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***COVID-19 MANUAL***  
***AND***  
***CONFERENCE PROTOCOL***

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*Budapest, 14 September 2020*

## ***Introduction***

This manual seeks to inform our guests about the preparations for the Business Days 2020 conference, the on-site rules, recommendations and requests which aim at reducing COVID-19 related risks.

In the past few weeks we did our best to create a safe conference environment – in part by means of the rules that we have introduced – with the involvement of our partners.

Nothing can be as important as the health and safety of conference guests, so we have compiled the conference protocol that you can read on the next few pages in accordance with own expectations. We hope that thanks to the steps we have taken, we can create an environment for conference participants where they can focus on the high-level trade content and valuable networking opportunities that they got used to in former years. Our team believes that this year's conference is even more important than past ones, because it will give the chance to exchange views, share experiences and listen to visions for the future, all of which can be of great help to business decision-makers today, when basically everything is uncertain in the world around us.

## ***General pandemic prevention recommendations***

Following the health recommendations, measures and rules that seek to preserve the health of conference participants and to prevent the spreading of the pandemic is important for everyone concerned, it is in our interest and obligation to comply with the guidelines and basic principles laid down. The basic principles and recommendations are the following:

- Since we are talking about an illness that is similar to the common cold and the (seasonal) influenza which are airborne diseases, in order to prevent their spreading we must follow similar basic hygiene rules.
- Wash your hands regularly using soap, for minimum 30 seconds every time.
- If you can't wash your hands with soap, use an alcohol-based disinfectant hand sanitiser regularly (one with a bactericidal and virucidal effect).
- Cover your mouth and nose with a handkerchief when sneezing or coughing, or cough or sneeze into your elbow.
- Wear a face mask that covers your mouth and nose or a face shield, in accordance with the rules, and change or clean them regularly.
- Try to keep a distance of 1.5 metre between yourself and other people when talking.
- Don't shake hands or greet anyone with a kiss, do a head nod and say hello instead.

## ***Entry, registration and rooms***

This year participation in the event already starts outside the main entrance, so our recommendation to guests is to calculate with a 3-15 minute waiting time, depending on when they arrive. The morning hours are always the busiest, because this is the time when the most guests arrive on the given day, and the number of arrivals decrease as the day goes ahead.

If you arrive in the morning, please be aware that entrance will take longer than in former years. For instance if you might need to go to the toilet soon after your arrival, it is a better idea if you make a stop somewhere to do that before reaching Hotel Pelion.

In addition to the car park of the hotel, we are also renting another parking space for our guests, which is located at the crossroads that you reach before arriving at the hotel – signs will indicate its presence.

It would be the best if those guests used this parking lot who visit the conference with a day pass or who don't stay in Hotel Pelion, as they arrive here without luggage.

When you arrive, you will see two tents at the entrance, which you can reach by walking through an area that is cordoned off. This part you can't skip until you have a badge. Please enter the first tent with your own face mask on, and wait in the line at a distance of minimum 1 metre from the person in front of you.

Our colleagues will ask you to make a declaration about your COVID-19 risk status, for which we provide you with the related data processing information document. (We have attached the declaration form and the data processing information document, if you would like to fill it out in advance, you can do so; just don't forget to bring it with you to the conference. Furthermore, we ask those who arrive at the conference after 17.00 to bring the declaration form filled out, because they will need to hand it over to the security guard at the entrance before their body temperature is measured, who will check its contents in accordance with the regulation.)

Please use the hand sanitiser, with the assistance of our colleague, before filling out the declaration form.

While queuing, our colleagues will help you with downloading the Business Days WonderPass – this can be done by scanning a QR code – which you can use to connect to our online platform, where you can read the latest version of the conference's programme (and later download the presentations), sponsor materials and safety information.

The pens you can use to fill out the COVID-19 declaration form use ink that contains silver nanoparticles, which guarantees that they are bacteria-free.

