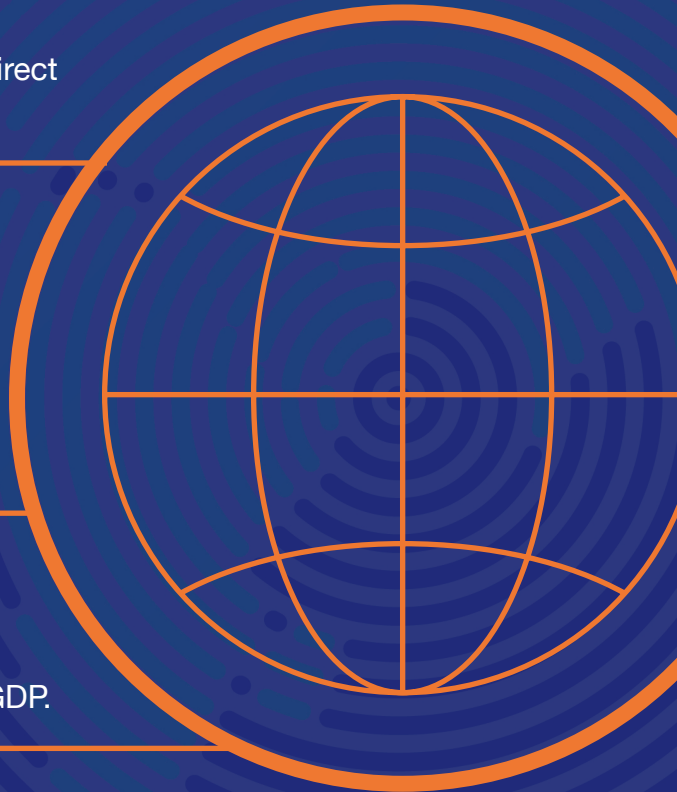
Meeting and event professionals support events that generate **\$1 trillion USD** in direct spending globally.



The **\$1.5 trillion USD of total GDP** supported by global business events would rank the sector as the 13th largest economy globally, larger than the economies of countries such as Australia, Spain, Mexico, Indonesia, and Saudi Arabia.



Business events supported **10.3 million** direct jobs globally and generated **\$621.4 billion USD** of direct GDP.



Source: 2018 Global Economic Significance of Business Events

Events Industry Council Member Organisations

Our global federation includes more than [30 member organisations](#) spanning 100+ countries and representing 103,500 individuals and 19,500 firms and properties involved in the events industry. Learn more at eventscouncil.org.





If you have questions or would like to share information or videos to help any of the work stream groups, please contact covidtaskforce@eventscouncil.org.