

# Protocol for Business Events

11 October 2021 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), Verhurend Nederland and the Vereniging voor Freelance Event Professionals. 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 and the accompanying toolbox 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](http://www.eventplatform.nl) to all organisations that are engaged in the organisation and realisation of business events, as well as to visitors.

## Contact

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### General Guidelines

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

- 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
- stay at home if you have a cold, (such as a cold, runny nose, sneezing, sore throat), coughing, shortness of breath, elevation or fever and / or loss of smell and / or taste.
- Keep a safe distance

### Use of Corona ticket

The mandatory corona admission ticket applies in many places, consult the website of the central government [Rijksoverheid](https://www.testenvoortogang.org/organisatoren) and <https://www.testenvoortogang.org/organisatoren> when a corona admission ticket is required and which exceptions apply.

Employees, volunteers and artists are excluded from the use of corona admission tickets. These exclusions apply for also professionals working at the activities (so not, for example, visitors to a business conference). If employees, volunteers and performers are not vaccinated or have recently recovered, they are urgently advised to be tested before the activity takes place.

## 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**

Everyone is obliged to comply with the established guidelines. 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 and expectations.

The Corona Officer and the Supervisors:

- address people when they fail to comply with applicable guidelines
- may take measures if and when appropriate to safeguard safety of staff members and visitors;
- contribute pro-actively to optimizing the protocol and the guidelines;
- are available for questions from visitors and staff members;
- communicate the required guidelines and measures 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.

## **Managing visitor flows**

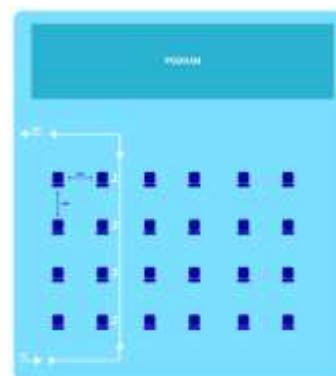
Congresses & meetings

In addition to checking the corona admission ticket, ID and the health check and registration (See '**Visitor registration**'), there must be a controlled inflow and outflow of visitors.

There is no maximum number of visitors for conferences and meetings that work indoors with a fixed seat. If the visitors do not have a fixed seat, a maximum of 75% of the capacity applies, based on the maximum capacity determined in the permit.

### Conferences & Meetings

- Signing and marking provide visitors with information about circulation routes, seating, and the order of entering and leaving the halls or rooms.
- Halls or rooms will be laid out for one-way circulation/traffic.
- 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.



## Trade fairs

There is no mandatory use of corona admission tickets in transfer locations. The mandatory corona admission ticket does apply to the combination of transfer location and meetings.

## 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.
    - o Manual available at the relevant location and any requirements with regard to a corona admission ticket,
    - o Keep a safe distance
    - o Prior to the meeting, suppliers must submit the number of staff members engaged in construction and deconstruction.
  - o Drawings with layout of the venue are part of the script.
  - o Flyers and banners with guidelines and information numbers for questions displayed visibly.
  - o Flyers and banners available with information on hygiene measures.
  - o 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.

- Comply with hygiene measures.
- Stay at home if you have symptoms of a cold or if someone you live with has a fever.
- Clear signing is put up, in bright colours, which alerts staff members to the routing, 1.5-metre 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.

### Miscellaneous

- 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.
- Staff members will wear latex gloves and an approved face mask during preparation.

### Serving

- 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.

### 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*

- Hooks and hangers will be disinfected after each use.
- Payments can only be effected touch-free.

#### *Unmanned*

- 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

- There is enough usability of (hand) soap and (paper) towels in the toilets.
- Toilets will be closed during cleaning.

## Cleaning

- The cleaning protocols of [branchevereniging OSB](#) 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

- In many cases, it is only possible to visit an event with an (online) registration.
- 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, participation is not possible without registration.
- Choose a time slot for your visit, if and when applicable.
- Carefully read your confirmation and additional information provided.
- Take notice of the protocols 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 from mild symptoms of a cold.

### During the Meeting

- Comply with the hygiene measures.
- Report (if applicable) to the registration units / desk upon arrival; you will not be admitted without registration.

- It is clearly visible and legible at the entrance that a valid corona admission ticket and a valid identity document are mandatory
- A health check will be carried out on arrival
- Disinfect your hands every time you enter and leave the venue / room.
- Comply with the guidelines communicated at the venue.
- At all times, comply with the instructions of the Corona Officer & Supervisors; they will monitor compliance with protocols and guidelines.

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