If you give a positive answer to any of the COVID-19 risk questions in the declaration, you must present two negative tests or a certification by the authorities, which prove that your quarantine has already been lifted. Our colleagues will attest that you did present these documents; if you don't have these documents with you and for some reason they can't be e-mailed to you by a colleague or family member so that you can present them, unfortunately you won't be allowed to enter the conference even if you have paid the participation fee.

We would like to emphasise the fact that unfortunately the symptoms of hay fever and some of the symptoms of the COVID-19 disease are similar, which means that it is impossible to differentiate between them on-site. Please make a decision about your conference participation with this fact in mind.

Having made the declaration, one of our colleagues will assist you in applying to your hands a protection gel that contains silver nanoparticles, which will form an invisible glove until the next time you wash your hands – this means that pathogens will be unable to adhere to the skin on your hands, it doesn't matter what kind of surface you touch.

A second tent will also be waiting for you, where your body temperature is measured using a forehead thermometer (we have attached a document with detailed information about the thermometers used); you don't need to take off your face mask during this process either. If your body temperature is 37.5°C or more, our colleagues at the main entrance will take your

temperature again by using a contactless digital thermometer. In the case that the second measurement also indicates high body temperature, unfortunately you won't be allowed to enter the conference venue, in order to guarantee the safety of participants. Please leave the premises despite the fact that you have paid the participation fee.

After you have passed through the main entrance, you will reach a disinfection gate. Before you pass through this indoor gate, your wrist temperature will be measured and if it is below 37.5°C, you can move on to the disinfection gate that emits dry mist to disinfect your clothes, hair and skin in less than 5 seconds. (We have attached a document with more information about the disinfection gate.)

Once you have passed through the disinfection gate, you arrive at the registration desk, where you have to register – once again the pens you will be writing with use ink that contains silver nanoparticles. All of our colleagues will be wearing face masks and gloves everywhere at the venue of the conference.

This is also the place where you get your wristband – different colours for different types of passes, a badge with your name on it that can be useful when doing a bit of networking, your gift bags and your 'festival kit' that contains items you might need throughout the day, plus some more gifts. If you haven't done so before, you can download the Business Days WonderPass at the registration desk too.

If you need assistance in taking the gift bag you received at the registration desk to your car, our colleagues will be glad to help you. However, we think it would be best if you did this not upon arrival but when leaving; until then our colleagues will take care of the gift bags at the registration desk.

In addition to the gift bag, in the 'festival kit' that we have compiled for you there will be hand sanitiser, protection gel and facial tissue that contain silver nanoparticles, 4 face masks and other products. Please keep using them to protect your health!

If you need to leave the building after the registration process, you don't have to pass through the forehead temperature measurement gate once again when you return: by showing your badge, you can walk around the cordoned off area and our colleagues will let you back in the building, but at the disinfection gate your body temperature will be taken again and you must also go through the disinfection gate.

(In the case that you wish to take a look at the cars exhibited outside the main entrance or you have signed up for a test drive, the colleagues coordinating these programmes will provide assistance in leaving and entering the building.)

During the four days of the conference you can ask for and submit Chain Bridge Foundation information leaflets and donation forms at the registration desk. We would be honoured if you gave financial support to secondary schools students coming from a poor background.

After the registration you can move on to the reception desk of Hotel Pelion if you are staying in the hotel during the conference, and you can check into your hotel room. Every hotel worker will wear face masks and gloves when they are near the conference participants.

Hotel rooms will only be cleaned after your departure, in order to reduce the chances of pathogens brought in from the outside to the minimum. If you wish to have your room cleaned daily, please hang the cleaning request card on the door handle outside.

Since the hotel is practically fully booked, on the day of your departure please leave the room before 10.00! Don't leave your luggage in the hotel's storage room; put it in your car instead.

The air of the hotel's lobby will be circulated through a UV-C filter throughout the four days of the conference. This guarantees that if there are any airborne pathogens, they will be eliminated. (We have attached a document with information about the device and how it works.)

At the conference venue we will keep putting out contactless hand sanitisers, plus there is antibacterial hand gel in the festival kit too, so please use them regularly.

