



# *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.

The Dutch government has eased all COVID-19 restrictions. This document will showcase all possible measures that can be taken if the need arises.

With kind regards,



Michiel Middendorf  
*General Manager World Forum The Hague*



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*Director of Operations, Safety & Security*

# Contents

<b>1.0 Our Approach</b> .....	4
<b>1.1 Our Anti-COVID-19 Policy</b> .....	4
<b>1.2 Our Anti-COVID-19 Plan</b> .....	5
<b>2.0 Adapting Our Venue</b> .....	7
<b>2.1 Access to World Forum The Hague</b> .....	7
<b>2.2 Covid test centre in World forum</b> .....	9
<b>2.3 Risk Assessment</b> .....	9
<b>2.4 Crowd Management &amp; Flow Control</b> .....	10
<b>2.5 Food &amp; Beverage</b> .....	10
<b>3.0 Potential measures</b> .....	11



## 1.0 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 retrieved in the pandemic of 2020/2021.

### 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 organized 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 Organization 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

**eventplatform**

## 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](http://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

EventPlatform  
De Corridor 5C  
3621 ZA Breukelen  
0346 - 352 444

[info@eventplatform.nl](mailto:info@eventplatform.nl)  
[www.eventplatform.nl](http://www.eventplatform.nl)

CLC VECTA  
DUTCH VENUE ASSOCIATION  
IDEA  
Genootschap voor Eventmanagers  
G14  
Platform Cultuur Locaties  
VEILIG NAAR DE VAKBEURS

## 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-UFU (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 is listed below and outlined in the remainder of this document:

### **Adapting our venue**

- Our employees and Contractors
- Our facility
- Test-center
- Crowd Management
- Risk assessment

### **Potential measures during your event**

- Shielding and Hygiene
- Ventilation plan

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.



## 2.0 Adapting our venue

The measures shown below can be put in place providing guidelines for our employees and contractors when restrictions are activated by the national government. The starting point for an event protocol is the applicable advice and measures adopted by the National Health Institute (RIVM). Which measures are activated at the time of your event is related to the RIVM advice at that time. 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, to ensure you are working with the latest available information.

### 2.1 Access to World Forum The Hague

The most recent measure that was still affecting our venue was mainly the fact that a negative test had to be shown when an event had more than 500 attendees without fixed seating. If this rule would become active again the following procedure would be used.

#### **Face mask not mandatory**

It is not mandatory to wear a face mask in World Forum. Can be reinstated if necessary.

#### **No handshake zone**

We advise to not shake hands.

#### **No Coronavirus entry pass**

A Coronavirus entry pass will not be required. The only exception are parties that have more than 500 people attending.

#### **Negative test result**

It is mandatory for events with more than 500 attendees to show a negative test result not older than 24 hours when entering the building. This rule only applies when there is no fixed seating available for all attendees. Business events with a constant crowd flow (such as congresses, exhibitions, and other business events) are excluded from this rule. The negative test result rule will only be applied to for example parties with more than 500 attendees without fixed seating. The rule is applicable to all visitors/guests. It is not mandatory for staff and volunteers. Additional information for organizers can be found at:

<https://www.testenvoortogang.org/organisatoren> .

#### **How the testing works:**

Everyone aged 13 and over will have to show a negative test result to gain admission if the event has more than 500 attendees without fixed seating available for all guests. Everyone aged 14 and over will also have to show their ID along with a negative test result. Getting tested will remain free of charge, you can make an appointment at [www.testenvoortogang.nl](http://www.testenvoortogang.nl). You will receive a code to create a QR-code in the corona check app when you booked your appointment via Testen voor Toegang, any other test location will not provide a QR-code. You can generate a coronavirus entry pass using the CoronaCheck app on your mobile phone. It is also possible to print out your negative test result which contains a QR-code, this can be done at [www.coronacheck.nl/en/print/](http://www.coronacheck.nl/en/print/) . In addition, "if you have symptoms, stay at home ".

#### **Protocol for guests without negative test result**

Prior to an event, the event organization must inform World Forum about their protocol for guests without a negative test result QR-code. This is necessary to avoid difficulties at the registration desk. Please think of possible situations like; guests without a negative test result QR-code, being tested on a different location than via Testen voor Toegang, people from outside the EU or what if there is a malfunction on the app.

Check for frequently asked questions: <https://coronacheck.nl/en/faq>.



### **Covid entry protocol responsibility**

The event organization will, formally speaking, largely be held responsible for ensuring compliance with the covid entry protocol amongst their guests and delegates, but World Forum will always be available to provide aid if required. It is the responsibility of the event organization to conduct the covid entry check, meaning that hostesses or security shall be arranged by the event organization to scan the QR-code of all guests and check their ID. We understand that these rules can be confusing. Don't hesitate to contact us to confirm which rules are relevant for your event.

### **Non-EU members**

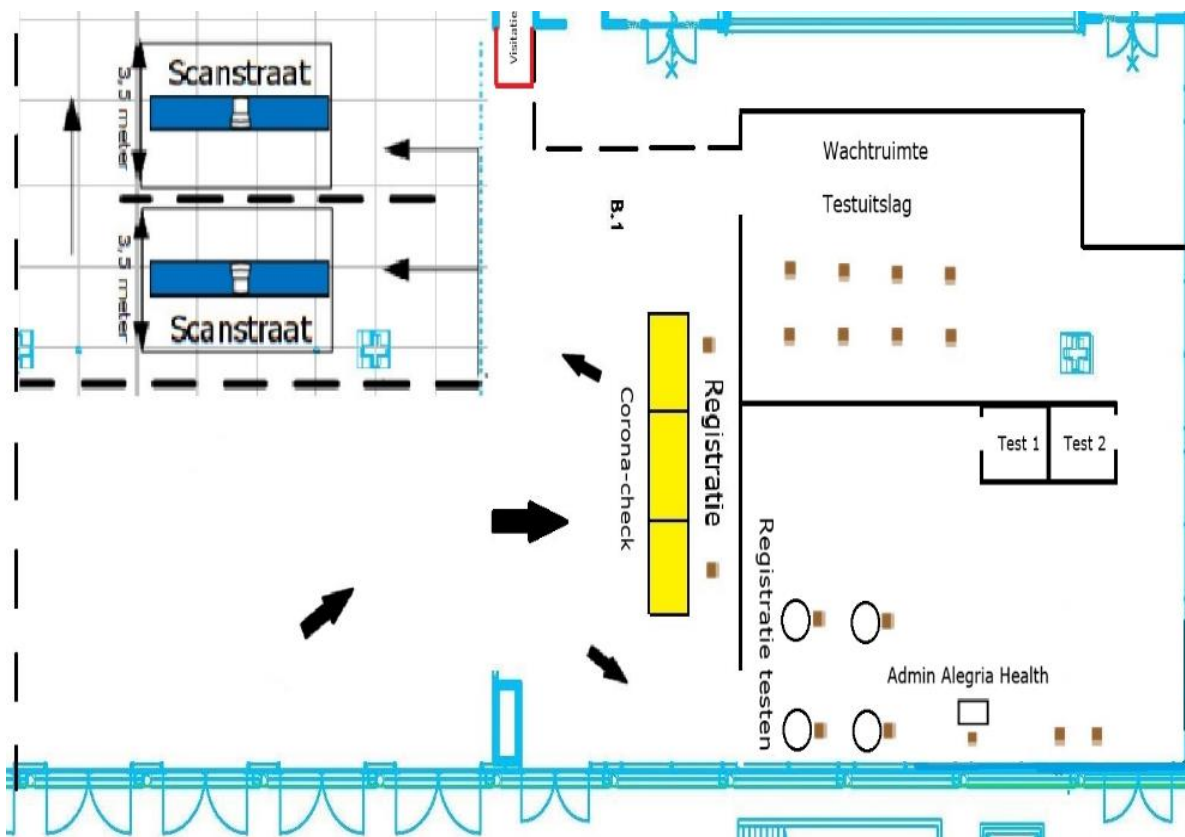
The above rules and measures for attending an event also apply to guest from countries outside the EU.

However, rules to travel to The Netherlands may vary per country of origin. All visitors traveling to The Netherlands should always get the latest information here:

<https://www.government.nl/topics/coronavirus-covid-19/visiting-the-netherlands-from-abroad/checklist-entry>

## 2.2 Covid-test center in World Forum

It is possible to install a (commercial) covid-test centre if your organisation wishes to offer on-site testing options (antigen and PCR) during your event. World Forum can assist in providing contact details from our partners that can facilitate this. A covid-test centre on location is especially handy if guests are required to provide a negative test result for your event. The guests will take a rapid antigen test inside the World Forum and receives the result within 15min. The test centre in the picture below is an example set up in the Ariana. More information is available on our best practices for on-site testing as it has been done several times during the COVID-19 pandemic.



## 2.3 Risk assessment

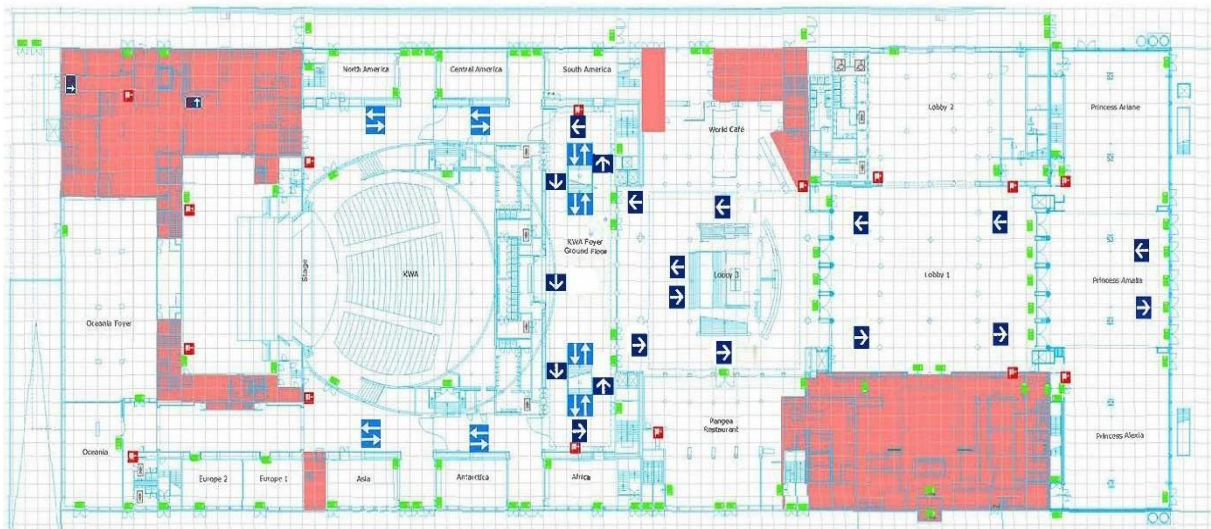
To ensure the highest standard in safety World Forum The Hague uses a multi-layered safety risk assessment to ensure its standard activities and events are as safe as possible. This includes a set of assessments specifically geared towards identifying risk related to each separate event so that mitigation 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 Risky Analysis performed on the basis of the hazard Analysis & Critical Control Points (HACCP) assessment method required by the Dutch government Food Safety Authority
- World Forum The Hague Event Planning Risk Assessment

## 2.4 Crowd management & Flow Control

We can use crowd management programs to control the flow of people if social distancing is Preferred. A few examples of our crowd management are:

- Specific routing at the main entrance to accommodate a potential test center
- Coordinating activities and deliveries across build-up, event and breakdown of organizers, exhibitors, and suppliers, 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.
- Placement of arrow signage on the floor to show routing and flow control, red dots on the floor to point out waiting spots and standing digital/printed signage for routing support.
- Activate social distancing guidance (1,5m).
- Reduction in total number of visitors per room.



## 2.5 Food & Beverages

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.

Key features for an even stricter, safe food and beverage plan during an pandemic are:

- Increased buffet cleaning procedures and an increased rate of cleaning.
- Clean surfaces with disinfectant more often and clearing trash more often.
- Adding PPE requirements for staff, e.g. mandatory use of gloves.
- Buffet and bar routing (on-way).
- Red dots floor stickers to provide 1,5m waiting spots.
- Enforcement of a forementioned measures and the general COVID-19 rules by F&B staff in accordance with the determined enforcement protocol.

### 3. Potential measures

The measures shown below were put in place during the COVID-19 pandemic. It gives an impression of what we have done and can do in order to ensure the highest level of safety in our facility.

#### **Shielding**

Active health shielding minimizes risks to visitors, organizers, exhibitors, staff, and contractors. Key among these are:

- Assisting in the provision of soap (within toilet facilities) and hand sanitizers for the event and venue, including the stationing of touchless hand sanitizer stations for all to use.
- Optionally World Forum can assist with the procurement of select supplies of PPE such as (KN95) facemasks and gloves for staff if the event organization prefers additional measures.

#### **Reinforced Hygiene**

Extra attention can be given to the hygiene and cleaning of the facility, by for example:

- Increased cleaning and disinfection in general areas.
- Increased cleaning and disinfection of touchpoints identified in health safety risk assessments, including desk areas, toilets, handrails for stairs, and elevators.
- Increased cleaning and disinfection of any events room, including table, chairs, displays, and stage areas.

#### **Ventilation plan**

The ventilation plan is designed by World Forum The Hague's technical engineering partner Van Dorp in May-June 2020 to optimize 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 can 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 is thus circulatory, and air is not recycled.

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

**Boardrooms:** windows must be always open for natural ventilation.

**Elevators:** a ventilation system is present providing minimal ventilation.

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