

# Sample Communications

How to respond with members that agree or do not agree with the decision. *Tailor content to individual associations.*

## We ARE holding the event

### *Participant Agrees:*

(Association name) appreciates your support. Please know that we are following guidelines set forth by Government health agencies as outlined in the Responsible Conferencing in New Zealand best practices document. Your cooperation is greatly appreciated in following these protocols before and during our (meeting/event/outing).

### *Participant Disagrees:*

The health and well-being of participants is our top priority. In making the decision to move forward, we are following guidelines set forth by Government health & human service agencies as outlined in the Responsible Conferencing in New Zealand best practices document.

## We are NOT holding the event

### *Participant Agrees:*

We appreciate your support and look forward to seeing you at (event name) in the future!

### *Participant Disagrees:*

After careful discussion of every aspect of the meeting, (association name) has made the difficult decision to (postpone/cancel/move to virtual) the (event name). As excited as we were to put on this (meeting/event/outing) face to face, the public health and safety of our participants, staff, and volunteers outweighed any other considerations in our collective decision-making process. We appreciate the support and look forward to seeing you at (event name) in the future.

## **COVID-19 | Communications Messaging**

### **Contents**

Overview .....	2
Member Messaging .....	5
Staff Messaging .....	13
Additional Event Manager Messaging .....	16

## Overview

**How could Coronavirus Covid-19 impact the wellbeing of the people we work with (explore impacts for all stakeholder groups) and our operations?**

Stakeholder	Impact on wellbeing
Staff	Increased stress Financial pressures as they may be required to reduce their hours Potential illness/health issues, or that of a family member Potential school closures – many are mothers Potential isolation
Members	Increased stress Financial pressures caused by an inability to trade Potential illness/health issues, or that of a family or staff member(s) Potential school closures impacting staff Potential isolation Potential business failure (consultants)
Corporate members	Increased stress Financial pressures caused by an inability to trade Potential illness/health issues, or that of a family or staff member(s) Potential school closures impacting staff Potential isolation Potential business failure (consultants)
Sponsors	Less discretionary funds for sponsorship Increased stress Financial pressures caused by an inability to trade Potential illness/health issues, or that of a family or staff member(s) Potential school closures impacting staff Potential isolation Potential business failure (consultants)
Suppliers	Fewer staff Increased stress Financial pressures caused by an inability to trade Potential illness/health issues, or that of a family or staff member(s) Potential school closures impacting staff Potential isolation Potential business failure
Volunteers	Increased stress Financial pressures caused by an inability to trade Potential illness/health issues, or that of a family or staff member(s) Potential school closures impacting staff Potential isolation Potential business failure (consultants)

**What actions are we taking now and what actions will we take if needed for the wellbeing of the people we serve, and for business continuity?**

- Postpone or cancel events
- Investigate options for virtual events
- Create a place for members to discuss the issues they're facing
- Find relevant information to share with members to support them and their businesses.

**What messages should we be communicating with our team and stakeholders now to ease anxiety?** *NOTE: These must be based on information from official sources. Consistency in communication across our communities is key to reducing confusion and anxiety.*

- We're all in this together
- We will do our best to monitor the situation and respond as appropriate
- We are here to support you – tell us what you need
- Link people with official guidelines (e.g. [Ministry of Health](#) or the [WHO](#).)

**How can we reach out and offer help to the vulnerable people in our community and those who are self-isolating?** *Remember, we are all in this together.*

- Create a place for members to discuss the issues they're facing
- Link people with suppliers/other members – how??
- Link people with official guidelines (e.g. [Ministry of Health](#) or the [WHO](#).)

**What is our plan for communicating in the 'what if' situations? What are our messages for these situations?**

See below.

**What is our plan for if the media were to call? Who would respond? What messages would they communicate?**

- Case-by-case basis where it is appropriate to comment (determined by CEO/Comms Manager)
- CEO is primary spokesperson as per usual. XXXX and XXX remain primary spokespeople for their region/sector committee.

Key messages are:

- The health and wellbeing of our members and staff is paramount. We have chosen to postpone the upcoming Summit to Day/Date/Month.
- The future of other XXXX events will be determined on a case-by-case basis, following advice from health authorities and the situation with COVID-19 at the time.
- Many of our members have implemented policies that set a maximum number of meeting and event attendees. On this basis, we will be making a move to cap all events at 100 pax until necessary.
- We want to thank you for your continued support and encourage you to take care of yourself, your colleagues and your families – we are all in this together.

**What channels will we use to communicate, and can we access these from anywhere? Is there anyone we will need to reach directly via phone or at their address who may not have access to the primary channels we use?**

All channels can be accessed from anywhere, as follows:

Channel	Administrator
LinkedIn	
Facebook	
Twitter	
EDMs via ME	

**Who is responsible for sign-off of communications at our organisation?**

CEO/Comms Manager

**Who will be responsible for crisis communications if it is needed?**

CEO

**What else do we need to consider at our organisation? What or who might we have missed? Ask for input across your teams. Make sure your whole team is aware of your plan and how to respond appropriately.**

- Invoicing – chance of a drop in revenue
- Could we consider setting up a XXX closed Facebook group where members can have open and frank discussions? It could be a way of maintaining the connection with each other and the organisation. It could also potentially solve problems (e.g. developer needs X product but can't get it in from offshore, asks the forum and finds another option).
- Immediate action needed around virtual events – could be via XXXX in the first instance, then look to migrate to something else long term? Could send the link via email 15 mins prior to the event to ensure it is not on-sent too often? Will require an honesty system.

# Member Messaging

## Member Alerts

Messaging	Channels
<p><b>Sent:</b> 17/03/2020  <b>Subject:</b> XXXXX response to COVID-19</p> <p>Dear Members,</p> <p>Given the current situation with COVID-19 we wanted to take this opportunity to update you on the measures and precautions we are taking for upcoming events, and reassure you that we are following all advice and complying with the Ministry of Health recommendations.</p> <p>We understand the current outbreak is worrying, and we will be taking a pragmatic approach to ensuring the health and wellbeing of our members and staff remains our priority. We have made the following changes:</p> <p>77</p> <p><b>Summit postponed to Date/Month/Year</b></p> <p>Our Summit was scheduled for Wednesday next week. Although our numbers were below the 500 pax threshold recommended by the Government, we are committed to practicing “best host” and social responsibility and have therefore made the decision to postpone this event until <b>Date/Month/Year</b>. The health and well-being of our members, sponsors, speakers and staff are paramount. This decision was made with their best interests in mind and we look forward to delivering this outstanding event in <b>Date/Month/Year</b> and appreciate your support and understanding of the situation.</p> <p><b>XXXXX branch events</b></p> <p>With the exception of a site tour/seminar/panel discussion in <b>CITY</b> on <b>Date/Month/Year</b>, and the site tour/seminar/panel discussion on <b>Date/Month/Year</b> which are considered low risk, XXXXX will be suspending all event activity through <b>MONTH</b>, with the intention of resuming small events in <b>MONTH</b>. We are committed to providing our members with opportunities to be educated and informed and will work within restrictions to continue to provide this. Please be assured XXXXX is following all Ministry of Health recommendations and guidelines and ensuring our events are compliant, with our members well-being remaining our first priority.</p> <p><b>National events</b></p> <p>The future of other XXXX National events remain a huge member benefit and we remain committed to delivering these when appropriate. We will continue to update the membership with any further postponements.</p> <p><b>Events capped at 100 people</b></p> <p>Many of our members have implemented policies that set a maximum number of meeting and event attendees. On this basis, we will be making a move to cap all events at 100 pax until necessary. This policy will be reviewed as required and will work in conjunction with additional measures we have put in place to ensure attendee safety based on current Ministry of Health guidelines.</p>	<p>Via email + social  + news story</p>

**XXXXXX staff travel**

For the safety of our staff, we will be reducing domestic travel to essential journeys only and will make more use of video conferencing.

This is a fast-moving situation requiring that we respond quickly to a challenge quite unlike anything we have seen in New Zealand in modern times. Our priority is the health and safety of everyone we come into contact with, and we are committed to maintaining a safe, high quality service to you and our community of members at all times.

We are very fortunate that a significant portion of our workforce already work remotely, meaning we are on hand to support members throughout the country as the situation develops.

We want to thank you for your continued support and encourage you to take care of yourself, your colleagues and your families – we are all in this together.

Should you have any questions, please don't hesitate to contact us on PHONE NUMBER

Ngā mihi nui.

CEO

**Sent: 24/03/2020**

**Subject:** Member Alert | What does an Alert Level 3 and 4 mean for property?

**We are here for you**

In what feels like a whirlwind week, we want to reassure you that XXXXXX remains (remotely) open for business and that our team are here to serve our members.

**What yesterday's announcement means for members:**

- As of yesterday we are on an Alert Level 3, with a move to Alert Level 4 within 48 hours. Everyone is being asked to self-isolate for a minimum of four weeks from Wednesday.
- All non-essential services must now close their public facing offices and stores.
- Schools and early childhood centres (ECE) will be closed as of today but remain open for children of those in [essential services](#) until Wednesday.
- The Government, the Reserve Bank and the retail banks have agreed to significant support to businesses and mortgage holders with more details to come.
- Cabinet has agreed to
- Further preparations to support workers are being made as we move into Alert Level 4.

**Repercussions for XXXXX:**

- As of COB yesterday, all XXXX staff will be working remotely and both the XXXX and XXXXX offices will be closed. Fortunately, approximately half our staff are already remote workers, so we anticipate the disruption to be minimal.
- The government support package announced
- All scheduled Executive, Leadership and committee meetings have been cancelled and re-established as video conference calls.
- We have cancelled the planned
- We are currently confirming new dates for both XXXXConference and the XXXXX Awards and will update you as these are finalised.
- The 2020 Emerging Leaders Programme will be going ahead, with applications due to open in two weeks time. We encourage you to make the most of any downtime by extending your knowledge and networks.
- The advocacy team continue to work on BAU workstreams such as XXXXXXXXXX
- We are also working with the XXXXX Council/Institute/Association or XXXXXX to ensure their messaging is being heard by the public and the Government. **See today's media release here.**

We will continue to engage with the government to ensure the XXXXX is considered in any future economic support packages and that our industry is supported through this period of uncertainty.

In light of recent announcements and to ensure the health and wellbeing of our members, XXXXX has suspended all event activity for the immediate future and rescheduled several large events to the latter half of the year. We are committed to providing members with opportunities to be educated and informed and will work within restrictions and guidelines to continue to provide these services.

Our business is now exposed to a severe and existential threat. Over half our annual revenue is generated through XXXXXXXX. This revenue supports our workstreams, member services and wider team. More than ever, we need your support.

We are now working to pivot our business towards a digital future. Whilst challenging, this is an incredible opportunity for our organisation to innovate in response to your needs, and we welcome any suggestions for how we can evolve to the changing environment.

In the meantime, we send our best wishes to all members and encourage you to reach out if we can help in any way - at times like these it is important that we stand as one and work together.

He waka eke noa - *We are all in this together*

Ngā mihi.

CEO

On all event web pages where the event is going ahead

Messaging	Channels
<p><b>COVID-19 UPDATE</b></p> <p>In response to the recent COVID-19 pandemic, XXXXX reminds delegates to adhere to the Ministry of Health’s everyday preventative actions:</p> <ul style="list-style-type: none"> <li>• If you are unwell, please stay at home.</li> <li>• Do not attend if you have returned from any country except those listed in <b>Category</b>(excluding airport transit) or been in close contact with someone confirmed with COVID-19 in the last 14 days. Please also register your details with Healthline <a href="tel:08003585453">0800 358 5453</a> if you have not already.</li> <li>• You will note additional signage and hand sanitiser on site – we encourage all delegates to exercise good hand hygiene and cough etiquette.</li> </ul> <p>For further information <a href="#">click here</a>.</p>	<p>Event web page</p>

If an event is cancelled

Messaging	Channels
<p><b>*Event Name*: CANCELLATION</b></p> <p>In response to the recent COVID-19 pandemic, it is with much disappointment that we have made the decision to cancel the <b>*Event Name*</b> scheduled to take place in <b>*City*</b> on <b>*Date*</b>.</p> <p>As I’m sure you can appreciate, the health and wellbeing of our members and staff are paramount, and this is a decision that has not been made lightly.</p> <p>The future of other XXXXX events will be determined on a case-by-case basis, following advice from health authorities and the situation with COVID-19 at the time. For further information <a href="#">click here</a>.</p> <p><b>Event cancellation policy</b></p> <p>At this time, we draw your attention to our <a href="#">event terms and conditions</a> and, specifically, the clause around cancellation of events:  <i>If, for reasons beyond the control of XXXXX New Zealand, the event is cancelled, the registration fee will be refunded after deduction of expenses already incurred.</i></p> <p>With this in mind, we will be offering attendees <b>\$XX</b> refund with payment made back to the original credit card or by bank transfer for those payments made by direct credit.</p> <p>To receive this refund, please respond to this message by <b>5:00pm on *Date* 2020</b> with a scanned bank deposit slip so that the funds can be deposited. Should we not receive a response by this date, no guarantee of a refund will be made.</p>	<p>Via email</p>

<p>We want to thank you for your continued support and encourage you to take care of yourself and your families – we are all in this together.</p> <p>Should you have any questions, please don't hesitate to contact <b>*Name*</b> on <b>09 373 3083</b>.</p> <p>Ngā mihi nui.</p> <p><b>Event Manager</b></p>	
<p><b>*Event Name*:</b> <b>CANCELLATION</b></p> <p>In response to the recent COVID-19 pandemic, it is with much disappointment that we have made the decision to cancel the <b>*Event Name*</b> scheduled to take place in <b>*City*</b> on <b>*Date*</b>.</p> <p>As I'm sure you can appreciate, the health and wellbeing of our members and staff are paramount, and this is a decision that has not been made lightly.</p> <p>The future of other XXXXX events will be determined on a case-by-case basis, following advice from health authorities and the situation with COVID-19 at the time. For further information <a href="#">click here</a>.</p> <p>We want to thank you for your continued support and encourage you to take care of yourself and your families – we are all in this together.</p> <p>Should you have any questions, please don't hesitate to contact <b>*Name*</b> on <b>09 373 3083</b>.</p> <p>Ngā mihi nui.</p> <p><b>Event Manager</b></p>	<p>Event web page + social</p>
<p><b>To sponsors in the event of <b>cancellation</b>:</b></p> <p>Dear <b>*Name*</b>,</p> <p>As you are aware, the recent COVID-19 outbreak has caused significant disruption to the meetings and events industry. As host to over XX events per annum, XXXXX is not immune to this disruption.</p> <p>In light of recent announcements, XXXXX will be suspending all event activity through <b>MONTH</b>, with the intention of resuming small events in <b>MONTH</b>. We are committed to providing our members with opportunities to be educated and informed and will work within restrictions to continue to provide this. Please be assured XXXXX is following all Ministry of Health recommendations and guidelines and ensuring our events are compliant, with our members wellbeing remaining our first priority.</p> <p>Our business is now exposed to a severe and existential threat. Over half our annual revenue is generated through events, conferences and workshops that bring people together to connect and learn.</p>	<p>Via email from the event manager</p>

We are now working to pivot our business towards a virtual future. Whilst challenging, this is an incredible opportunity for our business to innovate in response to your needs and the needs of our members.

**\*\*this part will need to be amended to suit the situation\*\***

**If a one-off sponsorship where the event has not been held:**

As the **\*Event Name\*** is no longer able to go ahead, we will be offering you a full refund/open to discussion of postponement/could transfer to XXXX event in **MONTH** of your sponsorship fee. For a Refund Payment will be made back to the original credit card or by bank transfer for those payments made by direct credit. To receive this refund by direct credit, please respond to this message by **5:00pm on \*Date\* 2020** with a scanned bank deposit slip so that the funds can be deposited.

I want to thank you for your continued support of the XXXXX and the membership. We invite you to an open discussion on **DATE/TIME** contact me should you have any questions.

Kind regards,

**Event Manager**

**\*\*OR\*\***

**If part of an annual sponsorship where one event has not been held, but where others may still be held at a later date:**

Although **\*Event Name\*** is no longer able to go ahead, we plan to continue to hold events in the latter part of the year. Hence, we ask that you continue your support, just as we will continue to support and promote your commitment to XXXXX during this time. Should you choose to continue our partnership, our focus over the next few months will be on giving you as much value as possible through any channel we have available.

If disruptions continue and events are not able to be held, we will review the contract and credit you for any opportunities missed.

We know that businesses are likely to be hurting at the moment, and of course understand if the option to stand by this commitment is not available to you. Please let me know if this is the case.

I am keen to hear whether you are happy to proceed on this basis and am more than happy to answer any questions you may have.

