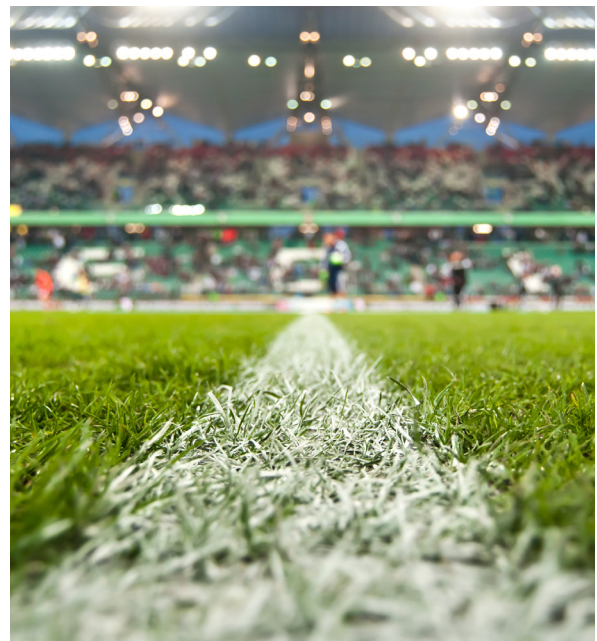


COVID-19 Recovery for Sporting and Entertainment Organisations

The COVID-19 pandemic has impacted the sporting and events sector, with ongoing disruptions resulting in event cancellations and disruption to the scheduled sports calendar. Efforts to reschedule events are further complicated by restrictions and strict guidelines imposed by federal, state and territory governments.

Marsh is supporting entertainment and sporting organisations in their response to the outbreak from an insurance, claims, and risk management perspective to assist in their return to “normal operations”. While existing risk management systems may not have been fully equipped to deal with a disruption of this scale, we are seeing many organisations adapt existing procedures to support their response to the ongoing pandemic.

As organisations enter the recovery-planning phase, there is an opportunity to review and update their risk management strategy to incorporate valuable lessons learned. In collaboration with a range of sporting organisations, we have collated a risk inventory of specific issues that sporting and events organisations should consider as part of the recovery planning process. This, together with the guidance available from the Australian federal, state and territory governments as well as the World Health Organisation (WHO) in respect to mass gatherings, will assist in assessing the risks for when sports and events are safe.



COVID-19 Recovery Areas for Consideration



HEALTH AND SAFETY

- Availability of personal protective equipment (PPE) for workforce, volunteers, and contractors.
- Training requirements for workforce.
- Specific COVID-19 H&S risk assessment.
- Volunteer management – availability of at risk groups.
- Deep clean schedules for venues.
- Regularity of cleaning and sanitising operations.
- Spectator communications prior to event relating to public health advice.
- Signage requirements.
- Additional hand washing and sanitising facilities for workforce and the public.



VENUES

- Density ratios/revised seating plans leading to limited capacity.
- Queueing arrangements – external and internal.
- Reconfigure stadium concourse and restrooms for physical distancing.
- Restriction on venue tours.
- Spectator and player transportation to and from the venue.
- Maintenance schedules at venue including statutory inspections still up-to-date.



FINANCIAL AND MANAGEMENT

- Venue use agreements – revisions to ensure venue compliance with national recommendations relating to COVID-19.
- Revision of ticket refund policy/terms and conditions.
- Liability insurance includes coverage for COVID-19.
- Extend/renew sponsorship and licensing contracts.
- Revision of HR policies and welfare support.



CATERING

- Pre-packaged automated concessions vs. self-serve.
- Caterers to comply with safety requirements.
- Hygiene safety – increased standards/revised policies and procedures.
- Workforce training policy on standards, monitoring, and compliance.



TECHNOLOGY

- Ticketless access – e-tickets vs. paper tickets
- Card only payment vs. cash payments.
- Screening technology required at entry.



EVENT OPERATIONS

- Employees/officials/volunteer availability.
- Staff wellbeing post lockdown.
- Changes to fixture lists/event dates and calendar alignment.
- Participants – country of residency/travel availability.*
- Pre-travel and pre-event health checks – exclusion of those with potential additional risks (comorbidities, medications, allergies).
- “New normal” work practices.



MEDICAL

- Screening requirements including temperature monitoring.
- Enhanced on-site medical teams.
- Isolation capabilities.
- Ambulance and paramedics availability.
- Protocols for suspected and confirmed persons with symptoms.
- Pre-event health declarations.
- Collaboration with local public health authorities.
- Medical waste arrangements and facilities.



TRAINING/PRACTICE FACILITIES

- Access control requirements.
- Catering arrangements – individual vs. team.
- Reconfigured changing facilities.
- Transportation to and from venues and accommodation.
- Athletes/participants – separation from officials, support staff, and spectators.



SUPPLY CHAINS

- Availability of venue vendors, suppliers, and contractors.
- Vendors/suppliers business continuity plans for workforce shortages.
- Handling of deliveries/overlay requirements.



SECURITY

- Emergency evacuation plans still fit for purpose.
- Law enforcement/stewarding availability.
- Access Control Support – refusal of entry due to medical screening.
- Virus tracing – tracking those in venue.

**The International Air Transport Association (IATA) provides detailed information relating to the travel situation in specific countries and the restrictions that are currently being applied due to COVID-19.*

Official Guidance

Organisations should regularly check for changes in official advice and guidelines from the federal, state and territory governments. This is particularly important as changes to restrictions are occurring intermittently; which has the potential to impact both sports and events at a local, national, or international level.

The WHO highlights five key factors in determining the risks relating to mass gatherings¹:

- 1 Will the event be held in a country that has documented active local transmission of COVID-19 (community spread)?
- 2 Will the event be held in a single venue or multiple venues/cities/countries?
Will the event include international participants (athletes and spectators) from countries that have documented active local transmission of COVID-19 (community spread)?
- 3 Will the event include a significant number of participants (athletes or spectators) at higher risk of severe COVID-19 disease (e.g., people over 65 years of age or people with underlying health conditions)?
- 4 Will the event include sports that are considered at higher risk of spread for COVID-19 (e.g., contact sports)?
- 5

The following official documents provide guidance to those undertaking risk assessments for their sports and events:

- [Considerations for sports federations/sports event organisers when planning mass gatherings in the context of COVID-19 – WHO](#)
- [Mass gathering sporting risk assessment – WHO](#)
- [Key planning recommendations for mass gatherings in the context of COVID-19: interim guidance - WHO](#)
- [Framework for Rebooting Sport in a COVID-19 Environment – The Australian Institute of Sport](#)

1 WHO (World Health Organisation). 2020. How to use WHO risk assessment and mitigation checklist for Mass Gatherings in the context of COVID-19. 20 March 2020. <https://www.who.int/publications/i/item/how-to-use-who-risk-assessment-and-mitigation-checklist-for-mass-gatherings-in-the-context-of-covid-19>

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CONCLUSION

As sports and events resume in a post-COVID-19 environment, it will be particularly important that all organisers are able to:

- Minimise the risk of transmission for all groups at their event;
- Have an ability to contact trace those attending their event; and
- Demonstrate close liaison with all their participants and the government including local public health authorities.

Marsh continues to work with all our sporting and event clients with regard to the risks of COVID-19. For further information or details of where we may assist you please contact the respective team.

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