



# Safety & Health Protocol

THEATER **AMSTERDAM**

In times of Covid-19

January 2021



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This protocol presents our rules and guidelines for organising and facilitating trade exhibitions, conferences, shows and meetings in Theater Amsterdam. It is intended for everyone involved with events such as employees, organizers, suppliers and visitors of events. It describes how events can be held in a safe and responsible manner, thereby ensuring the health of everyone who enters Theater Amsterdam.

### **Initiators**

This protocol was initiated by EventPlatform, the umbrella consultation platform of organisations such as the industry and trade organisation CLC-VECTA, Dutch Venue Association, Genootschap voor Eventmanagers, G14, IDEA, Meeting Professionals International (MPI), Nederlandse Vereniging van Beursorganisatoren (NVBO), Officieel Netwerk Catering Events (ONCE), Platform Cultuur Locaties (PCL), Verhurend Nederland, and veilignaardevakbeurs.nl.

The protocol has been adjusted to the specifics of Theater Amsterdam and will be optimized based on experience, best practices and new guidelines issued by RIVM (Dutch National Institute for Public Health and the Environment).

### **Responsibilities**

The responsibility to counter spreading of the Coronavirus is a shared responsibility. This is only possible when everyone complies with the guidelines in this protocol in a responsible manner and actively takes up enforcement.

### **Basic principles & protocol structure**

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

### **General guidelines**

The general guidelines of the RIVM apply to all principals, organisers, accommodations, suppliers, and visitors of events and their employees.

- Keep at least a 1.5-meter social distance
- Take proper hygiene measures
- Wear a face masks in all indoor public spaces
- Wash your hands in a regular manner
- Cough and sneeze into the inside of your elbow
- Use paper tissues and discard them immediately after use
- Do not shake hands
- Stay at home if you suffer from mild symptoms of a cold, such as a runny nose, coughing, a sore throat, or a fever
- Stay at home if someone you live with has a fever

These general guidelines are visible at the entrance and throughout the venue.

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## Guidelines for organisers and suppliers

The following additional rules apply to organisers and suppliers for the purpose of events:

### 1. Corona Captain

Everyone is obliged to comply with the established guidelines. Every organisation working in Theater Amsterdam will appoint at least one Corona Captain who is responsible in respect of Corona and will monitor compliance. The Corona Captain of the organizer will be linked with the Corona Captain of the venue to discuss the appropriate measures according to the group.

The Corona Captain of Theater Amsterdam is the Duty Manager and can be contacted through [dutymanager@theateramsterdam.nl](mailto:dutymanager@theateramsterdam.nl). The Duty Manager will be supported by Corona Supervisors. Supervisors are staff members who are engaged in the event and have direct contact with visitors.

#### The Corona Captain is responsible for:

- ✓ The implementation of the Corona Protocol and accompanying rules.
- ✓ Coordinating and supervising compliance.
- ✓ Appointing supervisors and informing about guidelines and expectations.

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

#### The Corona Captain and the Supervisors:

- ✓ Address people when they fail to comply with applicable guidelines.
- ✓ May take measures if and when appropriate to safeguard safety of staff members and visitors.
- ✓ Contribute pro-actively to optimizing the protocol and the guidelines.
- ✓ Are available for questions from visitors and staff members.
- ✓ Communicate the required guidelines and measures when needed.
- ✓ Cooperate with external bodies from local governments, including the security region.

### 2. Physical distancing

The physical distancing plan of Theater Amsterdam is based on the national 1.5 meter distancing rule and industry guidelines. All spaces are carefully measured to ensure a safe distance at all times. Specially designed distancing signage and indicators are widely spread throughout the venue. Also a large number of screens, ropes, dividers and other partitions are available to help people maintain a safe distance. Many of these materials are flexible in use so they can be deployed in different setups for a variety of events.

The basic principles of implementing 1,5 meter distancing measures while organizing an event are:

- ✓ Using pre-registration and control attendance.
- ✓ Maximising distancing through walking route and seating plans.
- ✓ Using a timeslot approach.
- ✓ Using number of people per unit of space formulas to calculate space use.

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### 3. Routing & seating

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

- ✓ Entrance
- ✓ Auditorium
- ✓ Lobby & Loft
- ✓ BlackBox
- ✓ Toilets
- ✓ Dressing rooms & Green room

For every event, routes and seating will be:

- ✓ Clearly marked in a variety of manners starting before the area access point.
- ✓ Based on a one-way traffic flow.
- ✓ Optimized adjustable seating plans per event in the auditorium where every seat is marked with a seating cover.
- ✓ Highly skilled ushers who direct the audience at all times.
- ✓ Time-regulated to prevent too high or close a people flow, or a seating shortage.

### 4. Safe construction & deconstruction

The following additional rules apply in order to construct and deconstruct events safely:

#### Prior

At least 1 week prior to the event, the organiser will share a script with all engaged suppliers which includes:

- ✓ A time schedule for construction and deconstruction. Prior to the meeting suppliers must submit the number of staff members engaged in construction and deconstruction.
- ✓ Order of arrival and departure of suppliers based on a time schedule. A limited number of disciplines can construct and deconstruct simultaneously. During construction and deconstruction 1 person per 10 m<sup>2</sup> is leading. In case of various disciplines at the same time:
  - Planning per 'box' to guarantee rules compliance.
  - Designated entrances and exits are available for loading and unloading to guarantee guideline compliance in logistics.
- ✓ Floorplans of the venue are part of the script.
- ✓ Applicable guidelines and information numbers for questions.
- ✓ Information about crew catering.

#### During construction and deconstruction

- ✓ Use private transport to the venue, preferably.
- ✓ Public transport; comply with guidelines of the carrier.
- ✓ When travelling with more than two persons, keep a social distance of at least 1.5 meters.
- ✓ Keep the company car clean and well ventilated.
- ✓ Strictly adhere to the instructions and guidelines provided by the venue and organizer in advance. Keep the guidelines and instructions in the construction documentation.

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- ✓ Keep at least a 1.5-meter social distance. Do not shake hands with colleagues and other suppliers. If you consult about work, keep a social distance of at least two arm's lengths.
- ✓ Face masks are obligatory if the nature of the work does not allow social distancing.
- ✓ Comply with hygiene measures.
- ✓ Stay at home if you have symptoms of a cold or if someone you live with has a fever.
- ✓ Work alone as much as possible.
- ✓ Boxes, cases, etc. are provided with wheels as much as possible (if and when too heavy) and will be touched by as few people as possible in transit from the supplier to the final destination.
- ✓ Crew rooms are spread across the venue and the 1.5-meter social distance rule can be observed.
- ✓ Crew catering: packed food bags will be available on site.
- ✓ The 1.5-meter rule applies to joint meals.
- ✓ Clear signing is put up, which alerts staff members to the routing, 1.5-meter social distance, and hygiene rules.
- ✓ Working areas will be well ventilated.
- ✓ The organiser, Corona Captains, and Supervisors are clearly recognizable and known by the staff.

#### **During rehearsals**

- ✓ 1.5 meter social distance is guaranteed by means of map with layout and position of the staff members present.
- ✓ Hygiene measures will be communicated by means of signing.
- ✓ Staff members of technical companies will separate the 'front of house' disciplines (video, light, and audio staff), to guarantee a 1.5-meter social distance. The layout will also be mapped in this respect, so that the positions of attendants are clear.
- ✓ Where a face-mask whenever possible

#### **Miscellaneous**

- ✓ Payment of suppliers will be effected by invoices or touch-free by means of a point-of-sale terminal. No payment will be made in cash
- ✓ All transporters and suppliers will receive information on circulation routes, parking spaces and entrances to be used in advance.
- ✓ Circulation routes on the outdoor grounds around the venue are indicated by means of signing.

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## 5. Safe preparation & serving of F&B

The following guidelines have been adopted in order to prepare and serve food and beverages safely:

### Preparation

- ✓ Staff members will wash their hands at least every 30 minutes in accordance with the hygiene instructions and every time when they change tasks.
- ✓ Work surfaces must be cleaned every hour.
- ✓ Work stations must be located at a 1.5-meter distance, unless proper, physical separation can be created between work stations, such as a temporary partition or plexiglass screens.
- ✓ Avoid permanent cross lines in the kitchen so that colleagues will not be closer than 1.5 meters.
- ✓ Staff members will wear latex gloves and an approved face mask during preparation.

### Serving

- ✓ A safe distance of at least 1.5 meters will be created between visitors and staff members.
- ✓ If the distance is less, plexiglass partitions will be provided between the point of serving and staff members.
- ✓ Food will be presented packed in individual servings.
- ✓ Food and drinks will be presented in organic disposables or in tableware that has been washed at high temperatures.
- ✓ A sufficient number of waste bins is provided to discard all disposables; guests are instructed to discard their own packaging, napkins, etc.
- ✓ Food and beverages are presented as much as possible by means of self-service.
- ✓ Staff members behind food stations wear gloves.
- ✓ There will be a clear separation between food stations and places where guest can consume their meals. This may be effected by means of standing tables ore room dividers.
- ✓ Supervisors monitor social distancing at food stations, required social distance is indicated on the floor.

## 6. Hygiene Assurance

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

### Cloakroom

#### Manned

- ✓ Cloakroom facilities are provided with separation that ensures a social distance of at least 1.5 meters between cloakroom staff members and visitors.
- ✓ Cloakroom staff members wear gloves
- ✓ Hooks and hangers will be disinfected after each use.
- ✓ Payments can only be effected touch-free.

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### *Unmanned*

- ✓ Ribbons, ropes, and/or signing on the floor mark the circulation routes of visitors and 1.5-meter distance in the queue.
- ✓ Disinfect hands before collecting the jacket.

### **Sanitary facilities**

- ✓ The number of users for each toilet facility will be limited to such an extent that a 1.5-meter social distance can be observed. A practical manner to regulate this will be adopted.
- ✓ Instructions for safe use of toilets are clear and visible.
- ✓ Toilets will be closed during cleaning.

### **Cleaning**

The cleaning protocols of [branchevereniging OSB](#) are the basic principles, in addition the following applies:

- ✓ All rooms used, including sanitary facilities, will be cleaned prior to, after and during the event at least twice during every morning, afternoon, or evening.
- ