

# ALLMeetSAFE GUIDELINES

  
Raffles City  
Convention Centre

*Fairmont*  
SINGAPORE

swissôtel THE STAMFORD  
SINGAPORE

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## CONTENTS

Overview

Exceptional Events at Raffles City Convention Centre

Key Principles

### 1. Meeting Design

- Design One - Single Venue, One Room
- Design Two - Single Venue, Multi Room
- Design Three - Multi Venue, Multi Room

Meeting Rooms Capacity

### 2. Room Layout and Traffic Flow

- Cutting-edge Technology at Raffles City Convention Centre

### 3. Technology Considerations

### 4. Cleaning Guidelines

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## OVERVIEW

To help get the live event industry, event planners, and our teams back to work and begin the road to recovery following the COVID-19 pandemic, meeting safely will undoubtedly be a priority.

Raffles City Convention Centre, together with our audio-visual partner, Encore; will be at the forefront in safe meeting practices related to the services provided by our industry leading brands. As restrictions ease, physical distancing and enhanced cleaning procedures will remain an essential part of making people comfortable with meeting.

Risk and health are two key considerations for businesses and associations. An anticipated phase one recovery for our industry likely represents smaller meeting sizes following evolving government guidelines. With fewer people meeting and an enhanced cleaning procedures in place, the risk to attendees will be reduced.

### **How will meeting safely in the early stages of recovery look?**

We are designing a series of meeting formats, equipment packages, and recommendations that address how to reduce risk, increase confidence and promote health within the meeting space. Meeting design, room layout, traffic flow, technology considerations and enhanced cleaning procedures are at the heart of this offering with the goal to make the meetings and events industry strong and healthier than ever.

## OUR FOCUS

The following document contains information outlining paths around how the event industry could re-open during the early phases of recovery. We are committed to providing experiences that align with travel restrictions, physical distancing and best practices around health and safety.

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EXCEPTIONAL EVENTS AT ONE OF SINGAPORE'S LARGEST AND MOST ACCESSIBLE VENUES

Experience Raffles City Convention Centre, a revitalised option for your next company meeting, event or conference. Contemporary design accents, cutting-edge technology, natural daylight features and panoramic city views are key highlights of this exciting venue.

The venue offers 108,000 square feet of prime, flexible event space; including 34 function rooms, meeting rooms and three magnificent ballrooms located on a single floor with direct access to 2,030 guestrooms and suites at Fairmont Singapore and Swissôtel The Stamford.



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## KEY PRINCIPLES

### Meeting Design

- Smaller groups and consultation on creative use of full venue.
- Frequent use of multiple rooms and multiple venues.
- Expectation not all attendees will be physically present.

