



DMC N O R D I C

DENMARK ESTONIA
NORWAY SWEDEN

STAY NORDIC COOL, LEAVE INSPIRED!



Health & Safety Standards



April 2021
Edition

Our Job Is Taking Care of You!



KEEP YOUR
DISTANCE



CARE FOR
OTHERS



WASH YOUR
HANDS

It goes without saying that your safety and confidence are our top priority, while you are being a guest in any of our destinations – always.

At DMC Nordic, we are very professional and very experienced in planning, handling all types and sizes of events. It applies whether you are attending a meeting, conference, enjoying a nice high-end incentive program, or simply enjoying any of our destinations for one day as part of your cruise itinerary. We have initiated and implemented procedures securing your safety and of course our staff as well. All flows and procedures are thoroughly considered and tested, and we are in an ongoing dialogue with all our suppliers, making sure that they always follow guidelines issued by relevant local authorities and are taking the necessary precautions in accordance with their recommendations.

DMC Nordic only works with suppliers that abide by appropriate health and sanitation protocols. It is what our organization is all about! Our first job is taking care of our clients, so our guests can concentrate 100% on enjoying their stay in our lovely destinations and on the other hand rest assured that we are in 100% control of all health and safety issues on all premises. We all have a great responsibility to avoid the spreading of Coronavirus/COVID19 and to follow the health authorities' recommendations. Consequently, if you have the typical symptoms of having been infected with Coronavirus/COVID19, such as a sore throat, general discomfort, muscular pain, and possibly a dry cough and fever, you must remain at home.

Onsite Staff Management

- Ongoing training is always provided for all our employees and onsite staff, regarding the updated health and sanitation policies. All staff are carefully educated in recommendations and guidelines issued by local health authorities in connection with Covid-19.
- We will establish a special operational team specifically conducting health efforts during the execution of events.
- In case a staff member or a guest at a hotel, or event facility, shows symptoms of Covid-19, we have clear procedures for handling these situations. We will immediately establish contact with the health authorities and act accordingly, based on recommendations and guidelines.
- All DMC Nordic employees (including freelancers) will wear masks on all programs and site visits if requested by local health authorities or the client.
- All DMC Nordic employees (including freelancers) are advised that they are not allowed to show up for work if displaying any of COVID-19 symptoms – even mild ones. Should one of the staff members develop any of the symptoms during the program or site visit - replacing staff will be immediately arranged.



Health & Sanitation Standards, While Using Transport Services



- DMC Nordic only works with suppliers that abide by appropriate health and sanitation protocols.
- All drivers take all reasonable precautions to ensure a safe environment – always.
- Based on the requirements of local health authorities, transportation proposals will provide reduced capacity options for buses and private cars/vans.
- Group loadings will always be staggered
- Vehicles will be sanitized before and after use
- Based on the requirements of local health authorities, all drivers will wear masks on all programs and site visits.
- All drivers are advised that they are not allowed to show up for work if displaying any of COVID-19 symptoms – even mild ones. Should one of the drivers develop any of the symptoms during the program or site visit - replacing drivers will be immediately arranged.

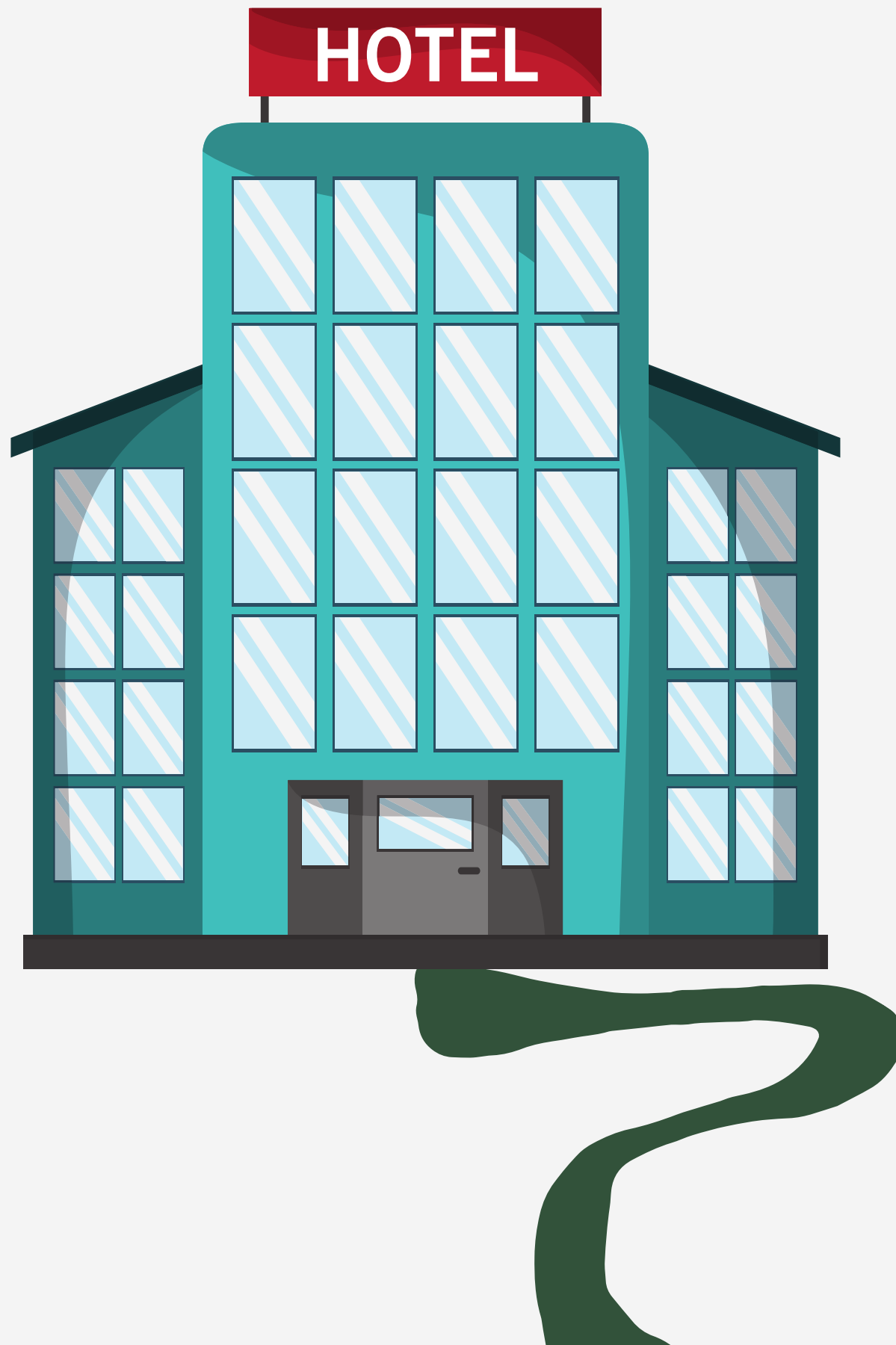
Health & Sanitation Standards, While Attending Meetings & Events

- Our expertise and experience in crowd management are significant no matter the size of the group.
- We are committed to always inform all our clients about guidelines and other important details prior to events. Matching expectations is very important ensuring that all involved parties know exactly what is going to happen and that the event will be executed according to the plan.
- We will only offer venues, which have sufficient space based on event requirements and will comply with the guidelines from the authorities.
- The two most important precautions in connection with Covid-19 are social distancing and the number of people per square meter; We will make sure there is sufficient space at the offered venue and that venue always complies with the guidelines from the authorities. Some examples could be:

1. The extra distance between the seats in meeting rooms
2. Streaming between meeting rooms.
3. Participants are split into timeslots.

We are dedicated to building safe setups, without affecting the quality of the event. Visible signage with clear illustrations and instructions will be always used.





Health & Sanitation Standards, While Staying At Local Hotels

- At local hotels, housekeepers follow strict guidelines to avoid cross-contamination between rooms. Your room will be uniquely yours.
- Rooms are first cleaned and afterward disinfected, making sure that all surfaces are clean, by taking extra care of touchpoints such as remote control, door handles, telephones, and hairdryers to mention some.
- In the public areas, hotels have the same procedure where cleaning rounds are done frequently.
- In the hotels' restaurants/bars and terrace areas, some hotels have chosen to laminate the menus in order to be able to disinfect in-between every new guest.
- In general, hotels also have disinfection dispensers on the tables.
- All foods are carefully prepared with strict attention to hygiene.
- Dinner tables are arranged with a distance of where food is served at the table.
- We will always recommend hotels that abide by appropriate health and sanitation protocols and are able to offer sufficient capacities, based on actual group size so all guests will feel safe and comfortable.

Health & Sanitation Standards, While Dining At Local Restaurants

- All food and drinks are prepared according to guidelines determined by the local health authorities
- No buffet food serving options will be offered at the restaurants. All food will be individually served.
- Restaurants and cafés, etc. will make sure that there will be a certain distance between dining guests, as advised by local health authorities.
- We will offer outdoor seating options, where appropriate and requested by the client
- Increased food hygiene protocols have been introduced by local restaurants, including food hygiene self-assessment processes, food handling processes, and sanitary conditions.
- DMC Nordic only works with suppliers that abide by appropriate health and sanitation protocols.



We Pay Extra Attention On F&B At Local Venues & Hotels



- The food is still made with love, however now delivered directly from the kitchen, deliciously portioned to be served in the meeting room or in hotels' restaurants– and for you only. The same applies to morning and afternoon breaks where healthy snacks will be served.
- Coffee and tea will still be available all day and freshwater supplies will be placed in the meeting room.
- We will make sure that local vendors have of course secured sufficient distance between you and other guests in the house during the day for your safety, based on recommendations from the local health authorities.
- In addition, we make sure that local vendors comply with the following guidelines by local authorities:
 - a. Frequent disinfection of all surfaces in the hotel and of course in your meeting room before and during your meeting.
 - b. Sanitizer dispensers can be found in all central areas of the hotel i.e. at the front desk, outside the elevators, and next to the coffee stations.
 - c. Frequently airing out the meeting room.
 - d. Items such as pens and note pads are removed from the meeting room, if you need them please ask the staff.
 - e. Visible distance indications in critical areas.
- All our guests can remain confident that we are showing constant care in order to avoid and mitigate any risk so that your event, or the event you might be attending, will remain the good and safe experience you expect.