### ***Conference room, programme and presentations***

On the day before the conference starts, the conference room will undergo nanotechnology disinfection, thanks to which all the objects, pieces of furniture, the floor and every room item will be pathogen-free for a 10-day period. (In an attached document you can read more about the product and the vaporizer).

Instead of the 280 chairs that we used to place in the conference room in former years, there will be only 150 chairs inside, keeping members of the audience further from each other than usual.

With those guests in mind who don't wish to listen to the presentation sitting in the 150-seat conference room, there will be several large-size screens in the lobby, so that those who stay outside can watch and listen to what is happening inside, plus there will be an audio broadcast available on the terraces – some of which will serve as the designated smoking areas too.

In the lobby participants can sit comfortably on chairs or armchairs when listening to the presentations.

Conference participants are kindly asked to wear a face mask or face shield at all times in the conference room and basically everywhere inside the building, with the exception of those occasions when they are eating or drinking. Please pay attention to others when networking and if the person you are talking to asks you to wear a face mask, do so without delay.

There won't be tables in the conference room, with the exception of the first row in the audience, where instead of long tables single-person desks will be placed.

Technical staff and the hostesses – just like we, the organisers – will be at your service in the conference room wearing a face mask and gloves.

In the conference room every speaker, moderator and roundtable discussion participant will be using their own microphones. The technical staff is going to disinfect the devices during every break.

Conference participants from abroad can only be present if they have fulfilled their quarantine obligations and presented an exemption certificate before entering the venue. As for those international guests who live in Hungary, a simultaneous interpreting service will make sure that they can follow all of the discussions and presentations. The headsets they need to use will be disinfected each time they are returned to the technical team. These devices only work in

the conference room, so please sit in this room if you wish to listen to the English language interpretation.

In the festival kit our guests will find a notebook and a pen. If you are making notes, please take these items with you every time you leave the room during the breaks, together with all of your personal belongings, as our colleagues will collect every object left in the room and place them in a waste container, in order to prevent conference participants from touching someone else's objects.

There will also be award ceremonies held in the conference room. On these occasions the winners, the award presenters and our colleagues assisting them will be sitting on the left side of the room, in the first, second and third rows – their places will be designated with name cards – and the moderators will call them to the podium from here. Please greet and congratulate each other with a head nod, as we are in the middle of a pandemic situation. Having received your awards, first photos will be taken and then you can return to your seats, as there won't be group photos made this time. Because of the same safety reason we won't ask the jury members who are present to congratulate the winners on the podium.

During the breaks there will be messages displayed on the screens, calling your attention to the importance of keeping the COVID-19 rules.

Depending on the weather, we will regularly open the doors and windows of the conference room to let fresh air in. We won't be using the air conditioner in the conference room.

Due to the pandemic situation, there is no printed conference programme available this year. Participants can use the touchscreen digital totem installed next to the registration desk to access the regularly updated Hungarian and English language programme. Before touching the totem, please use the hand sanitiser from the festival kit, the one available at the registration desk or the antibacterial hand gel that contains silver nanoparticles that you find in the festival kit.

The regularly updated programme can also be accessed via the Business Days WonderPass, which you can download by scanning the QR code we send you on the day before the conference, scanning the QR code made available to you when entering the venue or scanning the QR code on the display next to the registration desk.

In the conference room presentations will be projected in Hungarian and English at the same time. On the screens in the lobby you will only get the chance to follow the Hungarian-language presentations. You will receive the code for each presentation download in the form of a push message once the presentations are uploaded to the platform.

It is worth keeping your Business Days WonderPass after the conference is over, as we will be sending you lots of useful information about the next Business Days conference in the months leading up to it.

Grabowski Kiadó Kft., the organiser of the Business Days 2020 conference wishes to protect the interests of its guests by not giving consent to making any kind of sound or video recording at the event, with the exception of businesses and sole traders that entered into a contractual relationship with Grabowski Kiadó Kft. for doing such work. Sound and video recordings made by them will be available to conference participants via the organisers, but Grabowski Kiadó Kft. won't monitor how they are shared following their first online or offline publication.

