

EVENTS ORGANIZATION GUIDELINES

General Rules



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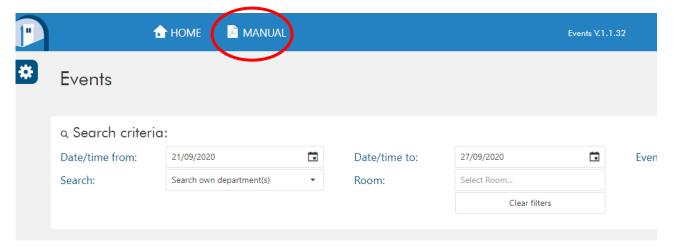


I. BOOKING AN EVENT

a) EVENTS database

All reservations must be made exclusively on the EVENTS application (https://apps.eui.eu/Events/login.jsp), after checking rooms availability in the selected building.

Instructions and further information on how to use the <u>EVENTS</u> application can be found in the relevant manual available on the top left menu inside the application:



b) PERSON IN CHARGE

IMPORTANT: The Reservation Manager of an Event is also responsible for checking the compliance of supplied services with what originally requested as well as for reporting any irregularities: these shall be sent in writing directly to the Front Desk of the building where the event is taking place, so that they can be notified to the relevant Service, or to the Events Officer (Luca.Dirocco@eui.eu)

In case of events taking place or continuing outside <u>EUI working hours</u>, the Reservation Manager should also guarantee his/her availability.



c) FRONT DESK OF THE BULDING WHERE THE EVENT IS ORGANIZED

The Front Desk of the building is responsible for the following items:

- Access policy
- General information
- Taxi booking
- Medical emergencies
- Contact and reference for sudden and unforeseen needs, technical and logistic emergencies

The Front Desk does not replace in any way the Reservation Manager of the event and its participants.

d) SET UP TIMES

Event bookings must always take into account set-up times necessary for the preparation of the room, both for eventual changes to the standard set up of the room and/or for requests for specific audio-visual equipment.

If you include options which require additional setup time, the system will include the necessary preparatory time in the results list (e.g. two hours of setup is required for a videoconference; only rooms with this equipment and with the necessary preparatory time available will be shown in the available rooms / results).

e) CHANGES AND CANCELLATION POLICY

The following cancellation policy applies to all bookings:

- I. If an event is cancelled, it is mandatory to IMMEDIATELY cancel the booking in the EVENTS application.
- II. Repeated failure to follow above mentioned policy will result in a request to meet the Departmental /Administrative Assistant, in order to verify the correct procedure and eventually discuss potential problems concerning the use of the EVENTS application.



- III. Eventual schedule changes and/or modifications to the list of requested equipment must be immediately updated in the EVENTS application, in order to avoid misunderstandings and malfunctioning.
- IV. It is not allowed to double book rooms for the same event.
- V. It is recommended to make room reservations based on the real needs (capacity and technology in the room) of the event.

II. REQUEST FOR SERVICES/EQUIPMENT – ROOM PREPARATION

At the time of booking please insert in the <u>EVENTS</u> application all the optional requests. Additional information and further details on rooms equipment are available in the <u>Audio-visual Services</u> section.

a) NAMEPLATES & BADGES

Nameplates for seminars, conferences, workshops, lectures, etc... must be prepared and printed by the Reservation Manager in A4 format, and then sent to the Front Desk of the required building at least **1 day in advance** in order to have them inserted inside the nameplate holders.

Similarly, **badges** must be prepared in advance by the organizer and sent to the Front Desk well in advance in order to be placed in the room (badge holders should be requested through the <u>office supply service</u>).

Any other material/document/paper that needs distribution in the room must reach the Front Desk of the concerned building, together with appropriate instructions, at least 1 day in advance by means of the EUI Navette Service / Shuttle Bus

b) WiFi ACCOUNTS

<u>Wi-fi accounts</u> for external participants must be requested using the dedicated <u>online form.</u>
Single WiFi guest accounts can be requested (only by authorized staff) at this <u>link.</u>
For further information please go to the section *Wireless Internet Access for External Participants* on the <u>Non-Chargeable equipment/Services</u> web page.



c) PRESENCE OF STAFF DURING ROOM PREPARATION

It is advisable that the Reservation Manager be present during the set-up and preparation of the room, especially in case of distribution of additional material and/or nameplates to organize.

For any logistics needs (i.e. opening/closure of the room) please address the <u>Front Desk</u> of the specific building.

III. CATERING SERVICES

a) **REQUEST**

To book <u>catering services</u> related to an event (coffee break, lunch, light lunch, cocktail, dinner, etc.), as well as for requesting bottles of water in the room, it is necessary to access the events booking tool and insert the relevant request.

Any special requests (vegetarian/vegan meals, kosher meals, gluten-free meals, allergies....) shall be detailed in the specific notes for the catering service in the Events tool.

Catering options and costs are available here below:

Catering Services and price list

Catering Services must be inserted by 1pm on the Thursday of the week preceding the event, in order to organize the service properly.

Water supply must be requested for at least 15 minutes in advance with respect to the scheduled start-up time of the event (e.g. if an event is due to start at 3 pm, water supply should be requested for 2.45 pm)

Please note:

Eventual cancellations of catering services must be notified in the system not later than
48h in advance, sending also a mail notification to REFS.catering@eui.eu, otherwise the
service will be charged as scheduled.



- Potential changes in the service (e.g. number of participants, type of service...) must be amended in the booking system not later than 24h in advance, otherwise they will not be accepted.
- The presence of a staff member from the Academic/Administrative Unit organizing the event is REQUIRED. Please insert the contact details (phone number) of this person in the notes of the catering service.
- If more people than expected are present, the catering manager informs the event contact person in order to receive instructions. Should the event contact person not agree to such changes, it will be up to him/her to notify the 'unplanned' guests that they cannot attend the service or to take responsibility for the consequences of the service such as handling complaints. If the event contact person is not present the catering company will adjust the service to the real participants and invoice accordingly without the requesting service being able to dispute this.
- In the event of any delay in the execution of the service imputable to the catering company, a penalty fee proportionate to the size of the service will be applied. The amount of the penalty fee will be deducted from the final cost of the delayed service.
- In case of events involving many people, for which no catering services are requested, please insert in the relevant notes if participants are supposed to have lunch in one of the EUI canteens and in what building.

b) LUNCHEON VOUCHERS

For events where participants are entitled to receive luncheon vouchers (to be booked on the Events tool), the person in charge of the event should print out the specific <u>form</u>, fill in the required information and give the vouchers duly filled in to the participants.



IV. EVENTS ORGANIZED OUTSIDE EUI WORKING HOURS AND/OR DURING WEEKENDS

For events taking place or continuing outside <u>EUI opening hours</u> or being organized at weekends (Saturdays and Sundays), after the booking on the <u>EVENTS</u> application **IT IS NECESSARY TO**:

- 1) Inform the REFS about the estimated duration of the event.
- 2) Request the presence of a building officer* by sending an e-mail to <u>Luca Di Rocco</u> ccing <u>Ana.DelCastillo@eui.eu</u>.

The request should be sent at least 2 weeks in advance.

3) Consider the presence of a technician for audio-visual equipment (only if needed) by sending an e-mail to <u>Luca Di Rocco</u>. The **cost** will be charged on the event's budget.

IMPORTANT: at the time of booking, it is mandatory to clearly indicate the name of the **person** in **charge of the event**, to be contacted for any logistics and/or administrative issues. This person should also guarantee his/her presence (or that of a back-up person) during the whole duration of the event. Should this not be possible due to <u>exceptional circumstances</u>, the REFS may evaluate possible alternative solutions.

* Building Officer extra hours - tariffs: 19€/hour

V. EVENTS WITH ADDITIONAL SECURITY MEASURES

For events that the organizer considers to be highly sensitive, the person in charge shall submit at least 7 calendar days prior to the scheduled date of the event the **Event Security Preliminary Assessment** (Annex III).

H&S office will contact the organizer for additional details and propose an ad-hoc security measures plan.

Should additional security services be needed, the quotation is 22€/hour.



ANNEX I

RULES FOR THE USE OF CONFERENCE & SEMINAR ROOMS

- Please do not change the configuration of the laptop and/or of the electronic equipment in the room.
- Please do not move the laptop from its position on the table and/or replace it with personal equipment.
 - In case of motivated necessity (for example a Speaker with a presentation saved on his/her personal pc / use of a special software not installed on the room laptop, etc...) it is necessary to contact <u>Tecnico Sale</u>, at least 2 weeks in advance to check the feasibility of the request.
- Please do not change the set-up of tables / chairs in the room (unless previously agreed, see point I of the Rules & Regulations).
- Please take cups and glasses back to the bar and leave the rooms clean and in good order at the end of the event.
- In case of emergencies or for help with needs concerning audio-visual equipment please contact the EUI Helpdesk Ext. 2600 or the Front Desk of the concerned building.

WE REMIND YOU THAT:

For any question regarding layouts and technical information, you may contact luca.dirocco@eui.eu



For any question regarding Health, Safety and Security, you may contact safety security@eui.eu

Please note that the maximum crowding of rooms is correctly indicated on the Events platform.



ANNEX II

SPECIAL BOOKING RULES FOR SOME CONFERENCE & SEMINAR ROOMS

• Due to specific needs, some rooms have **priority booking rights**.

