

CAPTURED INFORMATION : ATISN 15765

3. All communication and correspondence between the Welsh Government and Welsh Rugby Union about the implementation and enforcement of COVID passes at Wales' recent autumn rugby internationals at the Principality Stadium.

1.	<p>From: Welsh Government Sent: 08 November 2021 13:48 To: Welsh Government; Welsh Government; Welsh Government; Subject: Fwd: Principality Stadium: Wal V NZ Update</p> <p>To see. Best check with [WRU] before quoting publicly?</p>
2.	<p>From: WRU Sent: Monday, November 8, 2021 1:24 pm To: Welsh Government Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>[redacted – Section 43]</p>
3.	<p>From: Welsh Government Sent: 08 November 2021 13:06 To: WRU Subject: Re: Principality Stadium: Wal V NZ Update</p> <p>[redacted – Section 43]</p>
4.	<p>From: WRU Sent: Monday, November 8, 2021 12:43:08 PM To: Welsh Government; Welsh Government; Welsh Government Subject: FW: Principality Stadium: Wal V NZ Update</p> <p>Please find below an outline report of the operational observations from the Wales v South Africa rugby international:</p> <ul style="list-style-type: none">The WRU again conducted a proactive pre event communication strategy focusing on reminding fans of the entry processes that they would be asked to follow when attending events at Principality Stadium. These included:<ol style="list-style-type: none">[redacted – Section 43]As part of a proportional check strategy taking place at the outer security perimeter of the stadiums footprint. Fans would be asked to follow current WG regulations [redacted – Section 43];Reminder to down load and authenticate their digital ticket. [redacted-Section 43]. The platform ensures that we can provide PHW with contact details for all attendees should track and trace require them, reduce contact points as the ticket is digitally stored on an attendees phone, and also ensure that all fans complete the Covid Health Questionnaire declaring that they are Covid Symptom free and not awaiting the results of a requested PCR test when attending the match. An additional benefit of the digital ticket is that we were able to communicate via push notifications with all

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	<p>attendees, providing them with updated Covid Event specific information prior to their arrival at the stadium;</p> <p>4. Request that all attendees (unless medically exempt) continue to wear a mask when entering and moving around the stadiums concourse. But they could remove their mask when seated in the main bowl (personal choice). Following an internal review from the NZ match this was further supported by regular concourse announcements and in bowl tannoy and big screen messages reminding fans to continue to wear their masks and not to remain on the concourse and return to their seats once they had made use of the stadium facilities.</p> <p>5. Promotion of a "Respect of Stadium Staff" campaign, asking fans to maintain good order within the stadium and to comply with the requests made by our staff to observe the Covid19 measures.</p> <ul style="list-style-type: none">• [redacted – Section 43]• Again, 100% of Principality Stadium staff working at the event had to present either a valid Covid Pass or an LFT taken 48hrs before the event , plus completion of our Covid Health Questionnaire to assist with track and trace before they were allowed to start their shifts. All staff (unless having a legitimate exemption on health grounds) were instructed to wear masks at all times.• To assist our operational staff on the ground, we would again ask that WG fast track the added functionality on the digital Covid Pass to validate whether a person has a proven medical exemption to not wear a mask. <p>[redacted – Section 43]</p> <ul style="list-style-type: none">• Mask wearing on ingress and during the first half was observed, and as highlighted above we reinforced the need for fans to continue to wear mask when not in the main bowl through staff intervention (when safe to do so), digital messaging and PA announcements. [redacted – Section 43]• With regards to Track & Trace, we have received less than 10 requests for ticketing information from fans attending the New Zealand match to support the efforts of Track and Trace.
5.	<p>From: Welsh Government Sent: 07 November 2021 08:13 To: Welsh Government; WRU; Cc: Welsh Government; Welsh Government Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>Thanks for the update that ingress went well yesterday, [redacted – Section 43], grateful for another fuller report asap as Minister for Health speaking on Tuesday and will cover implementation of the Pass.</p>
6.	<p>From: Welsh Government Sent: 05 November 2021 16:34 To: WRU; Welsh Government;</p>

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	<p>Cc: Welsh Government Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>Given that it won't be on a public facing web page until Monday it might be wise to save yourself from any criticism.</p> <p>Sorry we are so late notifying you.</p>
7.	<p>From: WRI Sent: 05 November 2021 16:32 To: Welsh Government; Welsh Government; Cc: Welsh Government; Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>So shall we refrain from using it till next week</p>
8.	<p>From: Welsh Government Sent: 05 November 2021 16:31 To: Welsh Government; WRU Cc: Welsh Government; Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>The change in the guidance has been approved but we can't get it updated on the website till Monday.</p>
9.	<p>From: Welsh Government Sent: 05 November 2021 16:29 To: Welsh Government; WRU; Cc: Welsh Government Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>Has the guidance been updated?</p>
10	<p>From: Welsh Government Sent: 03 November 2021 08:54 To: Welsh Government; WRU; Cc: Welsh Government; Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>Thanks [WRU] – I am in the process of changing the guidance to read as follows:</p> <p>We are aware that there are a very small number of people in Wales (less than 100) who are not able to receive a vaccination or able to take a lateral flow test. We are working to develop and design a digital system which will automatically update the COVID pass so that the exemptions are recorded on the system and the pass will read as valid or eligible to enter a venue or event.</p>



