

Protocol for business meetings

Version May 6, 2020

For who

This protocol provides the guidelines to business meetings for clients, organisers, accommodations, suppliers and visitors. This includes trade fairs and client exhibitions, corporate events, conferences and meetings. Public events such as concerts and festivals are specifically excluded from the scope of this protocol.

Initiators

This protocol is an initiative of EventPlatform, since 1999 - the umbrella consultation platform of the sector and trade association CLC-VECTA, the Dutch Venue Association, the Society for Event Managers, G14 IDEA, Meeting Professionals International (MPI) and Platform Cultuur Locaties (PCL) and veilignaardevakbeurs.nl. The protocol has been developed in collaboration with members of the associations and with the approval of employee organisations in the Exhibition industry: FNV and CNV Vaknemers. The aforementioned parties meet every two weeks, and more often, if necessary, to optimize this protocol based on experience, best practices and/or the new RIVM guidelines.

Responsibility

The responsibility to prevent the spread of the coronavirus is a shared responsibility. This is only possible if everyone abides the directives of this Protocol and the toolbox in a responsible manner and actively works towards the enforcement.

Principles & protocol format

The starting point for this protocol is the applicable advice and measures adopted by RIVM at the time of publication. The protocol is intended as a general framework for the safe organisation and attendance of business meetings.

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

Communication

The protocol and toolbox are available via the website www.eventplatform.nl for all organisations involved in the organisation and realisation of business meetings, as well as for the visitors. The protocol can also be downloaded from the websites of the affiliated sector and trade associations.

Contact

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De Corridor 5C
3621 ZA Breukelen
0346 – 352 444

info@eventplatform.nl
www.eventplatform.nl

Elaboration

General Guidelines

The general guidelines of RIVM apply to all clients, organisers, accommodations, suppliers and visitors to business meetings and their employees:

- keeping a distance of at least 1.5 meters
- ensuring of good hygiene measures
 - o was regular hands wash
 - o coughing and sneezing on the inside of the elbow
 - o use of paper tissues and throwing them away immediately
 - o no handshakes
- staying at home with mild cold symptoms, such as sniffing, coughing, sore throat or fever
- staying at home if you have housemates with a fever

The toolbox contains a [Guide to Safe working conditions](#), the [Flyer hygiene measures](#) and the [Flyer Washing your hands well](#). These documents are tools to ensure a safe working environment and to comply with the hygiene measures.

Organisers

Additional guidelines for the Organisers for business meetings are as follows:

Keeping a distance of 1.5 meters

- Attendees always keep at least 1.5 meters apart.
- The total number of attendees (visitors and employees) per m2 is used as a guideline for determining the capacity per meeting:
 - o 1 person per 10m2 for trade fairs and corporate events
 - o 1 person per 5m2 for conferences and meetings

whereby for the *final* capacity determination per meeting, additional account is taken of the layout and the design of the location/room/trading floor.

- It is only possible to attend a meeting with an (online) reservation.
- When making the reservation, the visitor makes a choice of a period, if applicable.
- The number of visitors per period is limited to the determined total number of people present per m2.
- Each reservation has a start and end time.

Safe meeting attendance

To enable safe attendance of meetings, the toolbox includes a [Visitor Registration & Information Guide for Organisers](#) and a [Flyer of Safe Meeting Attendance for Visitors](#). This helps organisers to safeguard the general guidelines and inform the visitors about the general and additional guidelines.

Safe set-up and dismantling of meetings

The following additional guidelines for organisers apply for the safe set-up and dismantling of meetings:

In advance

- Roadbook: at least 1 week prior to the meeting, the organiser shares a roadbook/planning with all the suppliers involved, including:
 - o A schedule for set-up and dismantling
 - o The order of arrival and departure of suppliers based on the schedule.
 - For example, during construction: first audiovisual technology, then furnishing, then catering and other suppliers. Upon completion, follow the exact same procedure in the reverse order. A limited number of disciplines can be set-up and dismantled at the same time, 1 person per 10 m2 is leading during the set-up and dismantling.
 - For several disciplines simultaneously:
 - Set up and dismantle per "box" to follow the guidelines.

- Set-up and open loading, unloading entrances and exits to safeguard logistics with regard to the guidelines.
 - Prior to the meeting, the supplier reports to indicate the number of employees involved who are responsible for the set-up and dismantling.
 - Drawings of the location layout are part of the roadbook.
 - Flyers and banners at visible locations with guidelines and information numbers for questions.
 - Flyers and banners with information about the hygiene measures.
 - Flyers with information about the catering crew

During the set-up and dismantling

- Preferably with your own transport to the location.
- OV; follow the guidelines of the transport company.
- Keep at least 1.5 meters away when traveling with more than two people.
- Keep the company bus clean and ventilated.
- Strictly follow the instructions provided in advance and the guidelines from the Location and the Organiser. Keep the guidelines and the instruction flyer in the company bus and in the set-up documentation.
- Keep 1.5 meters distance. Do not shake hands with colleagues and other suppliers. Conduct work meetings at least two arm lengths apart.
- Follow the hygiene measures.
- Stay at home with in case you have cold symptoms or housemates with a fever.
- Work alone as much as possible.
- Boxes, crates, etc. are mobile as far as possible (if too heavy), and are used by as few people as possible, from supplier to the final location, touched.
- Crew rooms are scattered around the location with a 1.5 meter distance being observed.
- Crew catering: employees bring their own packaged food, or there are food packages available at the location.
- Eating together according to the 1.5 meter rule
- There is clear signage, in striking colors, displaying the routes for the employees, 1.5 meters apart and hygiene rules.

- Work areas are well ventilated
- The Organiser, the corona responsible and the corona-infected employees are clearly recognizable by a striking clothing/vest.
- Enforcement: the organiser and the corona responsible party(ies) supervise the compliance with the measures.

During rehearsals

- The 1.5 meter distance is guaranteed by the means of a plot of the location and the residence of the employees involved.
- Hygiene measures are communicated with the help of flyers.
- Employees of technical companies separate the disciplines of the 'front house' (personnel video, light and sound), so that a distance of 1.5 meters is guaranteed. Here too, the situation is outlined so that the positions of the persons involved are clear.
- Artists adhere to the 1.5 meter on stage and are supported by the pre-applied signage on the stage floor.
- Artists receive a flyer with guidelines and hygiene rules.

Other

- Payment to suppliers is made by invoice or contactless via an ATM. Cash should not be used.
- Driving routes and parking spaces are indicated on the parking lot.
- All carriers and suppliers receive information about driving routes, parking spaces and access doors to be used in advance.
- Driving routes on the outside area around the location are indicated by signage.

The [Flyer Working safely together](#) in the Toolbox provides the guidelines for the employees.

Designated responsible person for corona

Everyone is obliged to follow the established guidelines. At least one responsible person is appointed in each organisation to oversee corona. The corona responsible is supported by the supervisors. Supervisors are employees who are involved in the meeting and are in direct contact with the visitors.

The person in charge is responsible for:

- the implementation of the protocol for business meetings and the accompanying guidelines
- coordinating and supervising compliance.
- appointing supervisors and informing them about the guidelines and expectations.

The corona responsible person and the supervisors:

- hold to account the individuals, who are not complying with the applicable guidelines
- if necessary, can take appropriate action to ensure the safety of the employees and visitors
- proactively contribute to the optimisation of the protocol and guidelines
- are available for questions from visitors and employees
- communicate the necessary guidelines and measures in consultation
- cooperate with external organisations from the local authorities, including the Safety Region, the Municipality, the GGD and the Health and Safety Service.

Supervisors are deployed at each meeting to monitor compliance with this protocol in general and with social distancing in particular.

Locations

The additional guidelines for Business Meeting Locations are as follows:

Keep a distance of 1.5 meters

- Attendees always keep at least 1.5 meters apart.
- The total number of attendees (visitors and employees) is therefore *always limited*.
- The total number of attendees (visitors and employees) per m² is used as a guideline for determining the capacity per meeting:
 - o 1 person per 10m² for trade fairs and corporate events
 - o 1 person per 5m² for conferences and meetings

whereby for the *final* capacity determination per meeting, additional account is taken of the layout and the design of the location/room/trading floor.

- It is only possible to attend a meeting with an (online) reservation.
- When making the reservation, the visitor makes a choice of a period, if applicable.
- The number of visitors per period is limited to the determined total number of people present per m².
- Each reservation has a start and end time.

Safe construction and dismantling of meetings

The following additional guidelines for organisers apply for the safe set-up and dismantling of meetings:

In advance

- Roadbook: at least 1 week prior to the meeting, the organiser shares a roadbook/planning with all the suppliers involved, including:
 - o A schedule for set-up and dismantling
 - o The order of arrival and departure of suppliers based on the schedule

- For example during construction: first audiovisual technology, then furnishing, then catering and other suppliers. Upon completion, follow the exact same procedure in the reverse order. A limited number of disciplines can be set-up and dismantled at the same time, 1 person per 10 m2 is leading during the set-up and dismantling.
- For several disciplines simultaneously:
 - Set up and dismantle per "box" to follow the guidelines.
 - Set-up and open loading, unloading entrances and exits to safeguard logistics with regard to the guidelines.
- Prior to the meeting, the supplier reports to indicate the number of employees involved who are responsible for the set-up and dismantling.
- Drawings of the location layout are part of the roadbook
- Flyers en banners op zichtlocaties met richtlijnen en informatienummers voor vragen.
- Flyers and banners with information about the hygiene measures.
- Flyers with information about the catering crew.

During the set-up and dismantling

- Preferably with your own transport to the location.
- OV; follow the guidelines of the transport company.
- Keep at least 1.5 meters away when traveling with more than two people.
- Keep the company bus clean and ventilated.
- Strictly follow the instructions provided in advance and the guidelines from the Location and the Organiser. Keep the guidelines and the instruction flyer in the company bus and in the set-up documentation.
- Keep 1.5 meters distance. Do not shake hands with colleagues and other suppliers. Conduct work meetings at least two arm lengths apart.
- Follow the hygiene measures.
- Stay at home with in case you have cold symptoms or housemates with a fever.
- Work alone as much as possible.

- Boxes, crates, etc. are mobile as far as possible (if too heavy), and are used by as few people as possible, from supplier to the final location, touched.
- Crew rooms are scattered around the location with a 1.5 meter distance being observed.
- Crew catering: employees bring their own packaged food, or there are food packages available at the location.
- Eating together according to the 1.5 meter rule.
- There is clear signage, in striking colors, displaying the routes for the employees, 1.5 meters apart and hygiene rules.
- Work areas are well ventilated
- The Organiser, the corona responsible and the corona-infected employees are clearly recognizable by a striking clothing/vest.
- Enforcement: the organiser and the corona responsible party(ies) supervise the compliance with the measures.

During rehearsals

- The 1.5 meter distance is guaranteed by the means of a plot of the location and the residence of the employees involved.
- Hygiene measures are communicated with the help of flyers.
- Employees of technical companies separate the disciplines of the 'front house' (personnel video, light and sound), so that a distance of 1.5 meters is guaranteed. Here too, the situation is outlined so that the positions of the persons involved are clear.
- Artists adhere to the 1.5 meter on stage and are supported by the pre-applied signage on the stage floor.
- Artists receive a flyer with guidelines and hygiene rules.

Other

- Payment to suppliers is made by invoice or contactless via an ATM. Cash should not be used.
- Driving routes and parking spaces are indicated on the parking lot.
- All carriers and suppliers receive information about driving routes, parking spaces and access doors to be used in advance.
- Driving routes on the outside area around the location are indicated by signage.

The [Flyer Working safely together](#) in the Toolbox provides the guidelines for the employees.

Safe walking routes & seating

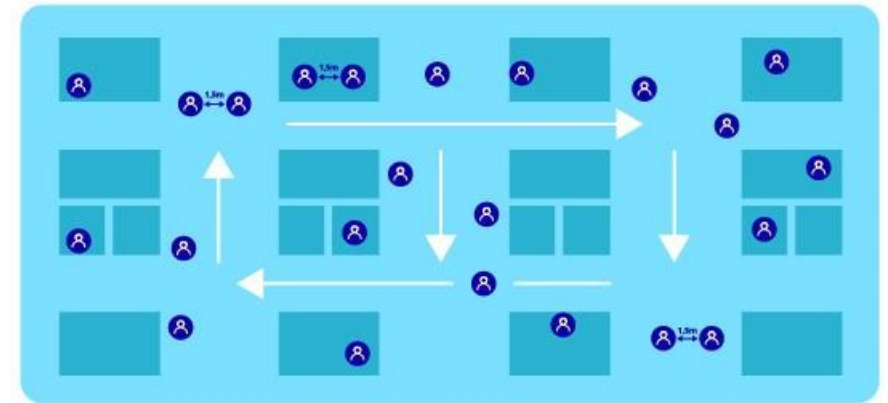
Signage and markings continuously alert visitors to keep a distance of 1.5 meters.

This is done with the help of markings on the floor, stickers on walls and windows, banners along the walking routes and announcements with the digital means of communication on/at the following points:

- Entrance (s)
- Public space (s)
- Toilets
- Room space (s)
- Exhibition floor (s)

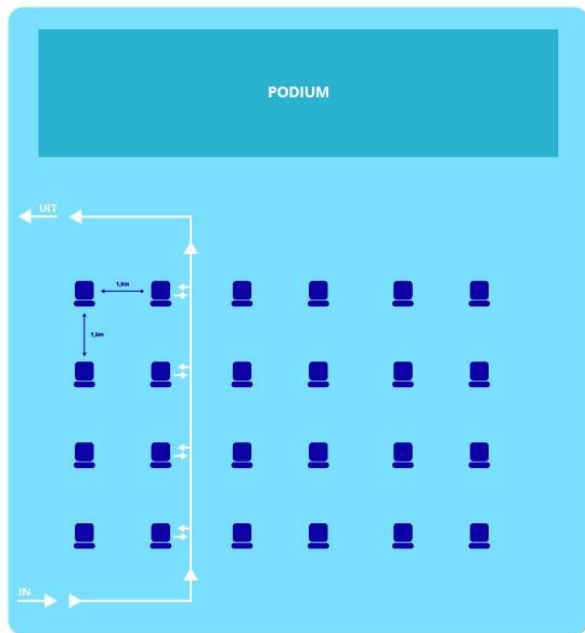
Trade fairs

- Signage and markings indicate the walking routes and sections in which visitors can meet each other, with due observance of the 1.5m guideline.
- Aisles are indicated, wide enough and designed to maintain one-way traffic or wide enough to pass each other safely in different walking directions.
- Exhibitors are obliged to organize their stands to guarantee a minimum distance of 1.5 meters.
- Where necessary, markings and boxes are indicated per stand to ensure the 1.5 m distance and to keep the visitor alert.



Congresses & meetings

- Signage and markings provide visitors with the information about the walking routes, seating and the order of entering and leaving the halls.
- One-way route/traffic is used in the rooms.
- The seating plan is designed according to the capacity in such a way that sufficient distance is always guaranteed between visitors.
- Visitors enter and leave the hall in portions using time slots or on the basis of pre-allocated seats (for example, row 1 enters and exits first). Where possible, participants will be given a different arrival time based on this order to avoid waiting times. This process is supervised by the employees inside and outside of the room.
- Sufficient time is allowed between the different sessions, which prevents the arriving and departing visitors from meeting each other.



Safe preparation & serving of F&B

The following guidelines have been established for safe preparation and serving of food and drinks:

Preparation

- Employees wash their hands at least every 30 minutes according to the hygiene regulations during every work change.
- Work surfaces must be cleaned every hour.
- Workplaces must be situated 1.5 meters apart, unless good physical separation can be created between the workplaces, for example by a temporary wall or a PVC screen.
- Avoid permanent cross lines in the kitchen so that colleagues do not come closer than 1.5 meters.
- Employees wear latex gloves and an approved face mask during food preparation.

Serving

- A safe distance of at least 1.5 meters has been created between visitors and employees.
- If that distance less than is provided for in plexiglass separation between the point of serving and the employees.
- Food is preferably presented pre-packed per person.
- Food and drinks are preferably presented in disposables or in dishes that have been washed at a high temperature.
- There are enough bins to throw away all disposables, guests are instructed to throw away packaging materials, napkins, etc. themselves.
- Beverages and food are offered via a self-service method if possible.
- Hot dishes are served with the use of "spit caps" by employees.
- Employees behind buffets wear gloves.
- Buffets are set up in a room other than where the food and drinks are consumed or the space is arranged in such a way that there is a clear physical separation between serving and consumption of food and drinks.
- This can be done by standing tables that are clearly separated by pole and cord.
- There is one-way traffic along the buffets, routes are clearly indicated on the floor and by signs.
- For buffets, supervisors ensure that they are kept at a sufficient distance from each other, the distance is indicated on the floor.

Supplement for trade fairs

- The provision of drinks and food is limited to the designated catering points. The provision of refreshments by exhibitors in their stands is permitted, provided that safety can be guaranteed by applying the guidelines described above.
- The organiser and the location must check compliance.

Ensuring hygiene

The following guidelines have been established to ensure hygiene:

Cloakroom

Staffed

- Cloakroom facilities are equipped with a separation that guarantees the 1.5 meter distance between the cloakroom employee and the visitor.
- The cloakroom worker is wearing gloves
- Coat racks/hangers are disinfected after each use.
- Only contactless payments can be made.

Staffless

- Ribbons, cords and/or signage on the floor mark the walking direction of the visitor and the 1.5 meter distance in the queue.
- Disinfect hands
- At all entrances and central points in the location where the business meeting takes place, it is possible to disinfect the hands with a disinfectant hand gel.
- In the immediate vicinity of points, where taps and are located, units with disinfectant hand gel are available.
- Tissues and rubbish bins are sufficiently provided.

Sanitary

- The number of users per toilet room is limited in such a way that 1.5 meters distance can be kept.
- This establishes a practical way to regulate this. For example, a traffic light system.
- There are, visibly, clear regulations for the safe use of the toilets.
- Toilets are closed during cleaning.

Cleaning

- The cleaning protocols of the OSB trade association are the starting point, supplemented with:

- o All used spaces, as well as the sanitary facilities, are cleaned before, after and during the business meeting at least twice a day.
- o Extra cleaning is done upon the instructions of the corona responsible (s) and supervisors.
- Contact points such as door handles, other hand contact points, stair railings, tables and counters are cleaned with disinfectants at least twice a day.
 - Flat surfaces such as tables, counters and buffets are thoroughly cleaned several times a day.

Designated corona-responsible person

Everyone is obliged to follow the established guidelines. At least one corona responsible is appointed in each organisation to oversee this. The corona responsible is supported by supervisors. Supervisors are employees, who are involved in the meeting and are in direct contact with the visitors.

The corona responsible person is responsible for:

- the implementation of the protocol for business meetings and the accompanying guidelines
- coordinating and supervising compliance
- Appointing supervisors and informing them about guidelines and expectations.

The corona responsible person and supervisors:

- hold to account the individuals, who are not complying with the applicable guidelines
- if necessary, can take appropriate action to ensure the safety of the employees and visitors
- proactively contribute to the optimisation of the protocol and guidelines
- are available for questions from visitors and employees
- communicate the necessary guidelines and measures in consultation
- cooperate with external organisations from the local authorities, including the Safety Region, the Municipality, the GGD and the Health and Safety Service.

During each meeting, corona responsible employees are deployed to monitor compliance with this protocol in general and that of social distancing in particular.

Suppliers & exhibitors

The additional guidelines for suppliers and exhibitors for business meetings are as follows:

Keep a distance of 1.5 meters

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Safe set-up and dismantling of meetings

The following additional guidelines for organisers apply for the safe set-up and dismantling of meetings:

In advance

- Roadbook: at least 1 week prior to the meeting, the organiser shares a roadbook/planning with all the suppliers involved, including:
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During the set-up and dismantling

- Preferably with your own transport to the location.
- OV; follow the guidelines of the transport company.
- Keep at least 1.5 meters when traveling with more than two people.
- Keep the company bus clean and ventilated.
- Strictly follow the instructions provided in advance and the guidelines from the Location and the Organiser. Keep the guidelines and the instruction flyer in the company bus and in the set-up documentation.

- Keep 1.5 meters distance. Do not shake hands with colleagues and other suppliers. Conduct work meetings at least two arm lengths apart.
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Safe walking routes & seating

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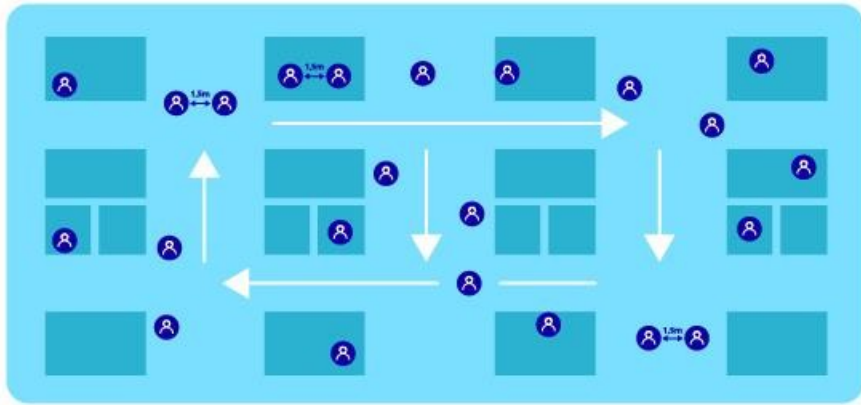
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Trade fairs

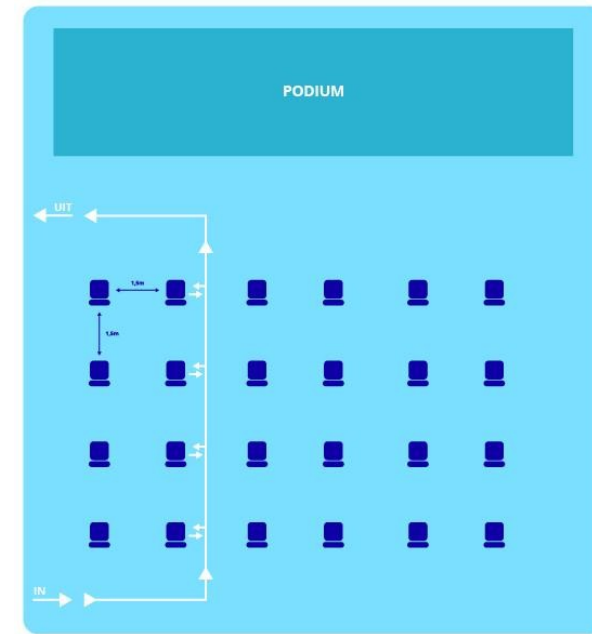
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- Where necessary, markings and boxes are indicated per stand to ensure the 1.5 m distance and to keep the visitor alert.



