



“TOULOUSE SAFE” Charter

**SAFEGUARDING THE TOURISM INDUSTRY
IN LIGHT OF COVID-19**

The health crisis and its consequences are greatly affecting everyone involved in the business tourism sector across the Toulouse metropolitan area (reception venues, hotels, caterers, events agencies and conference organisers, technical suppliers and service providers).

Faced with new restrictions, additional costs and cancellations, it has been vital for the industry to react decisively.

In order to do just that, industry professionals and the Toulouse Métropole Development Agency have joined forces to establish the current “Toulouse Safe” charter.

This document aims to help everyone involved adapt and react to the ever-changing sanitary measures, whilst always ensuring the safety of the public. This charter, thanks to its various proactive initiatives, seeks to re-establish trust between the authorities, event organisers and their clients. It strives to face up to current uncertainty and reconcile public safety objectives with the economic concerns of the business travel sector.

The Toulouse Métropole Development Agency and the events industry in Toulouse are committed to working together to address the following points:

1. prioritising the protection of the local industry and its jobs without compromising on public safety;
2. reinforcing interconnectivity, joint actions and information sharing among all those involved in the sector, customers and local authorities, by demonstrating responsiveness and solidarity;
3. encouraging customers not to cancel their events;
4. supporting the mobilisation of public action:
 - A. enhancing public procurement opportunities, establishing links with the services of Toulouse Métropole and carrying out new activities, the provision of which will enable multiple local actions in terms of events;
 - B. maintaining the events that can be maintained through permanent structured exchanges with government services (Prefecture, ARS);
 - C. empowering local public and private partners as much as possible in line with the realities on the ground and their clients' requirements;
 - D. mobilising the Toulouse Métropole team to work in conjunction with the actions undertaken by industry professionals: transport, health and safety, cultural activities, promotional campaigns;
5. avoiding the over-complication of health rules and regulations;
6. adapting to changing sanitary constraints by applying the following principles:
 - A. a proactive approach and strong proposals in tandem with public authorities to adapt local responses to general constraints;
 - B. strict compliance with sanitary measures recommended by the National Public Health Agency: mandatory face coverings, availability of hand sanitizer gel, regular disinfection of spaces, distancing measures respected with ground markings;
 - C. strict compliance with the health standards in force and approved by public authorities relating to professional events (safety of the public and staff during interactions, reception facilities for the public, catering, etc.);
 - D. the appointment of a protocol coordinator to guarantee good practice in each establishment open to the public;
 - E. the establishment of flexible booking and cancellation procedures;
 - F. the implementation of a visitor pathway that respects social distancing measures in public and reception areas (contactless payment, elimination of documentation, differentiated management of incoming and outgoing flows, flow management and the adoption of sanitary standards in restaurants, etc.);
 - G. the adjustment of sanitary measures within individual establishments in accordance with changing circumstances and government directives.

It is understood that organisers must make a declaration for each event to the relevant Prefecture detailing the sanitary measures in place. The Prefecture reserves the right to authorise the hosting of the event in light of this declaration.

In order to get through this period in the best possible conditions, signatories undertake to mobilise European, national and local stakeholders to assist the recovery.

In order to promote the shared commitment of the charter, signatories undertake to implement these provisions as part of their actions and communication media and to relay them on social networks. They will subsequently be permitted to display the "Toulouse Safe" logo.

Surname and name: _____

Company: _____

Signature: