

Protocol for Business Events

February 17, 2022 Version

Intended for

This protocol contains guidelines for principals, organisers, accommodations, suppliers, and visitors of business events. This means trade fairs, corporate events, conferences, and meetings. Public events such as concerts and festivals are explicitly outside the scope of this protocol.

Initiators

This protocol was initiated by EventPlatform, the umbrella consultation platform of organisations such as the industry and trade organisation CLC-VECTA, Dutch Venue Association, Genootschap voor Eventmanagers, G14, IDEA, Meeting Professionals International (MPI), Nederlandse Vereniging van Beursorganisatoren (NVBO), Officieel Netwerk Catering Events (ONCE), Platform Cultuur Locaties (PCL) and Verhurend Nederland. The protocol has been developed in cooperation with members of the associations and with consent from employee organisations in the exhibition industry: FNV and CNV Vakmensen. Said parties will consult each other every month, and more often if so required, to optimize this protocol based on experience, best practices and/or new guidelines issued by RIVM (Dutch National Institute for Public Health and the Environment).

Responsibilities

The responsibility to counter spreading of the corona virus is a shared responsibility. This is only possible when everyone complies with the guidelines in this protocol in a responsible manner and actively takes up enforcement.

Basic Principles & Legal status of the protocol

This protocol is intended as a general framework for safely organizing and attending business meetings. The protocol has no legal status and is not binding. It is a tool to comply with the 'Tijdelijke wet maatregelen COVID-19' and the generic framework "Corona measures" of the RIVM.

An established protocol does not replace the applicable legislation and regulations. The government decides if business events can take place and if so, under what conditions they can take place.

Communication

The protocol is available on the website www.eventplatform.nl to all organisations that are engaged in the organisation and realisation of business events, as well as to visitors.

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General Advice

The general advice of the RIVM applies to all principals, organisers, accommodations, suppliers, and visitors of business events and their employees.

- keep a safe distance from others
- take proper hygiene measures
 - o wash your hands in a regular manner
 - o cough and sneeze into the inside of your elbow
 - o use paper tissues and discard them immediately after use
 - o do not shake hands
 - o wear a mouth mask in public places
- stay at home if you have a cold

Use of Corona admission ticket

It is possible that a corona admission ticket applies, consult the website of the central government and <https://www.testenvoortoeegang.org/organisatoren> when a corona admission ticket is mandatory and which exceptions apply.

Employees, volunteers and artists are excluded from the use of corona admission tickets. If employees, volunteers and performers have not been vaccinated or have recently recovered, they are strongly advised to undergo testing prior to any activity when an admission ticket for participants apply.

Guidelines for organizers, venues, and suppliers

The following additional guidelines apply to organisers, venues, and suppliers for the purpose of business events:

Appoint a Corona Officer

Every organisation will appoint at least one Officer who is responsible in respect of Corona and will monitor compliance. The Corona Officer will be supported by Supervisors. Supervisors are staff members who are engaged in the event and have direct contacts with visitors.

The Corona Officer is responsible for:

- the implementation of the Protocol for Business Events and accompanying guidelines;
- coordinating and supervising compliance;
- appointing supervisors and informing about guidelines, advices and expectations.

The Corona Officer and the Supervisors:

- address people when they fail to comply with applicable guidelines and advices;
- may take measures if and when appropriate to safeguard safety of staff members and visitors;
- contribute pro-actively to optimizing the protocol;
- are available for questions from visitors and staff members;
- communicate the required guidelines and advices after consultation;
- cooperate with external bodies from local governments, including the security region, municipality, GGD (Municipal Health Service), and Occupational Health and Safety Service;
- are guided / trained on the measures and supervision of keeping social distance.

Keeping distance & controlling visitor flows

Measures according to the generic framework of the RIVM to ensure that visitors / persons can keep a safe distance from each other and to control the flow of visitors:

Safe Circulation Routes & Seating

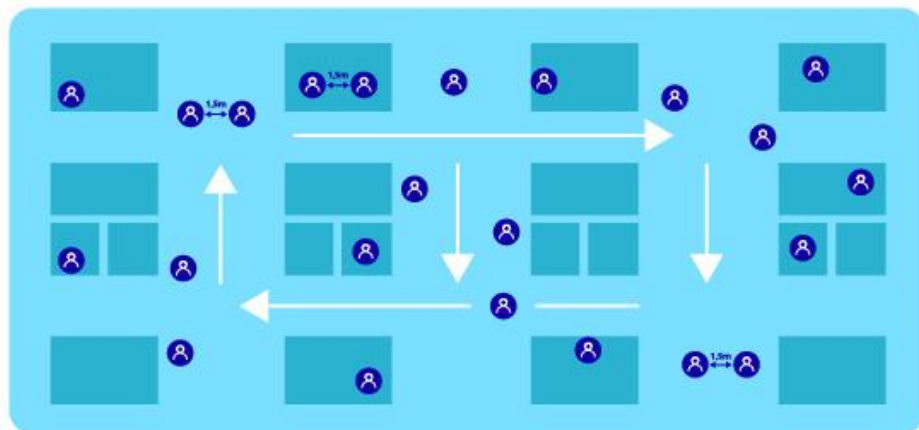
Signing and marking will alert visitors continuously to keeping a safe distance. This will be effected by for instance floor marking, stickers on walls and windows, banners along circulation routes, and messages on digital means of communication on/near the following locations:

- Entrance(s)
- Public space(s)
- Toilets
- Meeting room(s)
- Trade floor(s)

Trade fairs

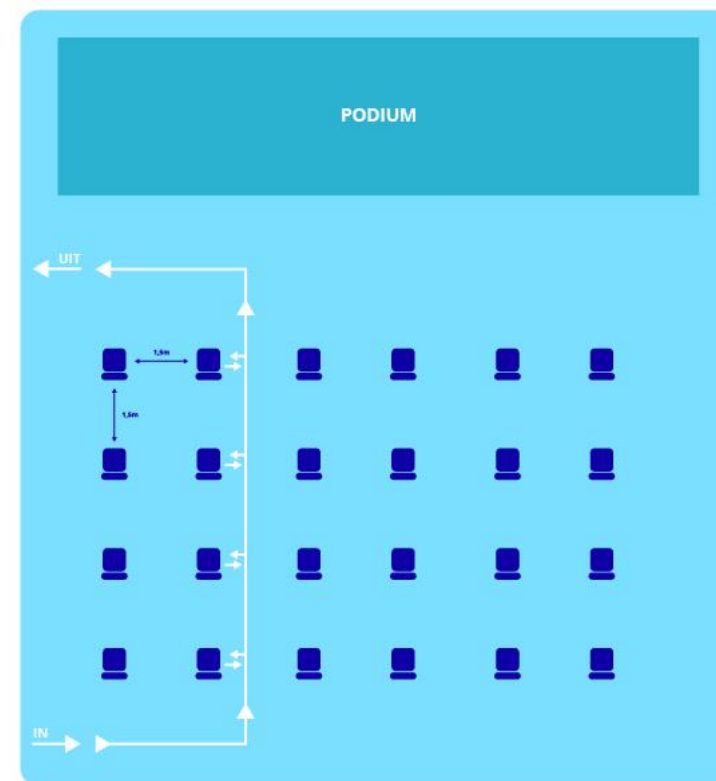
- There is no mandatory use of corona admission tickets in transfer locations.
- Wear a face mask when moving (at indoor events)
- Isles are indicated, sufficiently wide and laid out to accommodate for either one-way traffic or wide enough to be able to pass each other safely in different circulation directions.
- Exhibitors lay out their booths in such a manner that a safe distance can be kept.

- Marking will be put up in each booth where required to guarantee a safe distance and to alert the visitor constantly to this rule.



Conferences & Meetings

- Signing and marking provide visitors with information about circulation routes, seating, and the order of entering and leaving the halls or rooms.
- Wear a face mask when moving (at indoor events)
- Halls or rooms will be laid out for one-way circulation/traffic.
- The table- and seating plan will be designed in such a manner within the capacity that the required social distance between visitors is met.
- Visitors will enter and leave the room in stages by means of time slots or based on pre-assigned seats (i.e. row 1 to enter and leave the room first). If and when possible, participants will be assigned various arrival times so as to avoid queues. This procedure will be supervised by staff members inside and outside the rooms.
- Ample time will be planned in between sessions to avoid that arriving and leaving visitors will meet each other.



Safe Construction and Deconstruction

The following additional guidelines apply in order to construct and deconstruct events safely:

Prior

- Script: at least 1 week prior to the event, the organiser will share a script with all engaged suppliers which includes:
 - o Time schedule for construction and deconstruction
 - o Order of arrival and departure of suppliers based on time schedule.

- A limited number of disciplines can construct and deconstruct simultaneously;
- Where a face mask when moving (at indoor events);
- In case of various disciplines at the same time:
 - Lay out construction and deconstruction per 'box' to guarantee guideline compliance.
 - Designate and open entrances and exits for loading and unloading to guarantee guideline compliance in logistics.
- Prior to the meeting, suppliers must submit the number of staff members engaged in construction and deconstruction.
- Drawings with layout of the venue are part of the script.
- Flyers and banners with guidelines and information numbers for questions displayed visibly.
- Flyers and banners available with information on hygiene measures.
- Flyers available with information on crew catering.

During construction and deconstruction

- Use private transport to the venue, preferably.
- Public transport; comply with guidelines of the carrier.
- Keep the company van clean and well ventilated.
- Strictly adhere to the instructions and guidelines provided by the venue and organiser in advance. Keep the guidelines and instruction flyer in the company van and in the construction documentation.
- Keep a safe distance. Do not shake hands with colleagues and other suppliers.
- Wear face masks if the nature of the work does not allow social distancing.
- Comply with hygiene measures.
- Stay at home if you have symptoms of a cold.
- Crew rooms are spread across the venue and the safe distance rule can be observed.
- Crew catering: staff members will bring their own food or packed food bags will be available on site.

- Clear signing is put up, in bright colours, which alerts staff members to the routing, social distance, and hygiene rules.
- Working areas will be well ventilated.
- The organiser, Corona Officer, and Supervisors are clearly recognizable by means of eye-catching clothes/vests.

During rehearsals

- Safe distance is guaranteed by means of map with layout and position of the staff members present.
- Hygiene measures will be communicated by means of flyers.
- Staff members of technical companies will separate the 'front of house' disciplines (video, light, and audio staff), to guarantee a social distance. The layout will also be mapped in this respect, so that the positions of attendants are clear.

Miscellaneous

- We work in fixed teams as much as possible.
- Payment of suppliers will be effected by invoices or touch-free by means of a point-of-sale terminal. No payment will be made in cash.
- Circulation routes and parking spaces are indicated on the parking lot.
- All transporters and suppliers will receive information on circulation routes, parking spaces and entrances to be used in advance.
- Circulation routes on the outdoor grounds around the venue are indicated by means of signing.

Safe Preparation & Serving of F&B

The following guidelines have been adopted in order to prepare and serve food and beverages safely:

Preparation

- Staff members will wash their hands at least every 30 minutes in accordance with the hygiene instructions and every time when they change tasks.

- Work surfaces must be cleaned every hour.
- Work stations must be located at a safe distance, unless proper, physical separation can be created between work stations, such as a temporary partition or PVC screen.
- Avoid permanent cross lines in the kitchen.
- Staff members will wear latex gloves and an approved face mask during preparation.

Serving

- A safe distance will be created between visitors and staff members.
- If the distance is less, plexiglass partitions will be provided between the point of serving and staff members.
- Food will preferably be presented packed in individual servings.
- Food and drinks will preferably be presented in disposables or in crockery that has been washed at high temperatures.
- A sufficient number of waste bins is provided to discard all disposables; guests are instructed to discard their own packaging, napkins, etc.
- Food and beverages are presented as much as possible by take-away or are being served.
- Hot meals are presented by staff members who wear "face shields".
- Staff members wear gloves.
- Buffets are located in other rooms than those where people eat and drink or the room is laid out as such that a clear physical separation is created between serving and consuming food and beverages.
- Buffets have one-way circulation routes; routes are indicated clearly on floors and by means of signs.
- If there is no 'flow through' of visitors at catering points tables / chairs must be disinfected in accordance with the catering protocol.

