



Health & Safety Strategy Manual: *COVID-19 Health Safety Measures*

We welcome you to World Forum The Hague!

As part of the global GL events company serving clients and visitors in more than 50 venues across the world, we are used to maintaining the highest standards of service.

With the worldwide outbreak of COVID-19, health safety measures to control the spread of the disease have become an imperative for our industry. We connect people, and we want them to do so safely. Fortunately, we at the World Forum have a strong 50-year safety record to build on, and have engaged in anti-virus control measures since the start of the outbreak.

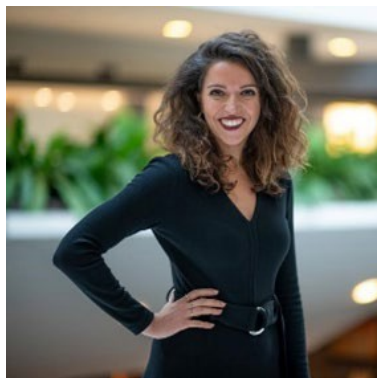
This document outlines our extensive health safety efforts to ensure your well-being as well as that of our staff and contractors, and aims to give you insight into how we have structured, maintain, and continuously try to improve these measures.

We hope to welcome you soon, and will continue to do everything in our power to make your visit as safe as possible.

With kind regards,



Michiel Middendorf
General Manager World Forum The Hague



Marije Bouwman
Director of Operations, Safety & Security

1. Our Approach

World Forum The Hague is the foremost event venue of The Hague and one of the leading congress and event facilities in the country. While operating autonomously, we are part of the global industry-leading French-owned GL events company.

We believe in always putting the customer first, in delivering top quality always, and in maintaining the highest health and hygiene safety standards set for and by us at the national and international levels, be they our own, those of government authorities, or those of leading industry associations.

Our approach in pursuit of health safety is anchored in an anti-COVID-19 policy and plan, both based on international and national government and industry standards, guidance and best practices.

1.1 Our Anti-COVID-19 Policy

As concerns COVID-19 health safety, it is the policy of World Forum The Hague to:

1. Seek to ensure that (your) events can be organised safely and that (your) visitors, exhibitors and delegates can be accommodated in our venue with the best possible hygiene and health safety.
2. Follow all applicable guidance and standards required by the:
 - Netherlands national health and food safety authorities (RIVM and VWA) (broadly aligned with that of the World Health Organisation or WHO)
 - The Hague city government Health Safety Authorities (GGD)
 - Safety & Security Region Haaglanden (VRH)
 - The GL events global Health Sanitary Compliance Team
 - The global industry associations AIPC, ICCA and UFI
 - Dutch industry program Eventplatform (CLC Vecta)
3. Commit to implementing, maintaining and improving reinforced health safety measures and procedures to the best of our ability, and hold ourselves accountable for our efforts in this area.

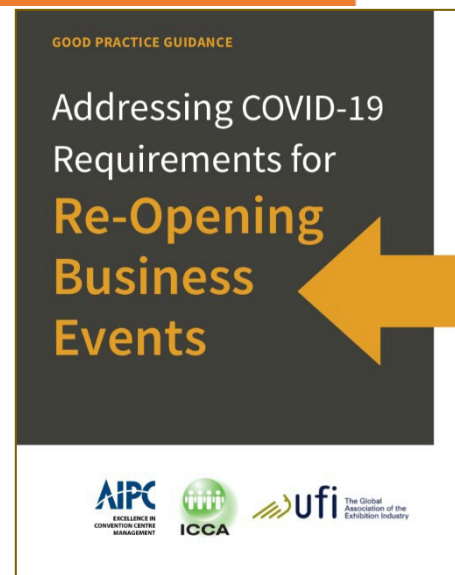


1.2 Our Anti-COVID-19 Plan

World Forum The Hague COVID-19 Management Team or CMT is responsible for implementing our COVID-19 policy by structuring, enabling and overseeing all related efforts. The CMT is led by our General Manager and uses the global GL events *Sanitary Guidelines for GL events Venues* as its framework to plan and execute its activities.

The *Sanitary Guidelines for GL events Venues* encompass all main measure sets such as for hygiene, cleaning and physical distancing recommended in the international events industry AIPC-ICCA-UFI (or G3) framework as well as in that of the Dutch events industry Eventplatform (or CLC Vecta) framework. By using the GL events framework, the CMT thus ensures that activities at World Forum The Hague (along with those of the more than 50 other GL events venues worldwide) are planned in line with appropriate organisational, national and international anti-COVID guidance and standards.

The *Sanitary Guidelines for GL events Venues* framework was developed by a multinational team in close cooperation with French authorities and international health specialists, and aligns with multinational WHO and European health authority guidance.



Use of the framework ensures that World Forum The Hague conforms to GL events policy and applicable guidance and standards; uses comprehensive measure sets that cover all of the three pre-event, event and breakdown phases as well as the day-to-day situation of the venue; and structures controls so they can be properly reviewed and audited.

The GL events framework has three main pillars and 14 focus areas. These are listed below and outlined in the remainder of this document:

1. Adapting Our Venue

- Our Employees and Contractors
- Our Facility
- Crowd management

2. Reinforced Measures During Your Event

- Protocols & Checklists
- Risk Assessment
- Shielding
- Reinforced Hygiene
- Physical Distancing and Flow Control
- Visible Communication
- Food & Beverage
- Specific Tailored Measures
- Online Participation & Hybrid Events

3. Process Management

- Flow Monitoring
- COVID-19 Management
- Safe Customer Journey

The principal means by which World Forum The Hague CMT implements this framework is our *COVID-19 Plan* which consists of two key parts: our *Back to Work Instructions COVID-19* and our *Event Protocol COVID-19*. With these we cover the full spectrum of our activities: the Back to Work Instructions safeguard our ongoing operation even when no events are taking place, and the Event Protocol is for ensuring safe events on a tailor-made basis. The Back to Work document is distributed to all our internal staff and relevant 3rd party employees that operate within the facility.

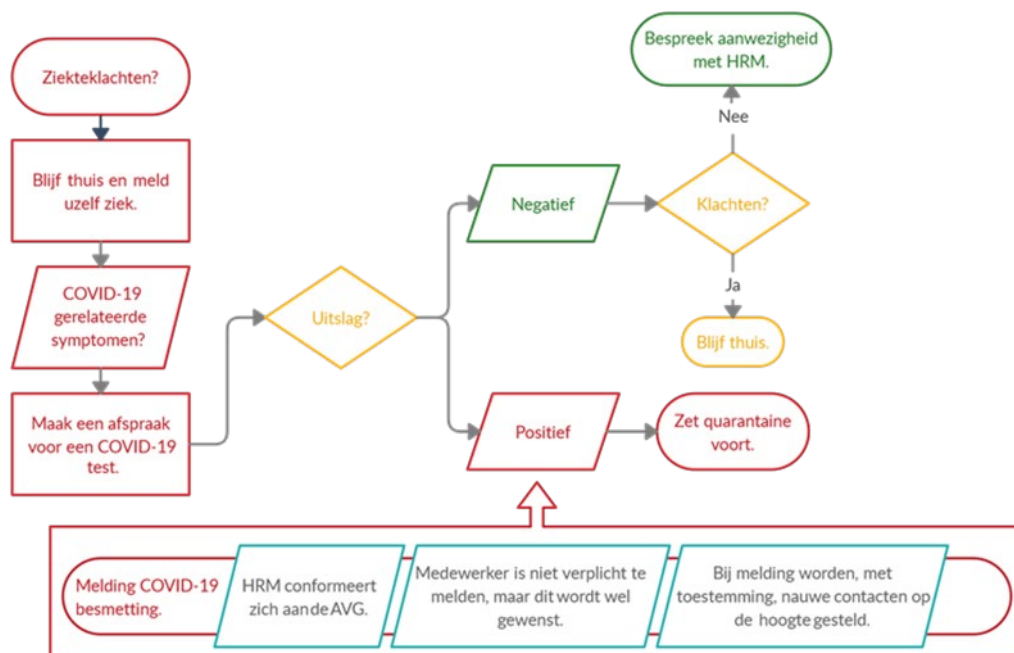


2. Adapting Our Venue

2.1 Our Employees and Contractors

World Forum The Hague efforts to safeguard our employees and contractors, initiated as early as February 2020, centre around a series of efforts to meet requirements related to:

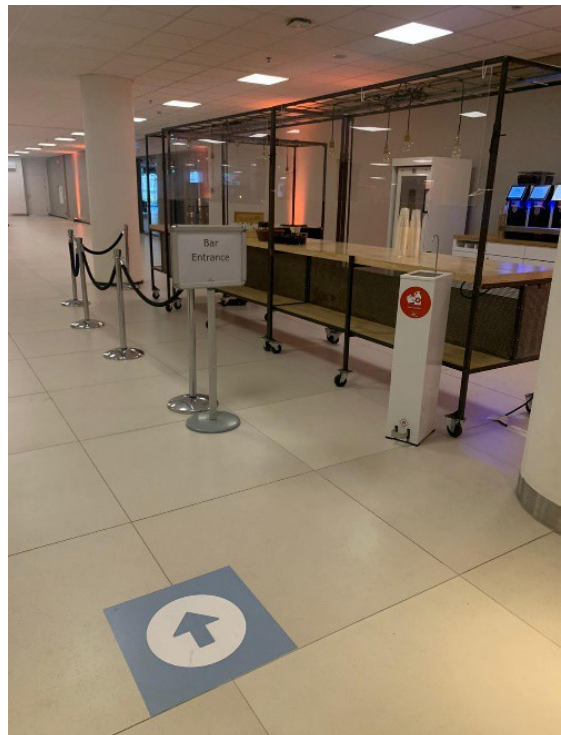
- Reviewing health safety measures and assessing risk across the entire span of employee and contractor activities and operations. This ranges from maintenance and materials acquisition to transport and logistics to all phases of an event and all areas of work, from meetings and offices to storage and supply rooms.
- Wearing appropriate Personal Protection Equipment or PPE such as gloves and masks as situations, circumstances and procedures demand. Protective measures are constantly (re)determined based on the applicable measures and guidelines from previously mentioned sources in order to ensure effectiveness.
- Training and instructing employees and contractors on health safety hygiene and cleaning standards, protocols, and equipment use, and familiarizing new staff with practices such as adherence to walking routes and properly washing hands.
- Providing employees and contractors all the appropriate means such as soap, sanitizer, cleaning agents, PPE supplies and 'elbow grip' door-openers to function safely.
- Health screening of employees and contractors using self-assessment and on-site thermal temperature screening. The latter involves the use of industry-leading FLIR camera technology supplied by the main FLIR distributor in The Netherlands.
- Every World Forum staff member is obliged to wear a (KN95) mask upon entering the venue. Partners and clients are requested and advised to wear a similar type of mask before entering the venue. Currently, wearing a mask is not mandatory.
- Enabling employees and contractors working from home to do so safely. This includes providing Health Safety, HR and IT guidance on healthcare, ergonomics and secure use of IT networks and resources.
- Reviewing and auditing employee and contractor protection measures by the World Forum The Hague COVID-19 Strategic Manager.



2.2 Our Facility

World Forum The Hague's activities to structurally safeguard our venue and create and maintain a healthy, secure operating environment include, among others, the following:

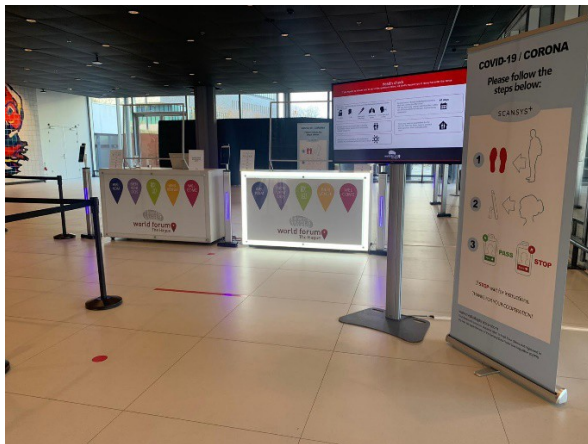
- Structural deployment of visible signage of health measures and instructions at all appropriate entry, exit, and interior use points.
- Structural deployment in back-office areas, and as required per event in event areas, of walking flow/directions signage, stickers and electronic screen use to facilitate 1.5-meter distancing and movement flows.
- In-depth disinfection protocols at both the facility ('deep clean') and the particular area/room/object level, including set plans for increased cleaning frequency during particular times and timeframes, e.g. during events and in kitchen areas. Cleaning protocols have been developed in close collaboration with our main cleaning partner, HAGO.
- Special attention being paid to waste management to ensure safe disposal of potentially infectious waste such as used masks, gloves, wipes, and tissues.
- Operation of a medical First Aid Station and a COVID-19 Isolation room so that anyone exhibiting possible symptoms or requiring immediate care can be treated or safely and comfortably quarantined until outside First Responders arrive (coordinated through the Security and Safety Operations Office).
- Operation of an Incident Response Room that the World Forum or a client Crisis Management Team can use to manage any larger health safety emergency.
- Use of and training on COVID-19 Outbreak Protocol so that our First Aid, First Responder (BHV), Security Officers, Duty Management, Safety & Security Management, Operations Management and Crisis Management Team can all work together smoothly to manage any serious incidents.
- Operation of a specially modified, updated Building Management System (BMS) plan controlling airflow ventilation, air conditioning and



2.3 Crowd management

To plan and achieve physical distancing requirements during all phases of operations including events World Forum The Hague uses a crowd management program. Key tenets of the program are:

- Coordinating activities and deliveries across build-up, event and breakdown of organisers, exhibitors, suppliers and other contractors, including the use of timeslots and routing.
- Maintaining routing options for different events, including the use of two main entrances, each with multiple sets of doors, on two different sides of the building, and on two different floor levels.
- Reorganizing and reconfiguring main venue walking routes into both designated widened two-way and one-way lanes to ensure 1.5-meter distance requirements are met, and to facilitate people flow for particular events such as exhibitions and circulation in booth areas.
- Reorganizing and reconfiguring room, hall, lobby and other event / meeting area-specific layouts to ensure 1.5-meter distance requirements are met, particularly as it pertains to seating and table arrangements. To this end, all such areas from conference rooms to exhibition areas to lobbies have been measured for safe occupancy rates and options for configuration.
- Employing infrared temperature scanners of ScanSys to rule out fevers among our guests and delegates and ensure swiftness of the crowd flow.



3. Reinforced Measures During Your Event

3.1 Protocols & Checklist

World Forum The Hague uses protocols and checklists specifically made for all relevant types of operational activities to check on all health safety measures before, during and after an event, and to ensure services are tailored to the event and meet client requirements. This includes consideration of the type, location, size and duration of the event; potential First Aid / First Responder assistance required, including for possible evacuation; pre-cleaning, cleaning during and post-event cleaning requirements, including waste collection; health/hygiene materials required during build-up, the event and break-up; catering; and any other, special requirement needs.

The Project Manager communicates and, if necessary, further plans measures in the run-up to the event. During the event, the Duty Manager carries a shared responsibility for the application of measures along with the remaining operational departments. The client organisation is provided a document containing the defined responsibilities of both their organisation and World Forum, to ensure mutual comprehensiveness and stimulate cooperation. The client organisation will, formally speaking, largely be held responsible for ensuring compliance among their guests and delegates, but World Forum will at all times be available to provide aid if required.

3.2 Risk Assessment

World Forum The Hague uses a multi-layered health safety risk assessment approach to ensure its standard activities and events are as safe as possible. This includes a set of assessments specifically geared towards identifying risk related to each separate event so that mitigation measures are tailored and comprehensive. These are:

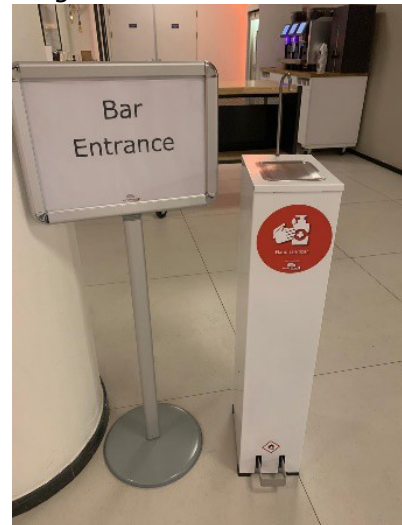
- The Risk Inventory and Evaluation (RI&E) for Health Safety and the Environment (HSE) required by the Dutch government Health Ministry
- The Food Safety Risk Analysis performed on the basis of the Hazard Analysis & Critical Control Points (HACCP) assessment method required by the Dutch government Food Safety Authority
- The Workplace and Event Venue COVID-19 Risk Analysis required by GL events and encouraged by the World Health Organisation (WHO)
- World Forum The Hague Event Planning Risk Assessment

As part of its health safety risk assessment process, World Forum The Hague, through its Security and Safety Office, also monitors COVID-19 news developments and maintains contact with the Dutch RIVM pandemic management agency and the city's health agency, the GGD, in case of sudden changes in the local health risk environment.

3.3 Shielding

World Forum The Hague exercises active health shielding efforts to minimise risks to visitors, organisers, exhibitors, staff and contractors. Key among these are:

- Assisting in the provision of soap (within toilet facilities) and hand sanitizer for the event and venue, including the stationing of touchless hand sanitizer stations for all to use.
- Assisting with the procurement of select supplies of PPE such as (KN95) facemasks and gloves for attendees or staff, as appropriate to the event or situation.
- Providing instructions or assisting with giving instructions in the proper use of select PPE.



3.4 Reinforced Hygiene

World Forum The Hague uses a reinforced hygiene regime to minimise health risks for visitors, organisers, staff and contractors. Key aspects of this program include:

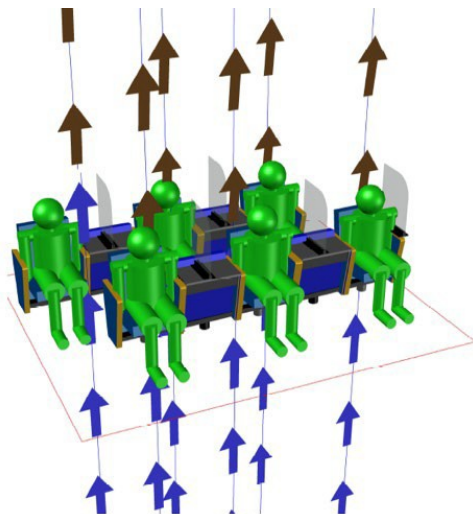
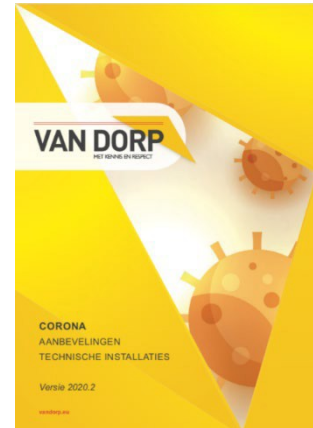


- Increased cleaning and disinfection in general areas.
- Increased cleaning and disinfection of touchpoints identified in health safety risk assessments, including reception desk areas, toilets, handrails for stairs, elevators, door handles, ticketing machines and information desks.
- Increased cleaning and disinfection of any events rooms, including table, chairs, and as applicable, booths, displays, presentation surfaces and stage areas, including related equipment.
- Special attention to waste management to mitigate the risk of contact with disposed, possibly infectious materials.
- Increased and optimised air ventilation to mitigate the risk of any airborne disease transmission.

3.5 Ventilation plan

The ventilation plan is designed by World Forum The Hague technical engineering partner Van Dorp in May-June 2020 to optimise air ventilation and cleaning throughout the building. The plan involved modification of our main air circulation system based on evolving Dutch and European guidelines. This includes a specially customized air flow program for our largest room, the King Willem Alexander (KWA) Hall.

Our ventilation system has the ability to fully filter out soot and dust particles from outside air to circulate fresh air throughout the building. These filters are regularly checked and replaced. Ingress air is then extracted and blown out of the building again. Our ventilation system is thus circulatory and air is not recycled.



The King Willem Alexander Hall has its unique ventilation system to provide maximum effectiveness given the size and utility of the area. Fresh air is blown up from under each chair and then extracted through the ceiling (visualized on the left). Here, too, the air is not recycled.

The venue has a multitude of rooms which are not equipped with our circulatory ventilation system. These include the boardrooms, interpreter booths and elevators. Extra measures have been put in place for these rooms:

- **Boardrooms:** windows must be open at all times for natural ventilation;
- **Interpreter booths:** a system is present providing minimal air extraction. No more than two people are allowed inside per booth. If two people are present within the booth, the door should remain open for natural ventilation;
- **Elevators:** a system is present providing minimal ventilation. No more than one person is allowed inside at a time (except for the cargo elevator: max. two people) and a facemask must be worn. Exception to the occupation rule includes a less able-bodied person along with a mentor.

World Forum The Hague implemented the six recommendations of the European Federation of European Heating, Ventilation and Air Conditioning Associations (REHVA) per November 2020:

1. Provide adequate ventilation of spaces with outdoor air;
2. Switch ventilation on at nominal speed at least 2 hours before the building opening time and set it to a slower pace 2 hours after the building usage time;
3. At nights and weekends, do not switch ventilation off, but keep systems running at a slower pace;
4. Open windows regularly (even in mechanically ventilated buildings);
5. Keep toilet ventilation in operation 24/7;
6. Switch air handling units with recirculation to 100% outdoor air.

World Forum The Hague exercises physical distancing and flow control to minimise health risks to visitors, organisers, and exhibitors. At the core of this program is the Dutch national 1.5-meter distancing guidance. Key aspects of these efforts which are intensified in preparation for and during events include:

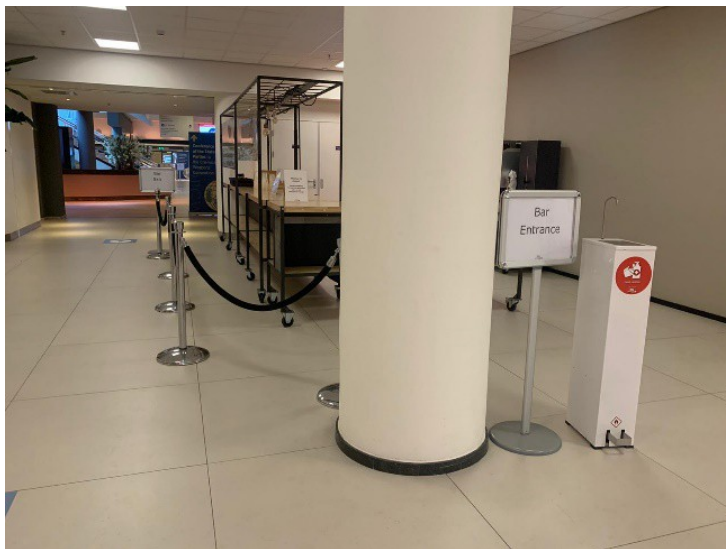
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- The floor plan shows the 10th floor of the MGM CityCenter. Key areas include:
- MGM Grand Theater:** A large circular theater with tiered seating, a stage, and a box office.
 - Lobbies:** Lobby 1, Lobby 2, and Lobby 3 are located around the theater.
 - Restrooms:** Men's and Women's restrooms are located near the theater.
 - Corridors and Stairs:** Numerous corridors and stairwells are shown throughout the floor.
 - Room Numbers:** Room numbers are indicated in small boxes throughout the plan.
 - Directional Arrows:** Blue arrows indicate the direction of travel throughout the floor.
 - Other Areas:** The plan also shows the 10th floor of the MGM Grand Hotel, the MGM Grand Casino, and the MGM Grand Skyline.