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	<p>However, that is not available at the current time. On this basis, the venue or event should:</p> <p>Clarify the exemption being claimed (not the details just the reason);</p> <p>Confirm that individuals who are clinically exempt from receiving a vaccination or from wearing a face mask should be asked to provide evidence of a negative lateral flow test;</p> <p>If individuals claim they are clinically unable to take a lateral flow test, then the venue should recognise the exemption and allow that individual entry. In these circumstance, venues will not be required to consider evidence of the exemption</p> <p>I will let you know when the guidance has been updated on line.</p> <p>Cheers</p>
11	<p>From: Welsh Government Sent: 02 November 2021 08:39 To: WRU Cc: Welsh Government; Welsh Government; Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>[WG] will come back to you I am sure.</p> <p>What was the % of LFT's v Covid Pass would you say?</p>
12	<p>From: WRU Sent: 02 November 2021 08:38 To: Welsh Government; Cc: WRU; Welsh Government; Subject: Re: Principality Stadium: Wal V NZ Update</p> <p>If we can be supplied with approved wording we will brief the stewards accordingly as this needs careful management to avoid incorrect statements being made.</p> <p>[redacted – Section 43]</p>
13	<p>From: Welsh Government; Sent: Tuesday, November 2, 2021 8:10:39 AM To: WRU; Cc: Welsh Government; Welsh Government; Subject: RE: Principality Stadium: Wal V NZ Update</p> <p>The number of people claiming exemptions are very high and [WG] advises that the WRU would be able to challenge by asking them what they are exempt from, if they say anything except lateral flow tests, they can be turned away</p>

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	<p>and told to take a test.</p> <p>[WG] is happy to advise further.</p>
14	<p>From: WRU Sent: 01 November 2021 17:48 To: Welsh Government Subject: Principality Stadium: Wal V NZ Update</p> <p>Please find attached and supporting information on the communications strategy and messaging that we pushed out in the lead up to and during last Saturdays match.</p> <p> KeepingYouSafe_VI SUAL.pdf</p> <p> PS Screen Ops_VISUAL.pdf</p> <p>As raised in the recent EWIAG meeting, critical to the success of last weekend Covid Plan was the strength and reach of our communication strategy to inform and educate the public as to the required changes that would be in place to the stadium operation. These focused on:</p> <ol style="list-style-type: none">1. Ensure that in accordance with WG regulations all attendees would be able to provide if requested evidence of a valid Covid Pass or a negative LFT taken 48hrs before the event;2. The phased entry strategy designed to smooth out the ingress rates to provide our stewards with the best opportunity to check as many covid pass / LFT negative certificates as safely possible in line with our proportionate Covid Pass Check strategy.3. Down load and authenticate their digital ticket. [redacted – Section 43]. The platform ensures that we can provide PHW with contact details for all attendees should track and trace require them, reduce contact points as the ticket is digitally stored on an attendees phone, and also ensure that all fans complete the Covid Health Questionnaire declaring that they are Covid Symptom free and not awaiting the results of a PCR test when attending the match. An additional benefit of the digital ticket is that we were able to communicate via push notifications with all attendees, providing them with updated Covid Event specific information prior to their arrival at the stadium;4. Request that all attendees (unless medically exempt) wore a mask when entering and moving around the stadiums concourse. But they could remove their mask when seated in the main bowl (personal choice)5. Enhanced stadium hygiene strategy, focusing on key touch points around the stadium footprint. <p><u>Social Examples and in stadia screen graphics attached.</u></p>

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Link to Fan Guide: wru.wales/fanguide

Emails to ticket holders:

<https://welshrugby.wales/t/4CXD-16H9H-492D55D37B2F189DURT5UFD05075F3B1E07A4/cr.aspx>

<https://welshrugby.wales/t/4CXD-16H7L-492D55D37B2F189DURT5UFD05075F3B1E07A4/cr.aspx>

Web story:

<https://www.principalitystadium.wales/2021/10/14/nhs-covid-pass-required-for-autumn-nations-series/>

<https://www.wru.wales/2021/10/wales-v-new-zealand-match-day-information/>

A snapshot of the media coverage:

Mark Williams did interviews with BBC/BBC Wales, S4C, BBC Sport, ITV Wales, Sky News.

<https://www.itv.com/news/wales/2021-10-29/all-you-need-to-know-ahead-of-wales-clash-against-the-all-blacks>

<https://www.bbc.co.uk/news/uk-wales-59091214>

https://www.linkedin.com/posts/esadiya_covid-wales-introduces-tougher-measures-activity-6860035355425435648-BF-m

<https://www.walesonline.co.uk/sport/rugby/rugby-news/wales-must-open-principality-stadium-21997152>

<https://www.visitcardiff.com/news/2021/10/26/travel-advice-for-wales-vs-new-zealand-on-october-30th/>

<https://www.walesonline.co.uk/sport/rugby/rugby-news/wales-autumn-international-crowd-not-22005247>

<https://www.euroweeklynnews.com/2021/10/30/covid-passes-required-for-all-at-wales-v-new-zealand-match/>

In terms of the day itself, key observations and comments are set out below:

- With a 1715hrs kick off, we were pleased to observe that over 90% of the audience were in the stadium 30 mins before kick off. This demonstrated the success of the communications strategy and the adoption of the phased entry strategy.
- Due to the success of the phased entry strategy our outer perimeter stewards were [redacted – Section 43]. It is worth noting that the First Minister entered the stadium with his wife and went through the checks, with his wife commenting on how safe and efficient the process was.
- We saw a high level of compliance from fans with many having their covid pass ready for random check before arriving at the check point. [redacted – Section 43]. This underlines the need for medical exemptions to be captured on the digital Covid Pass – to provide staff on the ground with the needed support to validate medical exemptions.
- Mask wearing on ingress was high and this continued throughout the first

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half supported by in stadia digital messaging (examples attached), proactive staff intervention and PA announcements. [redacted – Section 43]. We will continue with our education campaign reminding fans of their duty of care to keep wearing masks when moving around the stadium in order to keep themselves and others safe.

- [redacted – Section 43]

Should you require further information please contact me directly.