Registering for conference participation is public, conference participants agree to being featured in the recordings with their registration and conference presence. Conference participants are entitled to make a declaration that revokes their consent for being featured in such recordings or requests the limiting of their presence in them, without having to give any explanation. Such a declaration can be made personally in writing, at the registration desk of the Business Days 2020 conference in Hotel Pelion (Tapolca, Köztársaság tér 10.), between 10.00 and 15.00 on 22-25 September 2020, at marketing and event manager Sára Justin; the organisers are going to accept such declarations in full and without delay.

### ***Sponsor stands and stand visits***

We kindly ask those partners who will be present at the conference with a stand to make sure that the colleagues working at the stand disinfect it several times a day.

The colleagues at the stand – irrespective of what kind of product or service they are promoting – must wear face masks and gloves in all cases and at all times, when they are in interaction with conference participants.

At each stand there will be hand sanitiser or antibacterial hand gel available to guests and exhibitors alike, so please use them regularly.

If you have the opportunity to do so, use an electronic business card at the stand or when networking.

The stands can be visited between 8.30 and 17.30 in the first three days of the conference, and they are going to be open until 13.30 on the fourth day.

Guests can find all the sponsor information on the touchscreen sponsor totem installed next to the registration desk. Before touching the sponsor totem, please use the hand sanitiser from the festival kit, the one available at the registration desk or the antibacterial hand gel that contains silver nanoparticles that you find in the festival kit. Information about the sponsors can also be accessed via the Business Days WonderPass.

Just like in former years, the Hungarian selection of the POPAI POP competition will be part of the Business Days conference's programme. This year again only the conference participants will get the chance to evaluate the entries – the location will be the same, the POPAI Village – during the four days of the event.

### ***Meals, coffee breaks, evening programmes, shuttle buses and dress code***

Hotel workers and the product offering hostesses will wear face masks and gloves during the conference.

When they arrive at the conference, we will be waiting for guests with coffee, sandwiches, cakes and refreshments.

We are preparing for the coffee breaks with several snack bars and cafés at the entrance of the conference room and in many places in the lobby, so that guests don't need to stand too close to each other when queuing. In accordance with this, the drink selection will also be available in more places.

The majority of food will be served in portions, so please take them off the trays in their packaging.

In addition to glasses, single-use paper cups will also be made available.

Feel free to use the hotel's terraces during the breaks.

The majority of the main meals are going to be served in the restaurant situated on floor -1. Perhaps it is best if you approach the restaurant using the stairs and not the elevator. In the restaurant the tables and the chairs will be placed further apart than in former years – please don't move them during the meal.

If the restaurant seems to be too crowded for you, please have your meal sitting down at the tables in front of the pool bar or in the 500-seat tent in the garden, in any part of the day. The pieces of furniture in the tent are regularly disinfected, just like the ones in the restaurant.

In the restaurant the various dishes will be displayed in separate sections, and upon the request of guests the waiters will help in serving the food and drinks at the serving tables or the drink bars.

At the Thursday evening gala dinner maximum 8 guests will be sitting at the 10-12 seat round tables. The tables will be placed further apart than before. Unlike in former years, there won't be group photos taken at the award ceremonies, and the jury will be sitting among the guests and not on the stage during the ceremonies. Handshakes and kisses are to be avoided when presenting or receiving the awards.

Due to health protection reasons, this year there won't be a shuttle bus service between the conference venue and the places of accommodation in Sümeg during the day. We would like to ask our guests to use their own cars in this period. As for the evening dinners, there will be a shuttle bus service between Hotel Kapitány in Sümeg and Hotel Pelion in Tapolca. The timetable will be displayed at the registration desk and it will also be available via the Business Days WonderPass.

A subcontractor will take care of disinfecting the shuttle buses.

The dress code of the Business Days 2020 conference harmonises with the atmosphere of a real festival: it is sporty and stylish.