3.7 Capacity, Ingress and Egress Routing Policy

- The amount of guests which enter the building does not exceed the maximum amount required to maintain 1.5 meters of distance;
- The amount of guests present within a lobby does not exceed the maximum amount allowed inside as shown in the capacity chart;
- If two (small-scaled) events were to take place simultaneously, which is possible given the size of the building, two separate entrances are used for each given event. The front entrance (Amalia) consists of multiple wide double door entrances. The side entrance (Onyx) also consists of multiple double door entrances which could function as main entrance for any given event;
- The amount of guests present within a conference room does not exceed the maximum amount allowed inside as shown in the capacity chart;
- The client organisation is advised to establish a protocol to ensure compliance to social distancing when seating guests and delegates within our rooms.
- Signage is present within narrow spaces (with special attention to toilet facilities and lifts) to clearly indicate the maximum amount of people allowed inside. Additionally, alternate toilet booths and taps have been marked as unavailable to ensure compliance to social distancing and minimise occupation.

| Capacity chart World Forum 1.5 meter | F&B | Theater | Remark |
|---|-----|---------|---------------|
| Atlantic | 100 | | lunch |
| Atlantic Foyer | 30 | | lunch |
| Pacific | 100 | | lunch |
| Pacific Foyer | 30 | | lunch |
| King Willem Alexander with balcony | | 345 | fa miles: 744 |
| King Willem Alexander w/o balcony, no extra seating | | 237 | fa miles: 534 |
| Africa / Antarctica / Asia | | 12 | |
| Europe 1 / Europe 2 | | 12 | |
| Europe 1&2 | | 27 | |
| North America / Central America / South America | | 12 | |
| Oceania | | 27 | |
| Oceania Foyer | | 40 | |
| King Willem Alexander Foyer | 26 | | coffee / tea |
| Lobby 1 & 2 | 94 | | coffee / tea |
| Lobby 3 | 32 | | coffee / tea |
| World Café | 21 | | coffee / tea |
| Pandea | 20 | | coffee / tea |
| Princess Alexia | 30 | | coffee / tea |
| Princess Ariane | 30 | | coffee / tea |
| Princess Amalia (registration) | | | |
| Amazon | | 56 | |
| Mississippi without balcony | | 63 | |
| Yangtze 1 / Yangtze 2 | | 29 | |
| Yangtze 1&2 | | 58 | cloakroom |
| Onyx | | 54 | |
| Volga 1 / Murray | | 6 | |
| Volga 2 / Thames / Rio Grande 1 / Rio Grande 2 | | 4 | |
| Nile | | 8 | |
| Seine / Donau / Tigris / Mekong | | 4 | |
| Everest 1 / Everest 2 | | 12 | |
| Everest 1&2 | | 27 | |
| Kilimanjaro 1 / Kilimanjaro 2 | | 9 | |
| Kilimanjaro 1&2 | | 21 | |



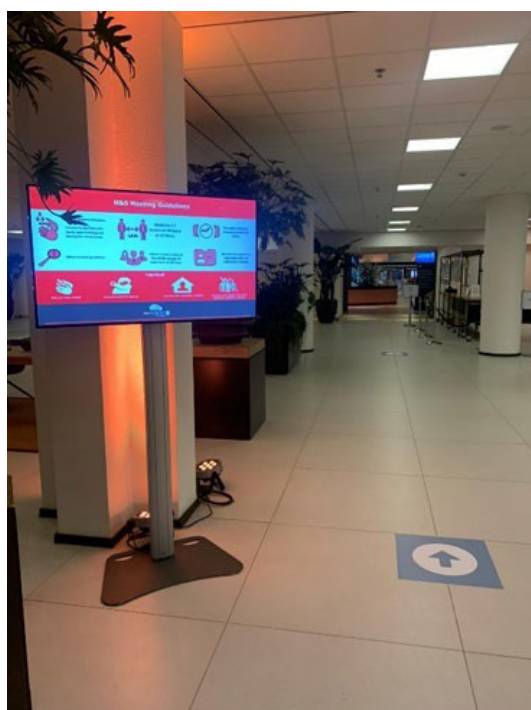


3.8 Visible Communication

To reinforce health safety measures, World Forum The Hague makes extensive use of visible communication. Part of this communication is specifically designed with international visitors in mind, including instructions in multiple languages and use of universal imagery. Among the means of communication utilised are signs, stickers and electronic screens.

Signage is posted with the most effective placement in mind, for instance (use of) floor routing stickers and eye level entryway or wall signs. A portion of our signage is mounted on portable stands to readily meet changing event requirements. This includes signage related to physical distancing, personal hygiene, and Dutch government RIVM health safety agency rules.

In addition to signage and instructions, our communication efforts extend to preparing and using digital print and video materials to create and maintain awareness around health safety habits, procedures and instructions. This way, event attendees, organisers, exhibitors and contractors can be informed about what they will encounter or should do – such as observing the Dutch 1.5-meter distancing rule – well in advance of arrival at World Forum.