Users must first check the availability of these rooms directly with the Unit/Department/Center/Service who have been granted this concession (= priority) and then ask the REFS for booking rights.

Priority booking rights are in force for the following rooms: (the Service/Unit/Department/Center to ask for availability are indicated in brackets):

Badia Fiesolana:

- Emeroteca (MWP)
- Seminar Room 2 (SPS)
- Seminar room 1 and Saletta Rossa (President's Office)

Villa La Fonte

Sala B (ECO)

Villa Schifanoia

Cappella (RSCAS).

Villa Salviati

- Sala del Torrino (HEC)
- Sala degli Stemmi (LAW)

Please note that in all conference /seminar room in Villa la Fonte (Conference room, Sala A, Sala B and Seminar room 3rd floor) the standard set-up is theatre-style.



ANNEX III

Public Events Initial Security Risk Assessment Questionnaire (ANNEX to SEC-V1/R0 - May 2022)

Event title:	Date(s):
Dept:	Name, Surname of the assessor:

This Security Risk Assessment Questionnaire is a quick confidential tool needed for use by anyone organising an event at EUI involving speakers, participants or audience members from outside the Institutes. This includes members of staff, student societies and anyone else holding events at the school.

The purpose of this risk assessment is to ensure that all event organisers at EUI have thought carefully about vital issues of security, safety, staffing etc, and that any potential problems are considered in advance.

Please read it carefully and consider the answers to all questions before each event you are responsible for.

If your answers indicate that you do not need to contact anyone, then you do not need to send us your completed assessment form. However we strongly advise you to keep a copy for your own records, as it is your responsibility to demonstrate that you have considered all the points raised in the questionnaire prior to an event taking place.

If any problem does arise during the course of an event for which you are responsible, you will be required to show that the correct risk assessment protocol was followed, and that you contacted us with further details if required to do so.

If you are required to contact us the relevant email addresses are:

HSS Office: safety_security@eui.eu



Venue Management

Will this event be open to attendees on a first come first served basis? (Yes/No)

If yes – do you anticipate that demand for this event could exceed room size? (Yes/No)

If yes – please open a ticket and/or inform Events@eui.eu for additional logistic arrangements or safety assessment

Will this event be open to the public? (Yes/No)

If yes - does the event take place outside normal Institute working hours (NB normal EUI working hours are Monday to Friday 08:19)? **(Yes/No)**

If yes - you must contact HSS Office at safety_security@eui.eu to co-ordinate building access.

Have you arranged porters for this event? (Yes/No)

If yes - how many porters will you be providing (please write in the space provided) If no – please open a ticket or contact <u>EUI.Events@eui.eu</u> .
Topic
Is this topic likely to attract protest or serious disagreement? (Yes/No)
If yes – you must carry out a full security risk assessment of this event. Contact HSS office at safety_security@eui.eu
Has there been disruption to events that address the same topic/subject in the past (to the best of you knowledge)? (Yes/No)
If yes – you must carry out a full security risk assessment of this event. Contact HSS office at safety, security@eui.eu

Speaker(s)

Is one of more speaker(s) likely to attract protest/serious disagreement? (Yes/No)

If yes – you must carry out a full security risk assessment of this event. Contact HSS Office at safety_security@eui.eu.



Has there been disruption to events that have involved the same speaker(s)in the past (either EUI or external)?

If yes – you must carry out a full security risk assessment of this event. Contact HSS Office at safety security@eui.eu.

Have you discussed the speaker's security with the speaker or a representative from his/her organisation? (Yes/No)

If yes, are there any special security arrangements that this speaker requires?

If yes — please provide a point of contact with the speaker/support personnel to HSS office at safety security@eui.eu

Is there any identified security threat to this speaker? (Yes/No)

If yes – you must carry out a full security risk assessment of this event. Contact HSS Office at safety security@eui.eu

Does the speaker come with his own protective security detail (close protection personnel or 'bodyguards', military or security attachés)? (Yes/No)

If yes – please provide a point of contact with the speaker/support personnel to HSS office at safety security@eui.eu

Contact and discuss the speaker's security with the speaker or a representative of the speaker's organisation.

Health and Safety

Are you conducting any activity that may require a health and safety risk assessment? (Yes/No) - eg. overcrowding, special venues, etc.

If yes – you must carry out a health and safety risk assessment of this event. Contact HSS office at safety security@eui.eu



Media and Publicity

Is this event likely to attract media attention? (Yes/No)

If yes - you must ensure that media presence is planned for. Contact the EUI Press Office, press@eui.eu

Have similar events in the past attracted media attention in the past? (Yes/No)

If yes - you must share the info you have with EUI Press Office, press@eui.eu