### Room Layout & Traffic Flow

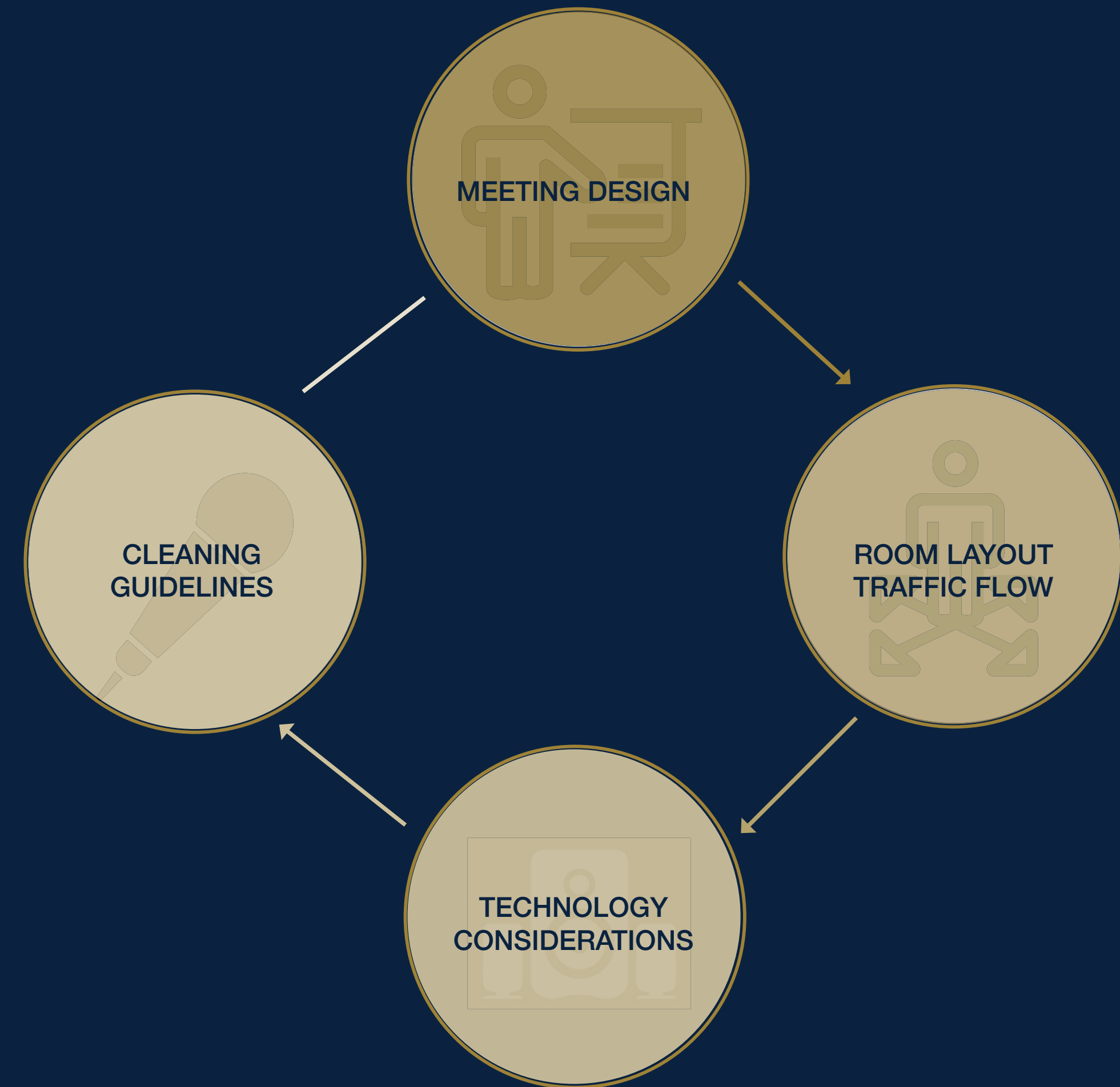
- Considerations around physical distancing will increase the space requirements and (likely) reduce room capacities.
- Signage.
- Chair/Table layouts will likely change.

### Technology Considerations

- Larger room sizes impact core offering.
- Virtual/Hybrid component will be common.
- Enhancements to compliment new meeting designs including sound, aesthetics, single use items, etc.

### Cleaning Requirements

- Transparency with customers on processes and commitments.
- Enhanced cleaning for high touch items.
- 'Set and Leave' for multiple uses.

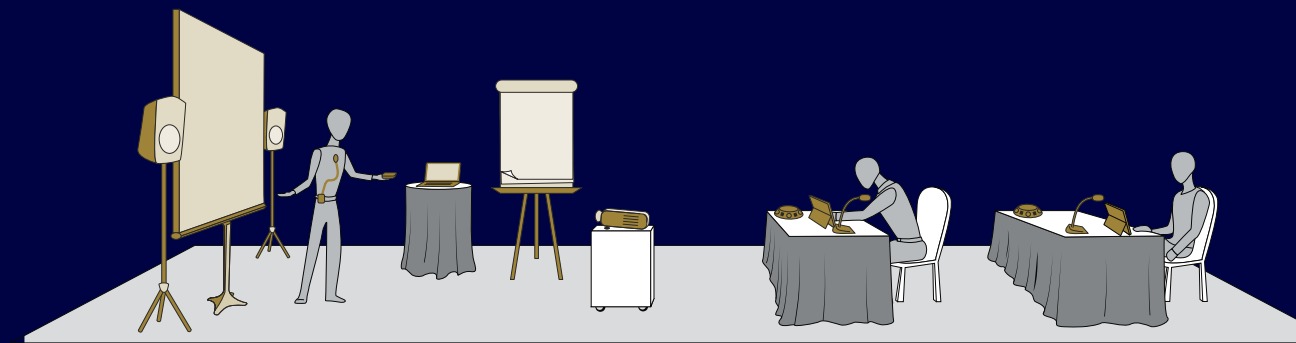


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## 1. MEETING DESIGN OPTIONS

As people return to in person meetings, smaller groups could potentially fall into three meeting designs. These designs will incorporate physical distancing measures that align with evolving governmental and local venue guidelines, showcase technology solutions allowing presenters and attendees to connect and apply measures to keep high touch event technology equipment clean.

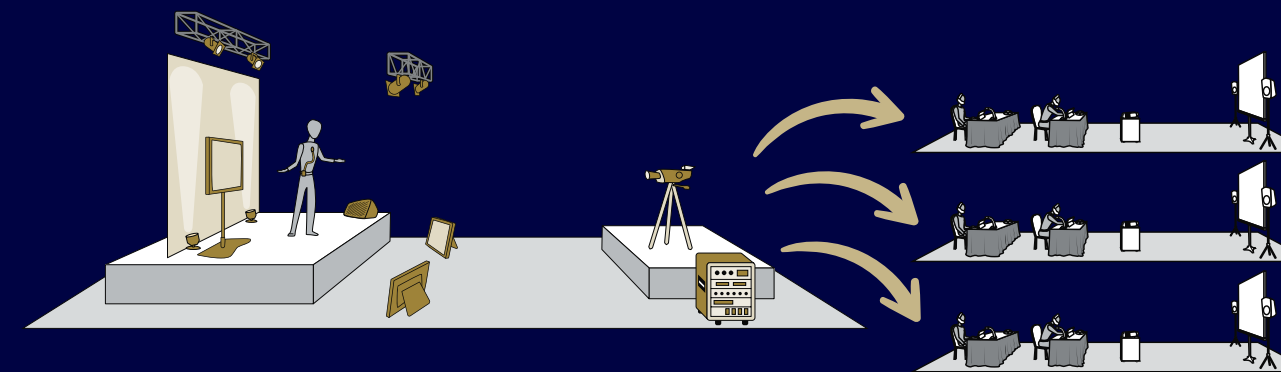
\*Hybrid: All three meeting designs can incorporate a virtual stream for attendees that are not able to make the in-person meeting.



### Design 1

#### One room

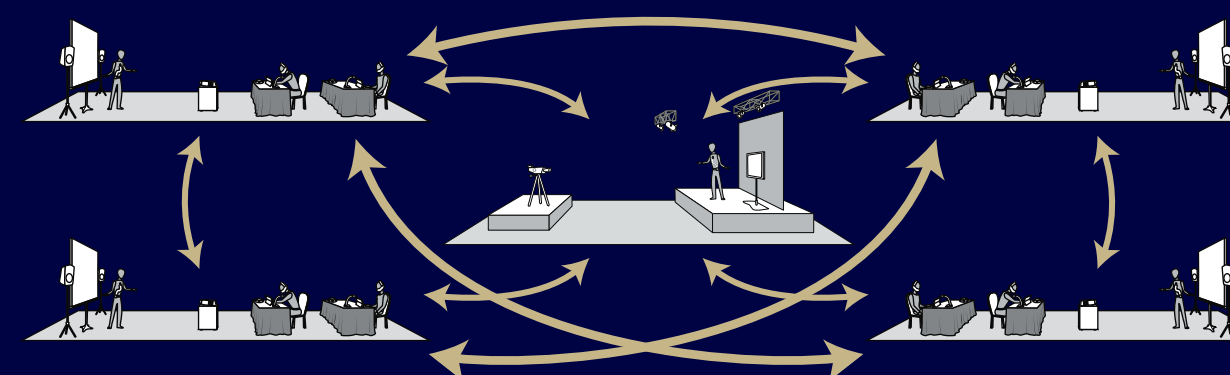
Ideal for a smaller group meeting in a single room at one venue. With physical distancing in mind, screen placement, sound reinforcement, and the ability to connect with others not able to physically attend will be key considerations.



### Design 2

#### Multi-room, Broadcast Communication

Accommodates large groups that may need to be split into multiple rooms at the same venue. Building off the technology in design one, broadcasting to multiple rooms will be critical and the use of digital tools that support two-way collaboration will add to the experience.



### Design 3

#### Multi-room/ Multi-venue, Networked Communication

For events that bring attendees from multiple venues and potentially multiple rooms together. The ability to have several presenters delivering messages to multiple audiences simultaneously will require a suite of technology solutions to make the experience feel as if everyone is meeting together as one.

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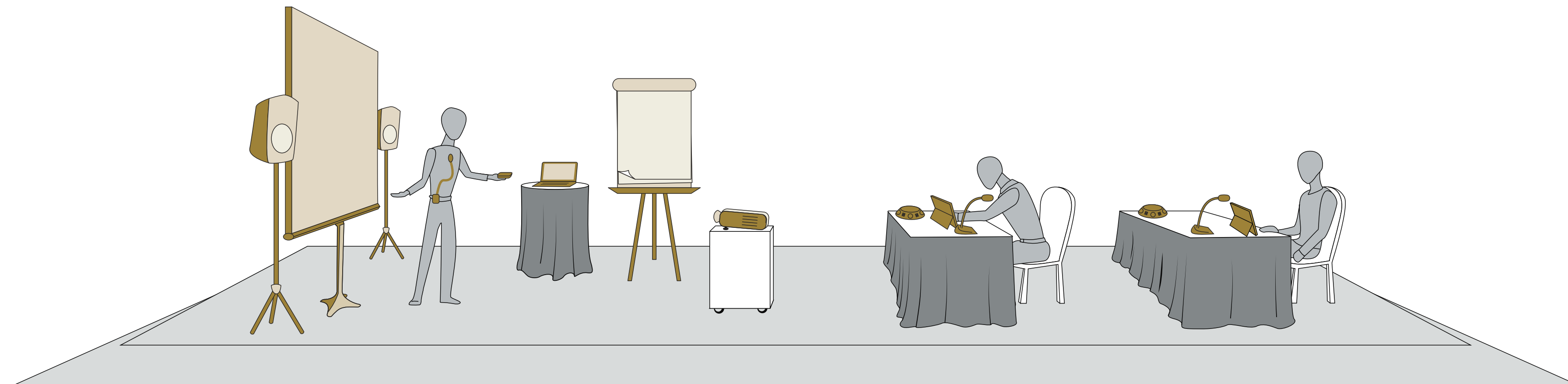
## Design 1

### One room

Design One represents an event taking place that requires just one meeting room at a single venue. This type of meeting has been at the core of our industry for years and will serve the needs of smaller groups with the option to add virtual components.

Examples of this type of meeting are local groups that are not traveling but still want the benefit of meeting in person; or groups coming in from other regions who want to adhere to current guidelines defining the size of group gatherings.

Design One will outline a meeting where participants can once again connect in person and can be scaled to size in accordance with evolving governmental and local venue guidelines. If anyone cannot attend in person for any reason, web-conferencing and recording technologies can be utilized to make sure everyone can **ALLMeetSAFE**.



