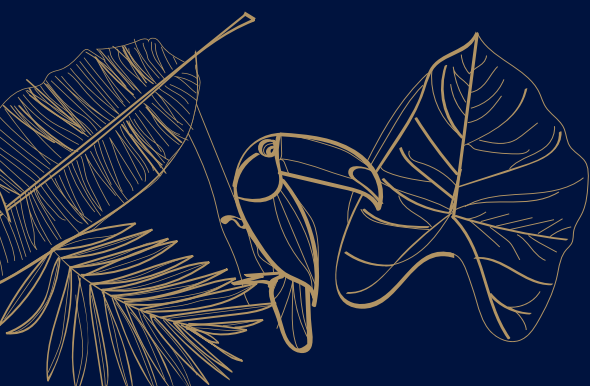




# SAFE AND SECURE

#SAFETYFIRST





VAN DER VALK

# SAFE AND SECURE PROTOCOL FOR MEETINGS & EVENTS

Starting point for this protocol are the applicable measures and advices that are determined by the National Security Council at the time of publication. The protocol can be adjusted at all times when circumstances change. The protocol should be intended as a general framework for organising and or visiting meetings safe.

The Van der Valk Business hotels are in possession of a toolbox. This toolbox ensures a successful implementation of the protocol. This toolbox contains guidelines, information materials and tips & tricks that will be visible in all Van der Valk Business hotels.

## GENERAL GUIDELINES

The general guidelines of the National Security Council are applicable to all clients, organizers, locations, suppliers and visitors of meetings:

- Keep safe distance of at least 1,5 meter
- Ensure good hygiene
- Wash your hands regularly
- Cough and sneeze inside your elbow
- Use paper towels and throw them away
- Do not shake hands
- Stay at home with mild cold complaints like snuffle, cough, sore throat or fever
- Stay at home when roommates have fever

## VAN DER VALK BUSINESS HOTELS

The additional guidelines for locations for organizing and facilitating meetings:

- For meetings the amount of visitors per room is limited. The chair plan will be designed with in the allowed capacity to make sure there is enough space between the visitors.
- For the final capacity determination for each meeting the configuration and layout of the location are also additionally taken into account
- The organizer is obliged to register the visitors in advance and inform the visitors during registration about the health and safety regulations when entering the location.
- The hotels adhere strictly to the amount of participants 5 working days prior to the meeting
- Every reservation has a strict start and end time. These must be observed closely.

## SAFE SET UP AND BREAK OFF MEETINGS

For a safe and secure set up and break down of meetings the following additional guidelines are applicable:



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### *Prior*

- For big or complex meetings, the organizer will share the script with all involved suppliers at least 1 week prior to the meeting.
- This script contains the following information:
  - Time schedule construction and dismantling
  - Time schedule order of arrival and departure of suppliers
  - A limited amount of disciplines are able to set up and or break off simultaneously
  - Use max. 10m<sup>2</sup> per person for set up and break off
- When multiple disciplines are simultaneously are setting up and or breaking down. Zones need to be designed to validate the guidelines.
- Use separate entrances and exits for loading and unloading if possible
- For meetings the supplier needs to inform the amount of involved employees that are responsible for set up and break off.
- Drawings of lay-out of the location are part of the script.
- On location there is clearly visible information about the safety and hygiene guidelines.

### *During set up and break down*

- Strictly follow up on the instructions and guidelines provided by the location and meeting organizer.
- Work alone as much as possible or within appropriate distance from each other.
- Boxes, stationary and other moveable devices are touched by as few people as possible.
- Joint dinner is possible by taking in account the distance of precaution of 1.5 meter.
- Workspaces are well ventilated

### *During the meeting*

- The 1.5 meter distance of involved employees can be guaranteed because of the captured agreements.
- Hygiene measures will also be communicated with visible expressions.
- Technical companies will keep their 'front of house' disciplines (employees video, light and sound) separate as much as possible to guarantee the 1.5 meter distance.
- Extensive set ups will be captured with drawing.
- Artist and speakers keep distance of 1.5 meter at the stage. Signage on the stage will support this.
- Artist and speakers receive guidelines and the hygiene rules

### *Other*

- All transporters and suppliers will receive information about the driving routes, parking lots and use of entrance doors in advance.
- On the outside area around the location driving routes are supported by signage.

## **SAFE WALKING ROUTE & SEATING**

To welcome and place our visitors safe, underneath guidelines:



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### **General guidelines**

- Signing and safety instructions will continuously alert our visitors and suppliers to keep 1.5 meter distance. This will be visible via markings on the floor, stickers banners and notices via digital communication resources on or near the following areas:
  - Entrance
  - Public area(s)
  - Toilets
  - Meeting room(s)
  - Exhibition floor(s)

### **Congresses & meetings**

- Signing and markings inform visitors about the walking routes.
- Depending on the size of the event, entering and leaving the room can have adjusted procedures.
- This process will be guided by employees in and outside the room.
- In the rooms one way routes will be used as much as possible.
- The seating plan will always be designed to guarantee enough space between visitors within the capacity of the room.

## **SAFE PREPARATION & SERVE F&B**

To prepare and serve food and drinks safely we formulated the following guidelines:

### **Preparation**

- Employees wash their hands at least every 30 minutes and with every change of activities according to hygiene regulations.
- Work surfaces are cleaned every hour.
- Work surfaces are set up with 1.5 meter distance, unless a good physical distance can be created between the working surfaces and or if appropriate measures have been taken according to industry protocols.
- Permanent cross lines in the kitchen will prevent exceeding the 1.5 meter distance.
- Employees will apply the for the industry established hygiene protocols.

### **Serve**

- Between visitors and employees, a distance of 1.5 meter is created.
- If distance is less, distribution points and employees will be separated by plexi glass wall or other suitable measures will be taken.
- Food products will be preferably presented per person.
- Food and drinks are preferably served in disposables or will be served on crockery washed on high temperatures.
- There are a sufficient number of waste bins to throw away disposables. Guests will be instructed to personally throw away packaging materials, napkins etc.
- Drinks and food products can be presented via a self-service methodology.
- Warm meals will be presented by employees that wear a facemask or are behind mudguards.
- Employees that serve food products from the buffets will wear protection gloves.
- The one way route along the buffets is clearly indicated on the floor/ and or via direction signs.
- At the buffet's supervisors ensure sufficient distance is being kept.



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## **ENSURE HYGIENE**

To ensure hygiene the following guidelines are established:

### ***General***

- Ribbons, cords and/or signing on the floor mark the walking direction of the visitor and the 1,5 meter distance at queue.
- Hand disinfectants are at the entrance and central points in the location.
- In the direct surrounding of wash basin taps there will be disinfecting gel units.
- Tissues and waste bins are generously provided.

### ***Sanitary***

- Use of toilets is limited to ensure the distance of 1,5 meter. A practical way is used to regulate this.
- There are clear regulations for the safe use of the toilets.
- Toilets are closed when cleaned.

### ***Cleaning***

- The cleaning protocols were drawn up after advice from the working group charged with the preparation of the exit strategy (GEES):
  - All sanitary facilities will be prior to, during and after a meeting will be cleaned at least four times per day
  - Extra cleaning happens on instructions of the corona responsible(s) and supervisors.
  - Contact points like door handles, banisters, tables, counters and other contact points will be cleaned at least four times per day.
  - Flat surfaces like tables, counters and buffets will be cleaned multiple times a day.

## **APPOINTED CORONA RESPONSIBLE**

Everyone is obliged to follow up the established guidelines. In all Van der Valk Business hotels at least one corona responsible person is appointed who will oversee compliance. The corona responsible representative will be supported by supervisors. Supervisors are employees that are involved with the events and are in direct contact with the visitors.

### ***The corona responsible responsibilities:***

- Implementation of the protocol and the additional guidelines for meetings
- Coordinate and supervise follow up.
- Appoint supervisors and inform about guidelines and expectations.

### ***The corona responsible and supervisors:***

- Appeal to people if guidelines are not being followed.
- Can take appropriate action to ensure safety for employees and visitors.
- Proactive contribute in the optimisation of the protocol and guidelines.
- Are available for questions of visitors and employees.
- Communicate on request guidelines and measures.
- Follow closely the guidelines of the National Security Council



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## **GUIDELINES VISITORS**

The additional guidelines for visitors of meetings in Van der Valk Business hotels are as follows:

### ***Prior to the meeting***

- Register always prior to your visit at the organizer of the event.
- Travel as much as possible alone. In case you travel with public transport try to travel outside rush hour
- Read the confirmation and additional information carefully.
- Take note to the protocols and guidelines during registration and when changes occur.
- In case of changes in protocols and guidelines, visitors will be informed by the organizer of the meeting.
- Stay at home in case of (mild) health complaints.
- Stay at home if roommates having a fever.

### ***During meeting***

- Observe hygiene measures.
- Keep at all times 1,5 meter distance.
- After arrival sign up at the reception desk.
- Disinfect your hands entering and leaving the location and/or room.
- Coats and accessories will not be taken on by the staff; guests must hang up their own coats and other items at the appointed place
- Follow the communicated guidelines of the location.
- Always follow the instructions of the corona responsible, supervisors and employees.

The locations reserves the right to exclude visitors with cold complaints and/or fever from entering the location and or participation of the meeting. This also applies to visitors that do not follow the precautions.



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# WELKOM WELCOME

In ons hotel hanteren wij de volgende voorzorgsmaatregelen:  
In our hotel we use the following precautions:



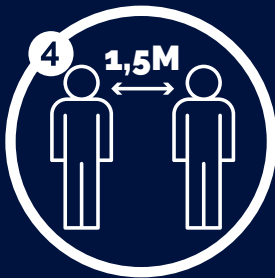
**1**  
Verkoudheid of griep? Blijf thuis!  
Feeling sick? Stay at home!



**2**  
Volg altijd onze aanwijzingen.  
Always follow our directions.



**3**  
Indien aangegeven volg  
onze looproute.  
If indicated, follow the walking route.



**4**  
Houd gepaste afstand.  
Please keep safe distance.



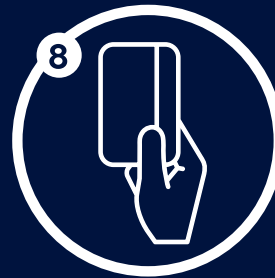
**5**  
Hoest/nies in uw elleboog.  
Cough/sneeze in your elbow.



**6**  
Voorkom handcontact.  
Avoid hand contact.

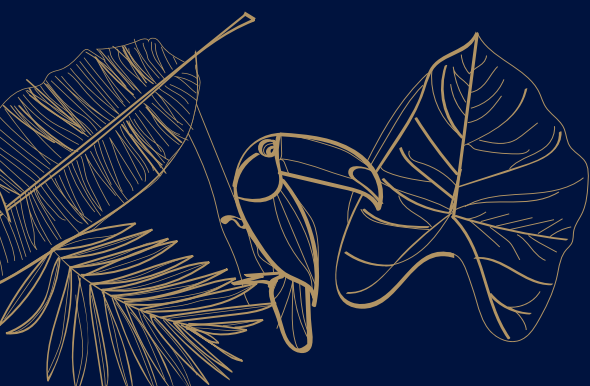


**7**  
Was regelmatig uw handen.  
Wash your hands regularly.



**8**  
Betaal contactloos.  
Pay by card.

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