Additional measures for trade fairs

- Serving food and beverages is limited to the designated hospitality counters. Exhibitors are allowed to serve refreshments in their booths provided safety can be guaranteed by complying with the above guidelines.

- The organiser and the venue must monitor compliance with these rules.

Ventilation

The ventilation in indoor spaces must meet the conditions in the building code and match the purpose of the space, so that the air is refreshed often enough.

Read more about ventilation and the new corona virus on the [RIVM website](#).

Guarantee Hygiene

The following guidelines have been adopted in order to guarantee hygiene:

Communication

- Communicate general hygiene advice in several places (see page 2 of this protocol).

Cloakroom

Manned

- Cloakroom facilities are provided with separation that ensures a safe distance between cloakroom staff members and visitors.
- Cloakroom staff members wear gloves
- Hooks and hangers will be disinfected after each use.
- Payments can only be effected touch-free.

Unmanned

- Ribbons, ropes, and/or signing on the floor mark the circulation routes of visitors and the safe distance in the queue.
- Hands are disinfected.

- A facility to disinfect hands by means of disinfectant hand gel will be provided at all entrances and central locations in the venue where the business event will be held.
- Units with disinfectant hand gel will be located directly near locations with taps.
- Ample quantities of paper towels and waste bins will be provided.

Sanitary facilities

- The number of users for each toilet facility will be limited to such an extent that a safe distance can be observed.
- A practical manner to regulate this will be adopted. This may be a "traffic-light" system.
- Instructions for safe use of toilets are clear and visible.
- There is enough usability of (hand) soap and (paper) towels in the toilets.
- Toilets will be closed during cleaning.

Cleaning

- The cleaning protocols of [Schoonmakend Nederland](#) are the basic principle, in addition the following applies:
 - o All rooms used, including sanitary facilities, will be cleaned prior to, after and during the business event at least twice during every morning, afternoon, or evening.
 - o Extra cleaning will take place on the instruction of the Corona Officer(s) and Supervisors.
- Points of contact such as door handles, other hand contact points, banisters, tables, and counters will be cleaned at least twice during every morning, afternoon, or evening by means of disinfectants.
- Flat surfaces such as tables, counters, and buffets will be cleaned thoroughly several times a day.

Visitor Registration

- Sometimes it is only possible to visit an event with an (online) registration.

- Upon the registration, visitors will book a time slot, if and when applicable.
- The number of visitors per time slot can be limited to the fixed number of total attendants that, taking into account the safe distance, can be present at the same time.
- Each registration/visit has a start and end time.
- Visitors are not allowed access to private areas, kitchen or staff areas.
- When making a reservation, the visitor is informed of the [health check](#).
- The health check is done for all visitors.

Live performances

For the safe conduct and organisation of live performances during a business event, the guidelines from the "[Protocol voor live optredens](#)" (Protocol for live performances) also apply. This protocol contains guidelines for clients, artist agencies and performing artists.

Guidelines for visitors

The following guidelines apply to visitors of business events:

Prior

- Register (if required) your visit in advance.
- Choose a time slot for your visit, if and when applicable.
- Travel alone as much as possible and outside rush hours if you use public transport.
- Carefully read your confirmation and additional information provided.
- Take notice of the protocols, advices and guidelines at the time of registration and if these are altered.
- In case of alterations and/or additions to protocols and guidelines visitors will be informed in person, by email, or text messages.
- Stay at home if you suffer of a cold.

During the Meeting

- Comply with the hygiene measures.
- Keep your distance.
- Wear a face mask when moving (at indoor events)
- Limit your visit to the time slot you booked, if applicable.
- If required participants must bring a valid corona admission ticket and a valid identity document.
- A health check will be carried out on arrival
- Report (if applicable) to the registration units / desk upon arrival.
- Disinfect your hands every time you enter and leave the venue / room.
- Comply with the guidelines and advices communicated at the venue.
- At all times, comply with the instructions of the Corona Officer & Supervisors.

The organisation will retain the right to exclude admittance or attendance of visitors who suffer from symptoms of a cold and/or those who do not comply with safety and precautionary measures.