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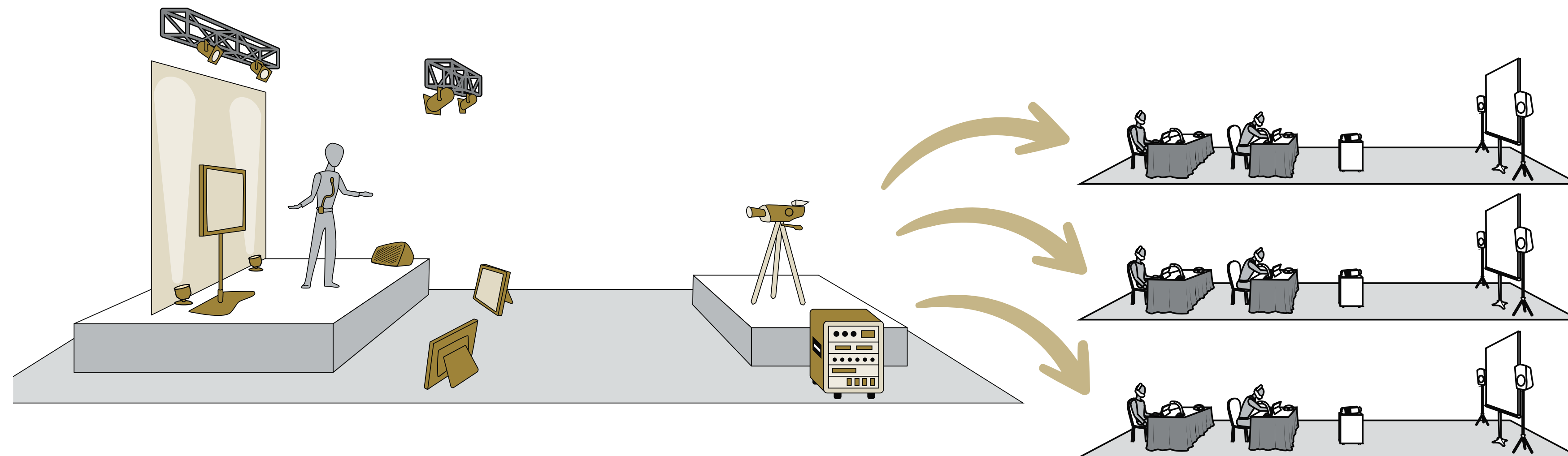
## Design 2

### Multi-room, Broadcast Communication

Design Two represents an event taking place that requires multiple rooms at a single venue. This type of meeting accommodates large groups split into multiple rooms. Building off the technology in Design One, connection between rooms will be critical and the use of digital tools for collaboration can add to the experience.

This meeting design ensures that larger groups separated into multiple rooms still have a unified experience.

A Design Two meeting also allows participants to connect in person and can be scaled to size in accordance with evolving governmental and local venue guidelines. If anyone cannot attend in person for any reason, web-conferencing and recording technologies can be utilised to make sure everyone can **ALLMeetSAFE**.





