

Reducing Covid Risks

UPDATE V003 – 22ND JULY



Mobile DJ, Events Management, PA, Lighting & Decorating Specialist

01628 613755
07481 151400

MusicZon
14 Ludlow Road, SL6 2RS

musiczon.co.uk/covid
sales@musiczon.co.uk

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Document Updates

Update V003

22nd July 2020

Added new section on DJing

Added details on our ability to broadcast live DJ events to your event

Minor updates and preparation to re-publish onto

musiczon.co.uk/covid-procedures

Update V002

6th June 2020

Minor updates and preparation to publish onto

musiczon.co.uk/covid-procedures

Update V001

1st June 2020

Initial document outlining main risk areas to keeping our customers, venue staff and MusicZon as safe as possible from spreading Covid

Summary

This document is focused on identifying the risks of spreading and picking up the Covid infection at live events which MusicZon would attend to provide DJ services or to setup for events.

The main activities and procedures MusicZon have strengthened or implemented from scratch include:

MUSICZON STAFF

- MusicZon staff (and those in contact with them) will be isolated from the business if they show any covid symptoms
- MusicZon may decline or cancel engagements if we cannot play at them or run them safely

CONTRACT AND EVENT PREPARATION

- Use of phone, text, WhatsApp, video chat and email will be encouraged
- Preparation of example playlists will be more strongly encouraged
- MusicZon has strengthened its ability to transfer song titles from Spotify, Deezer, SoundCloud, spreadsheets and other media into our DJ systems
- Face to face meetings will be discouraged and time limited if they do become necessary. We will also adhere to the current government guidelines for social distancing and face masks etc

EQUIPMENT PREPARATION

- Equipment will be more rigorously cleaned whilst being prepared for delivery
- Appropriate antibacterial cleaning materials will be used for more delicate items
- Special attention will be paid to cleaning customer equipment such as microphones
- Live band support will be assessed on a case by case basis
- All soft equipment will be laundered prior to preparation and before being packed into storage

TRANSPORTATION

- Transportation will be disinfected and cleaned before loading
- Cab areas of transportation will be cleaned before loading and traveling
- All equipment will be boxed or in travelling cases
- Cab area will have hand sanitiser and other cleaning materials replenished for each event
- MusicZon will travel with disposable gloves and facemasks

SETUP

- MusicZon staff will clean hands before unloading, entering venues and periodically through setup
- MusicZon staff will change and wash hands before the arrival of guests
- MusicZon staff will have gloves and masks available
- MusicZon staff will reduce physical contact by adding extra facades in front of the DJ

COMMUNICATION

- MusicZon will keep a phone contact list for venue staff
- MusicZon will primarily communicate through the phone, text etc even whilst on site
- MusicZon will make smart phone communication app available

DJing and Playing Live Music

- Only MusicZon staff will be allowed behind the DJ desk or “on stage”
- MusicZon has improved its facilities to take requests direct to the DJ desk via a smartphone app
- MusicZon can broadcast or stream music live from our studio direct to your event (see below).

BREAKDOWN AND PACKUP

- MusicZon will not start to breakdown and packup until the venue is cleared of guests
- MusicZon will clean all returned equipment before it is put back into storage

UNPACKING

- MusicZon will keep customer used equipment separate and be more rigorous about cleaning it before putting it back into storage

Background

From late March 2020 the UK government stopped all gatherings where we would normally set-up, play at and/or run events for our customers.

Whilst this was hard for our customers with upcoming weddings and other events it was the right thing and we have fully supported this.

At the time of writing it is unclear when and how the regulations for holding events will change. Therefore, we would expect to update these procedures accordingly.

We have used the time whilst we cannot help run your weddings, birthdays and other special events to review our procedures so that when the time is right we will be able to provide the safest and most risk free service to support your events in the future.

By the way, we have also spent time maintaining and investing in our equipment and skills to ensure that we are as capable as possible when the time is right to start running events for our customers again.

Scope

We are limiting the scope of this document to the specific areas where MusicZon can reduce risks when it is providing equipment, DJing, supporting AV setups, setting up events and so on.

We are not looking at the risks and mitigations that the venues and maybe our customers should consider. However, we will advise on this as necessary and support any procedures our customers and venues put in place to reduce the overall risks of spreading the covid infection.

This document does not discuss general risks and mitigation for which we already have extensive documentation.

Other areas of risk for which we have procedures in place include:

- Handling of heavy equipment
- Protection from loud or debilitating noise
- Avoiding trip hazards
- Safe use of overhead gantries, high level lighting and speakers
- Electrical safety
- Fire risks
- Safe use of strobe and laser lighting
- Dealing with liquid spills

If you need documentation on any or all of these then please contact MusicZon on sales@musiczon.co.uk.