Kind regards,

**Event Manager**

If an event is postponed

Messaging	Channels
<p><b>*Event Name*: POSTPONED</b></p> <p>In response to the recent COVID-19 pandemic, it is with much disappointment that we have made the decision to postpone the <b>*Event Name*</b> scheduled to take place in <b>*City*</b> on <b>*Date*</b>.</p> <p>As I'm sure you can appreciate, the health and wellbeing of our members and staff are paramount, and this is a decision that has not been made lightly.</p> <p>The <b>*Event Name*</b> will now be taking place on <b>*Date*</b> at <b>*Venue*</b>. As difficult as this decision was to make, we must do the right thing by our members and the wider public. As planning continues, we will be working with speakers, sponsors and members to investigate all measures necessary to ensure a safe event can proceed.</p> <p>The future of other XXXXX events will be determined on a case-by-case basis, following advice from health authorities and the situation with COVID-19 at the time. For further information <a href="#">click here</a>.</p> <p>Should you have any questions, please don't hesitate to contact <b>*Name*</b> on <b>00 66 66 66</b>.</p> <p>Ngā mihi nui.  <b>Event Manager</b></p>	<p>Via email + social + event web page</p>
<p><b>NATIONAL SUMMIT POSTPONEMENT:</b></p> <p>Dear <b>*Name*</b></p> <p>In response to the recent COVID-19 pandemic, it is with much disappointment that we have made the decision to postpone the Summit scheduled to take place in XXXX next Wednesday 25 March.</p> <p>Although our numbers were below the XXX pax threshold recommended by the Government, we are committed to practicing “best host” and social responsibility and have therefore made the decision to postpone this event until <b>DATE/MONTH/YEAR</b>.</p> <p>The health and wellbeing of our members, sponsors, speakers and staff are paramount. This decision was made with their best interests in mind and we look forward to delivering this outstanding event in August and appreciate your support and understanding of the situation.</p> <p>We are committed to providing our members with opportunities to be educated and informed and will work within restrictions to continue to provide this. Please be assured XXXXX is following all Ministry of Health recommendations and guidelines and ensuring our events are compliant, with our members wellbeing remaining our first priority.</p>	<p>Via email from Catie + web pages + social</p>

<p>Should you have any questions, please don't hesitate to contact me on 00 66 66 66.</p> <p>Ngā mihi nui. Events Manager</p>	
<p><b>To sponsors in the event of postponement:</b> Dear <b>*Name*</b>,</p> <p>As you are aware, the recent COVID-19 outbreak has caused significant disruption to the meetings and events industry. As host to over 80 events per annum, XXXXX is not immune to this disruption.</p> <p>In light of recent announcements, XXXXX will be suspending all event activity through <b>MONTH</b>, with the intention of resuming small events in <b>MONTH</b>. We are committed to providing our members with opportunities to be educated and informed and will work within restrictions to continue to provide this. Please be assured XXXXX is following all Ministry of Health recommendations and guidelines and ensuring our events are compliant, with our members wellbeing remaining our first priority.</p> <p>Our business is now exposed to a severe and existential threat. Over half our annual revenue is generated through events, conferences and workshops that bring people together to connect and learn.</p> <p>We are now working to pivot our business towards a virtual future where you will find other possibilities for exposure. Whilst challenging, this is an incredible opportunity for our business to innovate in response to your needs and the needs of our members.</p> <p>Although <b>*Event Name*</b> has been postponed, we very much plan on delivering this event in <b>*Month*</b>. Hence, we ask that you continue your support, just as we will continue to support and promote your commitment to XXXXX during this time. Should you choose to continue our partnership, our focus over the next few months will be on giving you as much value as possible through any channel we have available.</p> <p>If disruptions continue and events are not able to be held, we will review the contract and credit you for any opportunities missed.</p> <p>We know that businesses are likely to be hurting at the moment, and of course understand if the option to stand by this commitment is not available to you. Please let me know if this is the case.</p> <p>I am keen to hear whether you are happy to proceed on this basis and am more than happy to answer any questions you may have.</p> <p>Kind regards, <b>Event Manager</b></p>	<p>Via email from the event manager</p>

