

# Protocol for Business Events

15 June 2020 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 veilignaardevakbeurs.nl. 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 & Protocol Structure

The basic principles of this protocol are the applicable advices and measures as issued by the RIVM at the time of publishing. The protocol is intended as a general framework to organize and visit business events in a safe manner.

The accompanying toolbox is intended to implement the guidelines of this protocol successfully. This toolbox contains guides, information materials, and tips & tricks.

## Communication

The protocol and the toolbox are 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. The protocol can also be downloaded through the websites of the associated industry and trade organisations.

## 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.

- keep at least a 1.5-metre social distance
- 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 suffer from mild symptoms of a cold, such as a runny nose, coughing, a sore throat, or a fever
- stay at home if someone you live with has a fever

This toolbox contains the [Flyer verspreiding voorkomen](#) and the [Flyer Goed wassen van de handen](#). (Prevent Spreading Flyer, Proper Washing of Hands Flyer). These documents are resources to guarantee a safe working environment and compliance with hygiene measures.

## Guidelines for organisers, 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.

Supervisors will be deployed at each event in order to monitor compliance with this protocol in general and compliance with social distancing rules in particular.

### **Keep a 1.5-metre Social Distance**

- Attendants will keep a social distance of at least 1.5 metres at all times.
- In order to calculate attendant capacity per event the guideline is the total number of attendants (visitors as well as staff members) per m<sup>2</sup>:
  - o For trade fairs and corporate events 1 person per 10m<sup>2</sup>;
  - o For conferences and meetings 1 person per 5m<sup>2</sup>;

in addition, the floor plan and layout of the venue / room / trade floor will be taken into account to calculate the *final* capacity for each event.

### **Safe Circulation Routes & Seating**

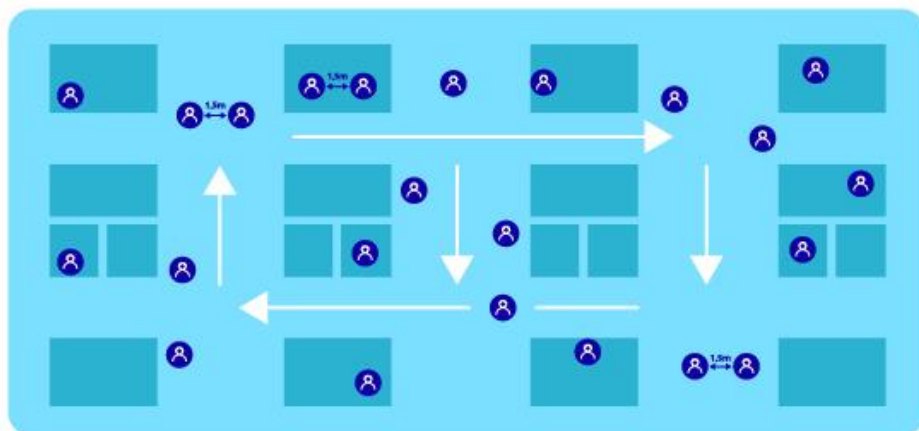
Signing and marking will alert visitors continuously to keeping a social distance of 1.5 metres. This will be effected by means of matters including floor marking, stickers on walls and windows, banners along circulation routes, and messages on digital means of communication on/near the following locations:

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

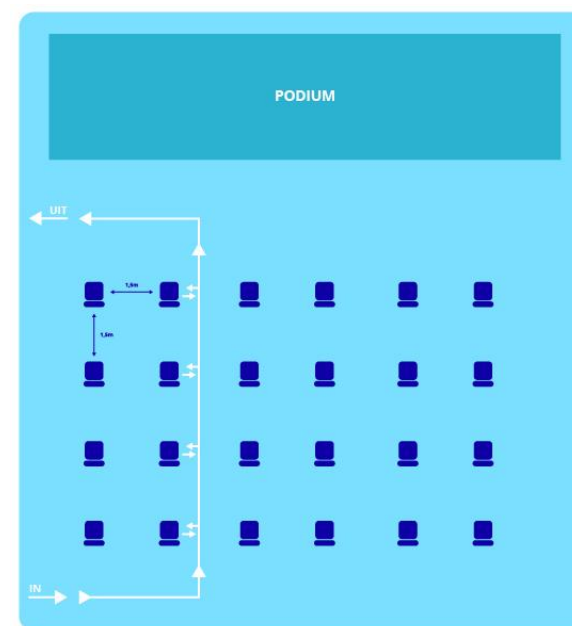
The toolbox contains the [Flyer Veilig gebruiken van de lift](#) (Safe Lift Use Flyer) which provides guidelines for routing in respect of lift use.