For complex events or events where we are providing decorating services, AV for third party musicians then we would provide a bespoke risk assessment and mitigation.

Risk Areas

We have identified a variety of areas where there are risks of spreading covid.

MusicZon Staff

MusicZon comes to you as DJs, AV providers, event decorators, event managers, MCs and more.

Isolation

If any of us show any symptoms of covid then we will immediately isolate those people and those with whom they have been in contact, substitute staff and discuss all this with customer(s).

High Risk Customers

We run a variety of events from weddings to corporate gala nights and also specialise in playing at events for those who are probably more vulnerable to covid infections. For example, we have run parties for people with significant learning and other disabilities. We have also run events in care and sheltered homes.

We really would like to help provide memorable times for our more vulnerable customers and guests but at the same time do not want to put them at risk and so may decline playing at or setting up some events.

Contract and Event Preparation

Often it is much easier, especially for important events like weddings or complex corporate functions to meet beforehand, often at the venue.

Indeed getting to know our customers and vice versa are, in our opinion, one of the best ways to make sure every event runs smoothly and any problems are readily resolved.

Meetings

Clearly we need to keep face to face meetings to the minimum and potentially meeting outside makes sense to reduce contact. When we do need to meet then we would want to adhere to social distancing rules. We would also like to have an agreed agenda beforehand to help reduce the time we need to meet.

Communication Media

We already have comprehensive contracts and use email, WhatsApp, phone calls etc to share pictures, ideas, play lists and so on. We will continue to do this to reduce the need to meet beforehand as much as possible.

DJ Play Lists

For DJ engagements we have always said that preparing some example playlists that fit what you and your guests would like helps us to get it right from the beginning of the party. Given that it might be more difficult to have an interaction with the DJ on the day then it makes even more sense to try to agree some must have music beforehand.

We have systems to take everything from pictures of handwritten lists to spotify or deezer playlists and get these into our DJ systems so we mix and perform from these starting lists.

Our updated booking system allows us to pre book remote sessions with your DJ so you can make requests direct to their DJ desk and they can play things back to you live to help make things easier on the day of the event.

We will pre book these sessions as necessary and include the details in our contract.

Equipment Preparation

AV Equipment Cleaning

We have always cleaned our cases and equipment when we set it up and test it before it is transported to your venue.

We have now gone a bit further and made cleaning, particularly the front facing equipment, more rigorous. This includes **cleaning all cables** and all spare equipment such as spare speakers, extra lighting and so on.

Where possible we will clean equipment with hot soapy water. Where this is not possible we will use antibacterial wipes, disinfecting sprays and specialist cleaning materials where necessary.

Typically front facing equipment is used once a week which further reduces the likelihood of it carrying covid infection.

If we have back to back events with the same equipment then it will be cleaned on site or at our premises between events. We do not have the same equipment used on events for the same day.

Microphones

The equipment that particularly concerns us are microphones (mikes) where people want to make speeches, say their thank yous and so on.

We will disinfect mikes before they are shipped out and **we will take individual mikes for each person that needs to use one**. So if you have three wedding speeches then we will provide three separate mikes plus of course spares.

We will also discourage ad hoc use of mikes and limit it to what is necessary.

Musician / Band Support

MusicZon staff are primarily musicians and we love to support live musicians and bands. There are special concerns for the guests,

musicians and MusicZon for live music and we will look at and advise on the best approach for each event.

Soft Materials

All soft materials such as chair covers, sashes, backdrops, table wear and so on will be laundered prior to preparing it for delivery. It is also laundered before putting it back into storage after the event (see below).

Transport Preparation, Loading and Unloading

MusicZon uses rental vehicles since this allows us to use the right size vehicle for each event and not have unused vehicles.

Disinfecting Vehicles

We will disinfect both the cab area and the loading area for vehicles before loading them.

Boxing Equipment

All equipment will be boxed or in cases for transport.

Carry Cleaning Materials

MusicZon will go out with cleaning materials, including hand gel to be kept in the cabs.

Hand Cleaning & Changing Clothes

MusicZon staff will clean our hands before entering any venue and clean our hands periodically through the setup.

MusicZon staff will make sure they are changed and clean hands before guests arrive at an event.

PPE

MusicZon will take disposable gloves and non medical grade face masks to help if we do need to work closer than two metres with other event providers and venue staff.

Setup At Venue

Setup Before Event Starts

MusicZon has always preferred to setup well in advance of guests arriving and clearly doing this reduces the possibility of contact and potentially spreading covid.

