Euskalduna a safe environment

Safety and support measures for clients against COVID-19

EUSKALDUNA
BILBAO

AENOR
PROTOCOLO
FRENTE AL COVID-19
EUSKALDUNA BILBAO

First Conference centre to achieve AENOR certification against COVID-19

Euskalduna a safe environment
Safety and support for clients

1. Complete renovation and a new more efficient F9 air filtering system.
2. Capacity reduction of all rooms and spaces in order to ensure the safety of people attending. Capacity reduction and special signage in toilets, lifts and common areas.
3. Additional signage for accessing Euskalduna Bilbao and in all indoor spaces to ensure the proper flow and access of people in accordance with existing regulations.
4. Control and availability of contacting all of the people attending activities in Euskalduna Bilbao in order to facilitate possible surveillance and control work by the health authorities.
5. Special safety protocols for workers, promoters, organisers and activity organisation staff.
6. Euskalduna Bilbao COVID-19 hygiene and disinfection protocol and specific actions before, during and after every event.
7. Safety and hygiene protocol for activities and technical equipment during the events. Use of disposable earphones for simultaneous translation services.
8. Support for organisers and promoters in creating special safety protocols for their activities.
9. Create new services for Euskalduna clients to meet the new technological needs and requirements such as registration, accreditations, streaming and videoconference services, wrapping, printing services, etc…
10. New catering and restaurant services for event organisers ensuring safety distances, served coffee and buffet services or packs.

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Event protocol

1 Euskalduna's commitments

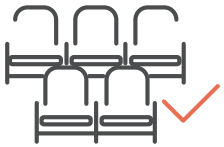
Euskalduna has strengthened its necessary hygiene measures:

1

Providing cleaning gel dispensers in the accesses to the building and entries into meeting areas.

2

Increasing the continuous cleaning of spaces and giving particular attention to elements such as door handles, handrails, partitions, etc.

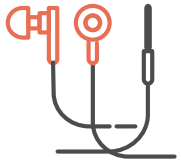


3

Suiting the capacity of the rooms in Euskalduna to current regulations.

4

Providing disinfected audiovisual equipment and material.



5

In case the meeting requires simultaneous translation, Euskalduna will provide single-use disposable earphones.

6

Establishing the selective collection of self-protection hygienic waste in common areas, toilets and the exit to the premises.

2 Recommendations for the event organiser

1

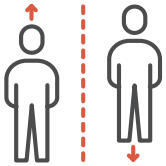
The organiser must have the details available in order to contact each of the participants to the event. Euskdalduna will offer a digital data collection service.

2

ZERO PAPER. Documentation delivery. The use of QR codes is recommended for downloading event documentation, thus preventing the use of printed material. Encouraging the development of events that are more sustainable.

3

Equipment and all kinds of materials to use. The organiser must provide disinfected material to ensure proper cleaning between each use.



4

In congress or corporate event exhibitions, two-way circuit flows or wider corridors with marked signals may be established.

5

The organiser shall draft a step outline of the event assembly, rehearsal and tear down, in order to prevent contact between staff during the different stages of the event and will be in charge of preparing an accurate schedule including the details of the contents to be communicated.

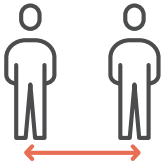
The organiser shall assign a person responsible for monitoring the assembly times, the stages and steps to subsequent collaborators and will act as interlocutor with the speakers and coordinate possible incidents.

There will be a telematics communication channel available between the organiser and support staff of the event in order to prevent any breach of safety distancing and regulations.

3 Participant obligations

Clean your hands before entering the building.

Wear a mask inside the building.



Keep a safety distance with others.

Euskalduna a safe environment

Room capacity

Floor			Euskalduna	Euskalduna COVID19	
			Maximum capacity of theatre	Maximum capacity of theatre/school	U-shaped meeting configuration
	AUDITORIUM		2164	400	
Floor 0	0A		150	55	21
	0B		613	300	
	0C		103	50	
	0D		305	85	18
	0E		435	144	26
	0BUSINESS		6		4
	HALL I	2.035 m²	1365		
	HALL I Exhibition	2.035 m²	974	400	
	HALL II	1.900/1.438 m²	1855/1420		
	HALL II Theatre	1.900/1.438 m²	1100/900	400/300	
	HALL II Exhibition	1.900/1.438 m²	929/710	400	
Floor 1	1A-ACCREDITATIONS		18		7
	1B		24		7
	1C		24		8
Floor 2	2EXTERIOR		215	65	24
	2VIP		22		10
Floor 3	3A		90	30	13
	3B		45	20	9
	3C		10		6
	3D		10		6
	3 Jauregia Restaurant	730 m²	450	135	
Floor 5	5A		86	22	12
	5B		45	20	9
	5C		10		6
	5D		10		6
	5E		20		6
	5F		20		8
	5G		20		6
	5H TERRAZA		120	55	20
	Terrace	220 m²	250	100	

Eskerrik Asko!
Thank You!
¡Gracias!

Eskerrik asko zuhurtziaz eta segurtasunez jokatzeagatik.

Thank you for behaving with care and safety.

Gracias por comportarse de manera prudente y segura.

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