## Trade fairs

- Signing and marking indicate circulation routes and boxes in which visitors can meet taking into account the 1.5-metre guideline.
- 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 are obliged to lay out their booths in such a manner to guarantee that a social distance of at least 1.5 metres will be kept.
- Marking will be put up in each booth where required and boxes will be marked to guarantee a social distance of 1.5 metres and to alert the visitor constantly to this rule.



- 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.
- The seating plan will be designed in such a manner within the capacity that the required social distance between visitors will always be guaranteed.
- 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.



## Conferences & 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.
    - A limited number of disciplines can construct and deconstruct simultaneously; 1 person per 10 m<sup>2</sup> is leading during construction and deconstruction.
    - 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.
  - 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.
- When you travel with more than two persons, keep a social distance of at least 1.5 metres.
- 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 at least a 1.5-metre social distance. Do not shake hands with colleagues and other suppliers. If you consult about work, keep a social distance of at least two arm's lengths.
- 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 or if someone you live with has a fever.
- Work alone as much as possible.
- Boxes, cases, etc. are provided with wheels as much as possible (if and when too heavy) and will be touched by as few people as possible in transit from the supplier to the final destination.
- Crew rooms are spread across the venue and the 1.5-metre social distance rule can be observed.
- Crew catering: staff members will bring their own food or packed food bags will be available on site.
- The 1.5-metre rule applies to joint meals.
- 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.

### During rehearsals

- 1.5 metre social 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 1.5-metre social distance. The layout will also be mapped in this respect, so that the positions of attendants are clear.

## Miscellaneous

- 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.

The [Flyer Samen veilig aan het werk](#) (Safe at Work Together Flyer) in the [Toolbox](#) will assist in providing information to staff members about the guidelines.

## 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 1.5-metre 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 so that colleagues will not be closer than 1.5 metres.
- Staff members will wear latex gloves and an approved face mask during preparation.

### Serving

- A safe distance of at least 1.5 metres 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 means of self-service.
- Hot meals are presented by staff members who wear "face shields".
- Staff members on these positions behind buffets 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.
- This may be effected by means of standing tables that are clearly separated by means of post and rope barriers.
- Buffets have one-way circulation routes; routes are indicated clearly on floors and by means of signs.
- Supervisors monitor social distancing at buffets, required social distance is indicated on the floor.

### 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.

## Guarantee Hygiene

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



## Cloakroom

### Manned

- Cloakroom facilities are provided with separation that ensures a social distance of at least 1.5 metres 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 1.5-metre distance in the queue.
- Disinfect hands
- 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 1.5-metre social 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.
- 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

- It is only possible to visit an event after reserving, online or otherwise.
- Upon reservation, visitors will book a time slot, if and when applicable.
- The number of visitors per time slot is limited to the fixed number of total attendants per m2.
- Every reservation has a start and end time.

The toolbox contains a [Handreiking bezoekersregistratie & informatie](#) and a [Flyer veilig bezoeken van bijeenkomsten](#) for visitors (Guidance for Visitor Registrations and Information; Safe Visits to Events Flyer) . This will assist all parties in guaranteeing the general guidelines and informing visitors about the general and additional guidelines.

## Guidelines for visitors

The following guidelines apply to visitors of business events:

### Prior

- Always register your visit in advance, participation is not possible without registration.
- 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 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.
- Stay at home if someone you live with has a fever.

### During the Meeting

- Comply with the hygiene measures.
- Observe the 1.5-metre social distance rule at all times.
- Limit your visit to the time slot you booked, if applicable.
- Report to the registration units / desk upon arrival; you will not be admitted without registration.
- 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.

The [Flyer voor het veilig bezoeken van bijeenkomsten](#) (Safe Visits to Events Flyer) in the toolbox informs visitors in a visual manner about the general and additional guidelines.