3.9 Food & Beverage

World Forum The Hague has always maintained a strict food and beverage hygiene regime using its own strict standards and those mandated by the Dutch Food Safety Authority VWA covering food supplies, preparation, storage and service. Among key features of the newly developed, even stricter safe food and beverage plan are:

- Modifying food and beverage meal and buffet offerings to curtail various food preparation, storage, serving and food-borne risks, including limiting the assortment to cut down on preparation steps and serving food by means of a mono-pack or a bento-box.
- Increased buffet cleaning procedures and an increased rate of cleaning. This includes washing hands more often, wiping surfaces with a disinfectant more often, and clearing trash more often.
- Adding PPE requirements for staff, e.g. mandatory use of gloves and facemasks.
- Switching towards use of disposable, bio-friendly cutlery.
- Modifying serving procedures.
- Modifying serving surfaces.
- Modifying food lines, notably to make them one-way and to promote distancing.
- Redesigning catering / eating areas by creating more distance between tables, fewer seats per table, and extending eating areas in total surface.
- Applying signage indicating the rule that food and drinks may only be consumed when seated within specifically assigned areas.
- Continuing contactless food payment solutions.
- Enforcement of aforementioned measures and the general COVID-19 rules by F&B staff in accordance with the determined enforcement protocol.

3.10 Specific Tailored Measures

Our Project Managers, acting in concert with other staff, can accommodate a wide range of specific client wishes and requirements in relation to events. This includes such things as:

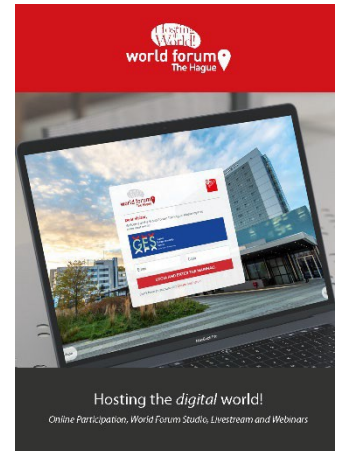
- Measures to optimise access control, including facilitating client visitor security and health screening wishes. World Forum The Hague maintains relations with the leading provider of thermal camera screening equipment in the Netherlands and can assist in system deployment and use.
- Measures to optimise pre-event and on-site registration, e.g. use of pre-event digital registration and badge issuance, use of smartphone or other touchless registration technology, setting up special lanes, and or using special desks with plexiglass panels.
- Measures to support additional client hygiene requirements like setting up a staffed hand sanitizer station at the entrance to an event.
- Measures to optimise in-room health safety services and/or to meet special, additional physical distancing requirements or seating configurations. This could include requests for the use of special plexiglass screens or area dividers.
- Measures to increase First Aid Room and Isolation Room staffing and equipment. Measures to increase response capabilities to any health safety incident.

Measures to optimise production and online broadcasting solutions for your event in order to facilitate hybrid events (to compensate for decreased attendance and

3.11 Online Participation & Hybrid Events

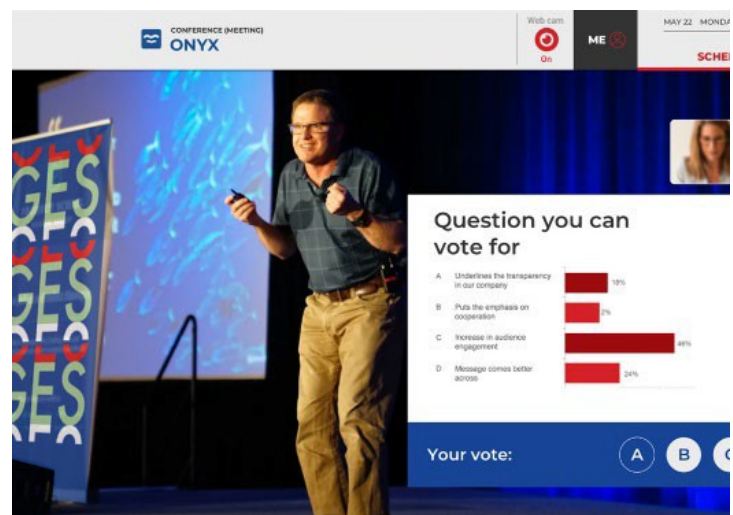
World Forum The Hague has developed a new way of enhancing meetings suitable for a diverse number of participants, offering an extra experience through Online Participation. Within this new online event platform, the number of online participants is infinite, while there is also room for a limited amount of visitors on-site. Online participation brings all participants, onsite and online, into the same experience, culture and communication platform. The online event platform is always tailor-made for an event.

Whether guests and delegates are on-site or online, it is our aim to make your delegates feel welcome and present at the venue. All attendees truly get to visit the venue through the unique World Forum interface. Clients also have the possibility to design and create a uniquely customised platform with their own corporate identity and branding.



Online & On-site Participation

- Immediately see who is online and on-site at the venue, allowing to interact, chat and network with both online and on-site participants;
- Online participation in all sessions as they are happening live, allowing guests and delegates to pose questions and make comments as if they are physically present;
- Combining votes from both on-site and online participants during voting polls;
- Online attendance to live surveys;
- Availability of an online support desk that can aid guests and delegates with using the platform for online participation.



World Forum Studio

Broadcast a live recording or a pre-recorded session in our World Forum Studio. The Mississippi, one of our spacious rooms, is now setup into a fully equipped studio. Boost the ROI of an event, strengthen brand awareness or create content for events or other (marketing) purposes.