## Staff Messaging

Sent 17 March 2020

Messaging	Channel
<p><b>Subject:</b> COVID-19: Keeping Our Workplace Safe</p> <p>Over the last few days more information, advice and restrictions have come to light about COVID-19, and the impact of this global pandemic is becoming wider and more intense. Kiwi businesses and families are already struggling to make sense of it. Everyone is, no doubt, wondering what's coming and how this will unfold in the next few weeks and months. Amidst the uncertainty, one thing is certain; we're all going to need to make good decisions and plan on our feet as we navigate this.</p> <p>From a national near-crisis over toilet paper, to the kindness of people coming together to support others, we're reminded that we need each other (and a few other essentials!) in troubling times.</p> <p>We're closely monitoring the situation and know that misinformation and fear can spread more virulently than the virus itself, and we want to discourage false information from circulating. If you're looking for trusted, up-to-date information, we recommend visiting the specific coronavirus websites of the <a href="#">Ministry of Health</a> or the <a href="#">WHO</a>.</p> <p>We understand the current outbreak is worrying, and we want to take a moment to share the ways we can all help keep the workplace safe, as well as the steps we'll take as an organisation if and when necessary.</p> <p>As other countries have shown, effective preparation and good hygiene are key to slowing the spread of infection:</p> <ul style="list-style-type: none"> <li>• <b>Stay home if we are sick</b> If you experience cold, flu-like symptoms, or simply a running nose, please stay home. Because the coronavirus produces cold-like symptoms in 80% of infected individuals, it's important to remain at home when ill regardless of how mild your symptoms are. If you are unwell, this is considered sick leave, annual leave or unpaid leave.</li> <li>• <b>Refrain from visiting the workplace after travel</b> In line with the recent announcement over the weekend, please do not come into the workplace for 14 days if you've travelled internationally, whether the trip was business-related or for personal travel.</li> <li>• <b>Stay home if we've had contact with a potentially infected person</b> The virus spreads easily from person to person. Please stay home for 14-days if you've had contact with a confirmed case or potentially infected person. This includes persons returning from high-risk countries.</li> <li>• <b>Refresh ourselves on proper cough and sneeze hygiene</b> Cover your nose or mouth with a tissue or your elbow — not your hand — and discard the tissue immediately after.</li> <li>• <b>Wash our hands regularly</b> Proper hand washing remains the best way to prevent transmission of the virus. Wash your hands after using the restroom, touching your face, eating, drinking, coughing, or sneezing, and at regular intervals throughout the day. Use warm soapy water and wash your hands for at least 20 seconds, or the time it takes to</li> </ul>	<p>Email</p>

sing “Happy Birthday” twice. Alternatively, alcohol-based hand sanitiser is effective as well.

- **Stop touching our faces**

Fomites — objects that we commonly touch — are the main way the disease is spreading. Reduce the chance of transmission from a fomite, like a doorknob, by keeping your hands away from your eyes, nose, and mouth.

- **Rely on virtual communication when possible**

We are fortunate to have already invested in communication systems that allow us to work remotely, please feel free to utilise Skype video conferencing or phone calls in place of face-to-face meetings.

- **Stay healthy**

Healthy individuals are less susceptible to illness. Keep yourself healthy by getting this year’s flu vaccine, eating well and getting enough sleep.

In turn, the measures we’re taking as a company will be:

- **Increase supplies of hygiene products**

- **Asking all staff to be prepared**

We ask that all staff please ensure they take their laptop and any information required to do their jobs home with them each evening. This will ensure we are prepared should wider scale social distancing become mandatory.

- **Keeping up to date with announcements**

At this stage, all we can do is follow advice from officials. The health and wellbeing of our staff and our members is paramount at this time, and we will be closely monitoring the situation and adhering to all Ministry of Health and government recommendations.

Of all these measures, we cannot stress enough the importance of staying home when you’re sick. Please do your part to keep everyone safe and healthy by refraining from coming into work with symptoms even if you “feel fine.” We encourage you to use your sick leave or annual leave or speak with your manager if special leave is required.

To assist with keeping you informed at this time, we have put together a Q&A document ([attached](#)) to help guide you through possible scenarios and provide resources where appropriate. As always, please contact your manager with any questions or concerns.

I want to thank you for your continued support and encourage you to take care of yourself, your colleagues and your families – we are all in this together. While we know the situation can seem all-consuming at times, we are here to lead and serve our community of members and will continue to do so with authenticity, integrity and optimism.

Ngā mihi nui.

CEO

## Media Messaging

Messaging	Channels
<p>MEDIA RELEASE: 18/03/2020</p> <p><a href="#">COVID-19 economic support package welcomed by the property sector</a></p> <p>“We applaud the Government for moving swiftly on the COVID-19 XXXX,” says CEO, of XXXXX New Zealand.</p> <p>“Our members are very pleased to see XXXXX for XXX, a policy change that we XXXXXX.</p> <p>“Yesterday’s announcement was a great start, to keeping New Zealand safe. We will need further support to deal with the crisis period, to foster a strong recovery and to help our economy grow.</p> <p>“With every crisis comes opportunity, and the XXXX industry has a big role to play in lifting the country out of recession during these uncertain times.</p> <p>“As an industry we must take this opportunity to work with the Government to develop policies that allow us to XXXXXX. If we work together, we could re-set years of XXX and XXXX, emerging to be better placed to face the future.”</p> <p>XXX says the Association/Institute/Council will be working with the Government over the coming months to ensure that the voice of the XXX industry is considered as any further support packages to the business sector are developed.</p> <p>“With the Government battling to deal with both a health crisis and an associated economic one, our XXXXX work is critical at this time.</p> <p>“We have issued an open door to policy makers and will be providing regular feedback on the changing market conditions.</p> <p>[ENDS]</p> <p>Story links: &gt;</p>	<p>Sent via media release</p>

# Additional Event Manager Messaging

## Denial of Entry

If the Secondary Screening confirms that the participant has a temperature above 37.8°C and/or is displaying or complaining of the known symptoms of the pandemic, the participant may be denied entry to the property and be directed towards medical care and provided with resources and recommendations based on Government and local health authority guidelines.

A Security Supervisor might collect basic participant information including the Health Declaration, names of room shared, close contact guests in their traveling group, and the participant's travel history.

If a participant refuses to provide information or cooperate with Security, the participant may be denied entry to the property.

Participants who are displaying the symptoms should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

## Addition to Speaker briefs

Please Note: we will be implementing the additional Contact tracing during registrations. *So, we would really appreciate it if all speakers could meet 15 minutes before the registrations thus to focus on you our panelists before registration starts.*

Please arrive at the venue at XX.XXam/pm for the speaker briefing. XXX Event Manager will be at the venue to meet you all and address all your requirements in order to deliver an excellent event.

## Addition to Registration

Additional Contact Tracing measures will be in place during registrations please feel free to use your NZ COVID Tracer from the Ministry of Health. This app allows you to create a digital diary of places you visit by scanning the QR code which will be on display at the entrance. Protecting yourself, your colleagues, and the community.

## Cancellation or Postponement

**It may be necessary for us** to alter the times, dates, itineraries or speakers of the conference by notice to you at any time. In the unlikely event of cancellation of the conference, the maximum liability of XXX is limited to a refund of the conference registration fee with no additional liability for travel costs, hotel costs, or any other costs or expenses whatsoever.

In the unlikely event of cancellation or postponement of the conference due to circumstances beyond XXX reasonable control including, but not limited to, acts of terrorism, war, acts of God, pandemics, and natural disaster, XXX cannot be held responsible for any cost, damage or expense which may be incurred by registrants as a consequence of the event being postponed or cancelled.

## COVID-19

The event managers will use the information provided in your registration for COVID-19 contact tracing if necessary. You should not attend XXXX if you are unwell, have had contact with anyone suffering from COVID-19 or if you need to be in isolation for any reason. Please refer to the [COVID-19](#) website for details about the current alert level. The event organisers will take all steps recommended by the [Ministry of Health](#) but accept no responsibility should an outbreak of COVID-19 happen at/result from the event.

### Sample Waiver

Waiver of liability on registration materials

"I \_\_\_\_\_ agree that by registering for \_\_\_\_\_ I will indemnify and hold harmless \_\_\_\_\_ (Association), its volunteers, employees, and others working on behalf of \_\_\_\_\_ (Association) against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed, or recovered against or from \_\_\_\_\_ (Association), including loss of life, as a result of the pandemic."

## Event going Ahead

Kia Ora

With NZ now in Alert Level 1 planning is on track for the 2020 Conference. Despite this hard-earned status, the safety and comfort of all those attending (or considering attending) the 2020 Conference in xxx remains the utmost importance to <your organisation>. For this reason, <your organisation> has opted to make a commitment to voluntary best practices recently developed by NZ event industry bodies in accordance with MoH guidelines for the 2020 Conference and all related networking events. [Click here for more information on this new voluntary code.](#)

Our Event Organiser and Executive Committee is continuing to closely monitor the situation and working with our venue and suppliers to ensure the safety of our attendees, speakers, exhibitors, and staff. This, as always, remains our number one priority.

We hope that you will join us in xxx this November.

Please don't hesitate to email any additional questions to xxx or phone the xxx office on xxxx .

Ngā mihi nui,