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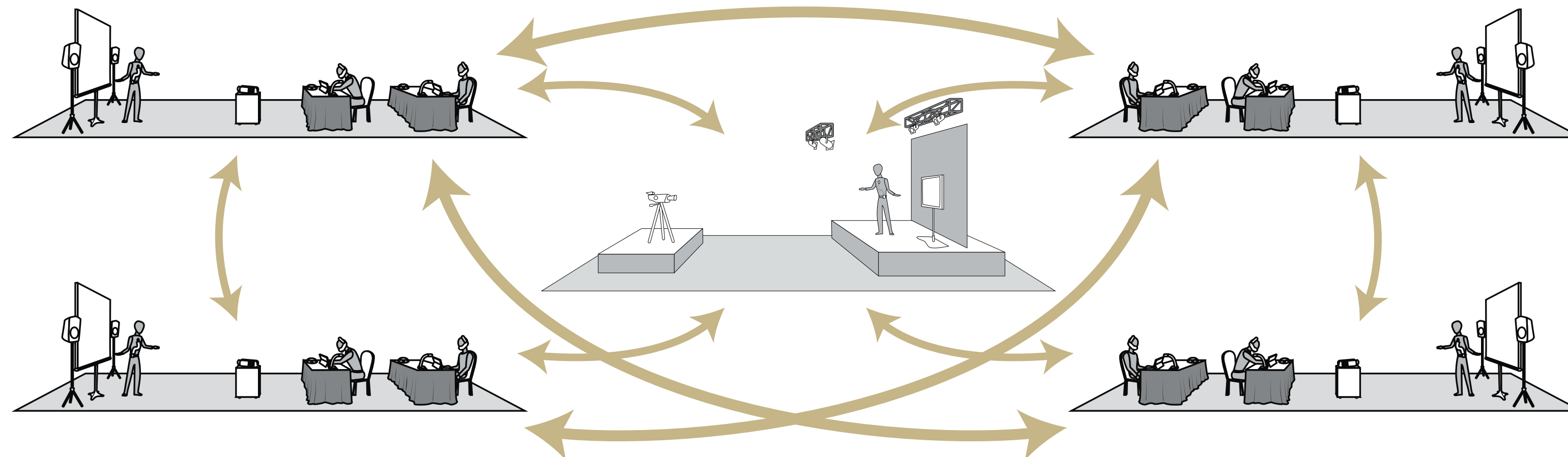
## Design 3

### Multi-room/ Multi-venue, Networked Communication

Design Three represents an event taking place that allows for multiple rooms at multiple venues. The ability to have several presenters delivering messages to multiple audiences simultaneously will require a suite of technology solutions to make the experience feel as if everyone is meeting together as one.

This type of meeting accommodates groups of all sizes split into multiple rooms at multiple venues and still facilitates a unified experience. Building off the technology in Design One and Two, connection between rooms will be critical and the use of additional digital tools for collaboration will enhance the experience.

A Design Three meeting also allows participants to connect in person in regional pods and can be scaled to size in accordance with evolving governmental and local venue guidelines. Should disruptions occur prohibiting a portion of the group's in-person participation, web-conferencing and recording technologies can be utilized to make sure everyone can **ALLMeetSAFE**.



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## MEETING ROOMS CAPACITY

Our meeting rooms and ballrooms offer prime, flexible space that range from 690 square feet to over 24,000 square feet.

This provides ample space for adherence to social distancing measures.

## SCAN QR CODE FOR VIRTUAL TOUR



FAIRMONT  
BALLROOM



STAMFORD  
BALLROOM



SKAI SUITES



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## 2. ROOM LAYOUT & TRAFFIC CONTROL

We will work with customers to design layouts with your safety and preference in mind.

To assist with the design process, we have created a few examples illustrating how meeting rooms might look as you return to having in person events.

There is little doubt that during the earliest phases of recovery, physical distancing will impact the room requirements.



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## Rendering Option: 25-persons Classroom

Physical Distancing Considerations:

- Attendee Spacing
- Ingress/Egress
- Aisle(s)
- Presenter Placement



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## CUTTING-EDGE TECHNOLOGY AT RAFFLES CITY CONVENTION CENTRE

Highlights include

- Technology on site to support virtual conferencing
- Icon-based control panel
- RCCC meeting app for convenient event assistance without interrupting the session or having to leave the room.



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## 3. TECHNOLOGY CONSIDERATIONS

This illustration highlights technologies that can help support these meeting designs. Beyond traditional items like projectors and screens, items to support sound reinforcement, recording, web-conferencing and digital tools for polling and Q/A should be considered.

- Drive up Collaboration
- Engage with your Audience
- Welcome in Remote Participants
- Capture your Event and Share



Traditional Projector and Screen



Delay Monitors for those in the back of the room



Add sound reinforcement when appropriate



Push to talk MICs to assist with everyone being heard



Reduce touch points by using wireless presenter tools like Click Share



Leverage web-conferencing to bring in remote participants



Digital Q/A or Polling Devices to assist with physical distancing measures.