Health & Sanitation Standards, While Visiting Local Museums

As a guest at any of the local museums, your safety is absolutely crucial to us. All local museums, churches, and recreation areas follow the health authorities' recommendations and guidelines and have introduced a number of measures that make visits safe and sound.

- Please note that, if advised by local health authorities, you must wear a face mask when visiting local museums and churches. If you visit cafés, you can take off your face mask once you have sat down.
- All museums make sure that clear visible signs are placed all around the exhibition halls indicating how many people may be in the individual rooms.
- Books, iPads, exhibition leaflets, pads, pencils, and other communication objects have been removed from the audience areas.
- Hand sanitizers are available at all museums, churches, and other recreational areas.
- Extra attention is paid to cleaning. Interfaces that are exposed to frequent contact are cleaned several times during the day.
- The cafés and shops at museums follow the authorities' guidelines. Keep an eye out for signs indicating how many people are allowed inside at a time.



For more detailed information regarding COVID-19 situation within our destinations please visit following local government pages

Norway

The Norwegian Institute of public Health

<https://www.fhi.no/en/>

Sweden

Swedish public health agency

<https://www.folkhalsomyndigheten.se/the-public-health-agency-of-sweden/>

Denmark

The Danish Health Authority

<https://www.sst.dk/en/English/Corona-eng>

<https://en.coronasmitte.dk/>

Estonia

Estonian Government's COVID-19 crisis related page

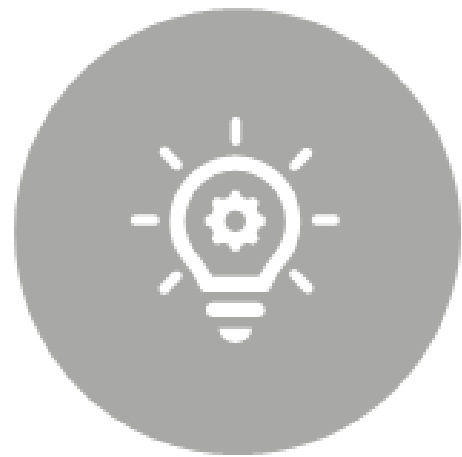
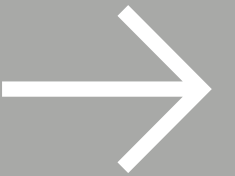
<https://www.kriis.ee/en>

Republic of Estonia Health Board

<https://www.terviseamet.ee/en>

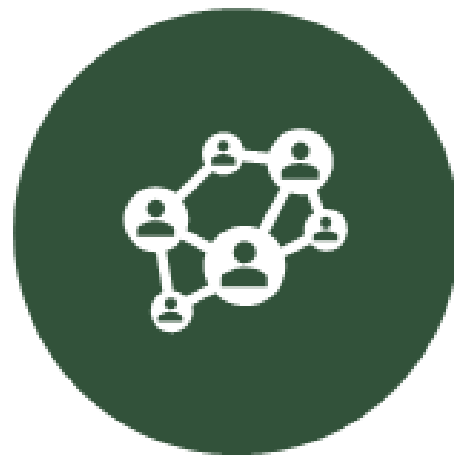


ABOUT DMC NORDIC



LOOKING FOR THE UNCONVENTIONAL?
CRAVING FOR NEW EMERGING
DESTINATIONS FOR YOUR INCENTIVES,
MEETINGS AND EVENTS WORLDWIDE?
WISHING TO FIND INSPIRATIONAL AND
CREATIVE IDEAS, BEYOND THE ORDINARY
EXPERIENCES, UNUSUAL UNCONVENTIONAL
VENUES, UPRISING DESTINATIONS,
SUSTAINABILITY PROGRAMS, THE
TRENDIEST LOCATION AND PRODUCTS?!

THAT'S US!



WE ARE A MULTICULTURAL TEAM
WITH DIFFERENT AND COLORFUL
BACKGROUNDS. WE CELEBRATE
DIVERSITY AND ADD A LITTLE BIT OF
EACH OTHER'S STORIES TO EVERY
PROGRAM.



WITH OUR GLOBAL REACH, WE
UNDERSTAND DIFFERENT CULTURES,
INDUSTRY PRACTICES AND
CREATIVITY STANDARDS. BY ALWAYS
GUARANTEEING COMPLIANCE TO ALL
STANDARDS AND DESTINATION
FOOTPRINT, WE BRING A NEW LEVEL
OF VALUE TO OUR CLIENTS.



WE ALWAYS FOLLOW ALL RULES
ALONG WITH HEALTH AND SAFETY
PROCEDURES REGULATIONS,
MITIGATING RISKS TO ENSURE A SAFE
EVENT. WE ALSO GIVE THE BEST
PRACTICE ADVICE AND DESIGN RISK
MANAGEMENT PLANS FOR LARGE
EVENTS.



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