With regard to the present situation and the many restrictions and uncomfortable things you need to go through, we have decided to part with the elegant dress code for this year. It is needless to say that if any of you feels most comfortable wearing a suit or a formal dress, don't hesitate to show up in those.

However, those guests who will be receiving awards and have their photos taken, should probably dress a bit more smartly if they would like to use the photos later.

### ***COVID-19 action plan***

Although we, the organisers are taking all precautionary measures in cooperation with the hotel and our partners, certain situations might still occur at the conference. Below you can read our action plans for 6 different situations.

- Becoming ill within 14 days before the conference



In the case that any of the conference guests is quarantined by the authorities within 14 days before the conference, either because they have tested positive for COVID-19 or they are suspected to have caught the coronavirus, and we are officially informed about this, we are going to reimburse the participation fee in full. All the conference guest concerned needs to do is send a copy of the authority's decision via e-mail to the following address: [justin.sara@trademagazin.hu](mailto:justin.sara@trademagazin.hu).

- Impossibility of the event's performance

We are going to proceed as laid down in every sponsorship contract, registration confirmation and the announcement of the conference, which is as follows:

"At the time of organising the Business Days 2020 conference it can't be told when the COVID-19 pandemic is likely to end and there is no information available about prospective government measures that might affect the date of the conference. In the light of these facts if the conference's organisation and the services ordered can't be performed due to government measures or legislation passed before the date of the conference, the organisers (Grabowski Kiadó Kft.) shall reimburse the legislation/sponsorship fee to the participant (Customer) in full. Hereby the conference participant (Customer) acknowledges and declares that if the conference is cancelled because of reasons detailed above, they aren't entitled to claim for damages of any kind in addition to the reimbursement of the registration/sponsorship fee they have already paid."

- Interruption of the programme

We are going to proceed as described under the previous point, but with time-proportionate reimbursement only.

- Contact tracing notification

In the case that any of our guests is informed during the conference that they are featured on the list of contacts of a person who has tested positive for COVID-19, which means that they constitute a health risk for the other participants of the conference, they must leave the venue immediately and transmit the information by sending an e-mail to the following address: [justin.sara@trademagazin.hu](mailto:justin.sara@trademagazin.hu).

If this person is later tested positive for COVID-19, the organisers are entitled to make the list of conference participants who were there on the same day/days as the person in question available to the authorities, in line with the protocol of the National Public Health Centre, so that contact tracing can be performed.

If the authorities decide to impose quarantine and we are officially informed about this, we are obliged to reimburse the participation fee only time-proportionately, as the authority's measure qualifies as force majeure.

- Becoming ill

In the case that any of our guests identifies the symptoms of the coronavirus disease in themselves during the conference while staying at the Hotel Pelion, the hotel will provide a quarantine room for the patient who is suspected to have contracted the COVID-19 disease.

If such a situation occurs, we are going to proceed in line with the protocol of the National Public Health Centre.

We are going to inform the conference guests without delay.

In accordance with the protocol of the National Public Health Centre, the organisers are entitled to make the list of conference participants who were there on the same

day/days as the person in question available to the authorities, so that contact tracing can be performed.

If the authorities decide to impose quarantine and we are officially informed about this, we are obliged to reimburse the participation fee only time-proportionately.

- Becoming ill within 14 days after the conference

If within 14 days after the conference any of our guests is informed that they have been infected with the COVID-19 virus, and consequently they could have transmitted the virus to other conference participants, they must let us know immediately by sending an e-mail to the following address: [justin.sara@trademagazin.hu](mailto:justin.sara@trademagazin.hu).

In compliance with the protocol of the National Public Health Centre, the organisers are entitled to make the list of conference participants who were there on the same day/days as the person in question available to the authorities, so that contact tracing can be performed.

The National Public Health Centre (NNK) has established toll-free green phone numbers for answering coronavirus-related questions quickly and professionally: you can call 06-80-277-455 or 06-80-277-456.