Record your event for those not able to attend

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## 4. CLEANING GUIDELINES

### Equipment Considerations and Enhanced Cleaning Procedures

Meetings and events support more than ten million jobs worldwide. To help get the live event industry, event planners, and our teams back to work and begin the road to recovery following the COVID-19 pandemic, meeting safely will undoubtedly be a priority.

Raffles City Convention Centre and Encore are committed to providing a safe and healthful workplace for all team members, customers and business partners, empowering our team members with enhanced cleaning procedures and support in alignment with our commitment to safety. Implementing standards surrounding items that our customer and team members frequently encounter will be at the forefront of these enhanced cleaning procedures. As part of Accor, we have also implemented the ALLSAFE label and are following a set of stringent global cleanliness and operational standards that have been developed with and vetted by Bureau Veritas, a world leader in testing, inspections and certification.

The balance of this document will highlight the audio-visual cleaning procedures undertaken by Encore.

### Audiovisual Equipment Disinfection Recommendations

In this section, you will find recommended practices and solutions for the cleaning and disinfection of specific types of audiovisual equipment.

## HIGH TOUCH ITEMS CLEANED FOR YOUR SAFETY

- Cable
- Clicker
- E-Concierge
- Flip Chart Easel
- Flip Chart Markers
- Handheld Microphone
- Head Set Microphone
- Headphones
- Keyboard and Mouse
- Lapel Microphone
- Laptops/Computer
- Monitor
- Ops Desk Equipment
- Polycom Unit
- Push to Talk Microphone
- Projectors and Cart
- Radios and Other Comms Equipment
- Tablet
- Wireless Presentation Accessories (i.e. Clickshare) Power Strip

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## Workplace and Equipment Cleaning

Fairmont Singapore & Swissotel The Stamford remains committed to providing a safe and healthful workplace for all colleagues, customers, and business partners. With that, our colleagues will be required to follow the recommended guidelines with regard to general hygiene and disinfecting equipment between events. If your event should require a more enhanced cleaning solution, please reach out to our team.

## Meeting Space:

- Refresh (prior to event start) and strike:
  - ◇ Technician will use approved cleaners / disinfectants to clean all high-touch Encore equipment:

- |                                      |                        |                 |
|--------------------------------------|------------------------|-----------------|
| • Mics                               | • Radios               | • Headphones    |
| • Remotes / Clickers / Wireless Mice | • Encore Music Devices | • Polycom Units |
| • Faders / Dimmers                   | • Laptops / iPads      | • Power Strips  |
| • Flipchart Easel / Markers          | • Lectern surface      | • E-Concierge   |

- ◇ Technician will leave a cleaning verification card with their name and date the cleaning was completed



- ◇ Technician will meet guest in room prior to doors, make introduction, test equipment and verify cleaning
- ◇ All colleagues will comply with local guidelines and work in coordination with local venue plans pertaining to PPE use and distancing

## Office / Storage Space:

- Routine handwashing for at least 20 seconds with soap and water
  - ◇ Encourage cleaning of personal cell phones and personal tools on a routine/daily basis
  - ◇ Posters to be displayed for awareness and reminding team members:
  - ◇ International - WHO: <https://www.who.int/gpsc/5may/resources/posters/en/>
- Hand Sanitiser and approved chemicals should be available for colleague use in both office and storage rooms
- Daily High-touch items should be regularly cleaned using approved cleaners / disinfectants – avoid cross-use where appropriate
  - ◇ Light controls/switches, doorknobs and drawer/cabinet handles
  - ◇ Hardline phones, house phones, MOD phones and radios
  - ◇ Computers mouse and keyboard
  - ◇ Tools and equipment (shifter, pliers and Leatherman)
  - ◇ Lifters and ladders
- When handling equipment and cases, contact points should be cleaned using appropriate cleaners / disinfectants to include pushing / lifting points and handles



# THANK YOU

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[HTTPS://WWW.FAIRMONT-SINGAPORE.COM/MEETINGS-EVENTS/](https://www.fairmont-singapore.com/meetings-events/)

  
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