The stage has a comfortable and visually appealing setting, but the set-up can be adjusted according to the client's wishes and needs. Three different camera angles are used to create a more dynamic video. A designated team is at the client's disposal and a dedicated World Forum Project Manager will be the client's first point of contact. The World Forum Studio is a complete package and a turnkey solution.

Livestream & Webinar

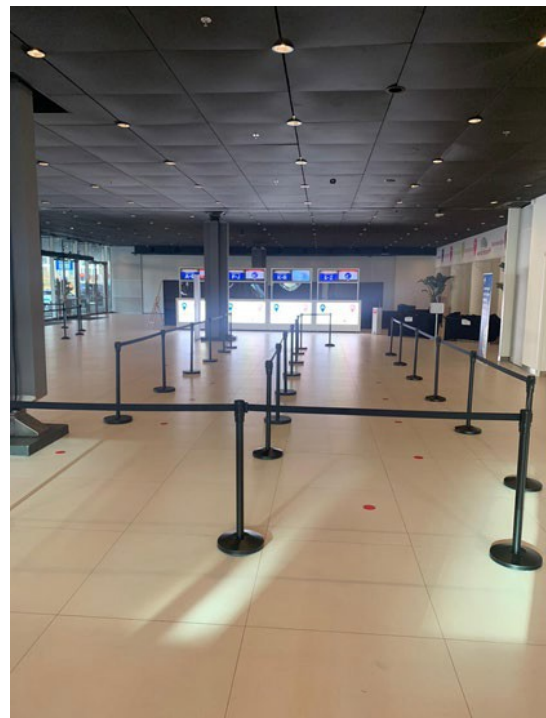
Event livestreaming offers the opportunity to broadcast a live meeting at World Forum The Hague to online guests. The client will be able to reach a larger audience and still deliver the same experience to all participants: they will be fully involved in the meeting and the client will generate maximum results. To deliver the best livestream for the meeting, World Forum will take charge of the organisation and optimisation of the different aspects involved. Moreover, World Forum can livestream a meeting to any preferred platform (e.g. Zoom, Vimeo, Facebook, YouTube and Instagram). To engage your audience, World Forum advises to make use of the voting and Q&A tool.

4. Process Management

4.1 Flow Monitoring

World Forum The Hague is intent on safeguarding new and emerging health requirements and assisting organisers, exhibitors and contractors in doing the same. To this purpose we place heavy emphasis on any steps we can undertake to stimulate and attain health measure compliancy, both in and outside of the context of events. Among our means of doing this are:

- The use of a risk assessment methodology to establish threshold criteria for room occupancy.
- The use of planning and where available preregistration tools to ensure event organisers and others are kept apprised of expected attendee numbers, and the extent to which these are and remain within fixed compliance boundaries.
- Providing advice on the employment of access control staff to register and count attendees to ensure the true number does not exceed planned or pre-registered attendance numbers. World Forum The Hague provides assistance in establishing a badge control system to allow for swift adjustment to changing governmental regulations on maximum occupation.
- Planning and executing a live monitoring function to control event crowd control, an effort principally carried by the Security and Safety Office, the Duty Manager and our First Responders, which can also be used to (help) enforce regulations. Enforcement and monitoring policy is established in partnership with the client organisation prior to the start of the event, along which the means of assistance are determined for World Forum The Hague.
- The use of a separate Strategic COVID-19 Manager alongside an Operational one, thus separating the lead performance review/auditing role from that of the lead control measure implementer.



4.2 COVID-19 Management

World Forum The Hague has a dedicated organisation in place to run its anti-COVID-19 program, the COVID-19 Management Team (CMT). The CMT is chaired by General Manager Michiel Middendorf and Marije Bouwman acts as COVID-19 Manager.

The COVID-19 Manager, together with the General Manager, are responsible for the preparation and implementation of measures through designated staff in each of World Forum's Operations Department units. These include HR, Sales, A/V, Food & Beverage, Duty, Building and Safety & Security Management.

Before the start of the event, the responsibility for checking on event requirements, client requests and planning event-specific measures rests with the Project Manager, and primary responsibility for the efficacy of measures during events rests with the Duty Manager.

4.3 Safe Customer Journey

World Forum The Hague has always worked closely with its many partners to create as welcome, safe, and convenient a visitor experience as possible. From key transportation hubs and services to nearby visitors' travel, food, business and entertainment infrastructure to the on-site Novotel Hotel, the World Forum's relations with these outside stakeholders who help provide a 'safe pathway' to the front door is constant and enduring.

The COVID-19 crisis slowed but at the same time deepened many of these relationships, including with the city government, public transit authority, and nearby hotels and restaurants, all functioning with new safety requirements. Thanks to these long-term ties and the recent sharing of expertise and experience helping services adapt – from taxi's with plexiglass partitions and sanitizer gel to restaurants with physical distancing and set mealtime slots – the World Forum has remained a 'safe destination' in terms of safety, hospitality and the larger customer journey perspective. Our strong intent is to continue