Congresses & meetings

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Safe preparation & serving of F&B

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Serving

- A safe distance of at least 1.5 meters has been created between visitors and employees.
- Is that distance less than is provided for in plexiglass separation between the point of serving and the employees.
- Food is preferably presented pre-packed per person.
- Food and drinks are preferably presented in disposables or in dishes that have been washed at a high temperature.
- There are enough bins to throw away all disposables, guests are instructed to throw away packaging materials, napkins, etc. themselves.
- Beverages and food are offered via a self-service method if possible.
- Hot dishes are served with the use of "spit caps" by employees.
- Employees behind buffets wear gloves.
- Buffets are set up in a room other than where the food and drinks are consumed or the space is arranged in such a way that there is a clear physical separation between serving and consumption of food and drinks.
- This can be done by standing tables that are clearly separated by pole and cord
- There is one-way traffic along the buffets, routes are clearly indicated on the floor and by signs.
- For buffets, supervisors ensure that they are kept at a sufficient distance from each other, the distance is indicated on the floor.

Supplement for trade fairs

- The provision of drinks and food is limited to the designated catering points. The provision of refreshments by exhibitors in their stands is permitted, provided that safety can be guaranteed by applying the guidelines described above.
- The organiser and the location must check compliance.

Designated responsible person for corona

Everyone is obliged to follow the established guidelines. At least one responsible person is appointed in each organisation to oversee corona. The corona responsible is supported by the supervisors. Supervisors are employees who are involved in the meeting and are in direct contact with the visitors.

The person in charge is responsible for:

- the implementation of the protocol for business meetings and the accompanying guidelines
- coordinating and supervising compliance.
- appointing supervisors and informing them about the guidelines and expectations.

The corona responsible person and the supervisors:

- hold to account the individuals, who are not complying with the applicable guidelines
 - if necessary, can take appropriate action to ensure the safety of the employees and visitors
 - proactively contribute to the optimisation of the protocol and guidelines
 - are available for questions from visitors and employees
 - communicate the necessary guidelines and measures in consultation
 - cooperate with external organisations from the local authorities, including the Safety Region, the Municipality, the GGD and the Health and Safety Service.

Supervisors are deployed at each meeting to monitor compliance with this protocol in general and with social distancing in particular.

Visitors

The additional guidelines for business meeting attendees are as follows:

Prior to a meeting

- Always register a visit in advance, participation is not possible without registration
- If applicable, choose a time slot for the visit
- Travel alone as much as possible and, in case of use of the public transport, travel outside of the rush hours as much as possible
- Read the confirmation and the accompanying information carefully
- Take note of the protocols and guidelines at the time of registration and when changing it
- In case of changes and/or additions to the protocols and guidelines, visitors will be informed either personally, or by email, or SMS. staying at home with mild cold symptoms, such as sniffing, coughing, sore throat or fever
- Staying at home if you have housemates with a fever

During the meeting

- Observe the hygiene measures
- Always keep a 1.5 meter distance
- If applicable, limit the visit to the selected timeslot
- Upon arrival, register at the registration unit/desk - no access is allowed without registration
- Always disinfect your hands when entering and leaving the location/room
- Follow the guidelines communicated on site
- Always follow the instructions of the corona responsible person & the supervisors, they ensure compliance with the protocols and guidelines.

The organisation reserves the right to exclude from further participation/visit the visitors with a cold, fever and/or those who fail to observe the safety and precautionary measures.

The [Flyer for safe meetings](#) in the toolbox visually informs visitors about the general and additional guidelines.