Therefore MusicZon will continue to listen to our customers, venues and advise on how much time it will take to set things up. We will commit in our contracts to arrive at your venue with sufficient time to setup what we need to whilst allowing for any issues, delays, testing and so on.

MusicZon will be more conservative with our time estimates for setting up and will include this extra time in our current pricing.

Things that affect how long it takes us to setup include:

- How far it is to the function area from the van
- How difficult it is to transport stuff to the function area (lifts, stairs, etc)
- What parking facilities are available on site
- The complexity of the setup

MusicZon will have gloves and masks available should we need to work more closely with venue staff or other event staff.

Communicating During Events

MusicZon believe that preparation and communication are the two main things that help make events successful and moreover enable us to resolve any potential problems quickly and easily.

However, it is going to be more difficult to meet brides and grooms for example as they arrive, or to have face to face conversations with venue staff and customers through the event.

Phone Contacts

MusicZon will make sure we have all the phone/text numbers for everyone prior to the event and use the phone/text wherever possible.

Smart Phone App

Guests often want to chat with the DJ. Maybe they want to ask for a specific track or ask for other more general things.

Typically this is done by coming up and chatting with the DJ. MusicZon encourages people to do this.

However, the need to socially distance makes this more difficult.

MusicZon has for some time had a Smart Phone app that allows anyone with a smart phone to directly message the DJ to the DJ desk. We have strengthened this facility and will include details for this on our new business cards, in our contracts and will have some vinyl instruction posters made up.

Physical Barriers

MusicZon will create more physical barriers by adding extra DJ facades in front of the DJ station as appropriate so that guests are discouraged from coming up to the DJ booth.

DJing

It is difficult and sad that the DJ will at least for the time being be physically separate from the event.

However, MusicZon has developed some remote broadcasting options to make events safer and potentially enable some events which would not be possible otherwise.

There are several options for DJing remotely to your event. For example, we can come out and setup everything in your event space whilst you are not there. This space could be your garden or your home.

Included in this setup would be an internet connected streaming device such as a laptop.

We would then play live to you from our studio. We can take requests through our DJ request app and of course can also have two-way video link as well.

We also have some other options where we can broadcast live to services like twitch.tv so you can pick up this broadcast from any phone, tablet or computer and can still send the DJ requests live. These options allow you to have a virtual party with people in different locations.

Of course these options are not as easy or as functional as playing live directly in front of you and your guests but they do give options when they are necessary so you can have your party or celebration.

These are in addition to our facilities to provide you with online podcasts of custom sessions prepared for you.

In summary our options include:

- Online custom podcasts
- Direct broadcasts to MusicZon equipment setup at your location
- Support the direct broadcast with two way live streaming video
- Online broadcasts through services live Twitch (these will be slightly lower quality and might be subject to adverts)
- Remotely control a full lighting setup alongside the broadcast option

Breakdown and Packing Up

MusicZon does not like to start packing up until most of the guests have departed. This makes it much easier to keep distant from customers.

It does make us a bit later and have an impact on the venue staff, but we will encourage this to minimize the contact between guests and MusicZon.

We will work with the venue and make sure we have packing cases ready and where possible use oversized vehicles to minimize the breakdown and packing times.

For large or complex events where it will take a long time to pack up then we may elect to stay at the venue overnight and pack the next day. This is of course subject to the venue having the time available.

Equipment Returns

MusicZon does clean all equipment as it is unpacked from the vans. We will continue to do this making special note of cleaning it before it is added to our stock equipment.

We will also keep equipment used by customers such as mikes separate from the general backline equipment.

As stated above, all soft materials such as chair covers, backdrops and so on are laundered before they are put back into storage.

MusicZon New Offerings

Undoubtedly working in the new world of events will be challenging. MusicZon has always provided a bespoke and personal service. Moreover we will be flexible and will always look for ways to make things happen.

During lockdown we have had the opportunity to improve our procedures and implement some new facilities to help us provide the service you would like.

In summary we have:

- Updated our website so that in particular it has
 - More photos and videos of event preparation and setup
 - Has direct links to the DJ request system for your event
 - Has direct links to the DJ request system for preparation times to make it easier for you to interact with and get a better playlist for your celebration
 - Has direct links to virtual business cards for our team
 - A summary of our procedures to reduce the risks of spreading covid, including a link to this document
 - Direct links to online supporting materials such as our public liability insurance, typical setups, draft contracts, general risk guidance and so on.
- added to our smaller end of sound and lighting systems so we can setup for smaller parties where space and time might be tight.

We will be adding more blogs on various topics which we hope will help you as you lead up to your event and will be introducing a much more interactive contract system.

Please feel free to contact us any time on the phone, email, text or WhatsApp.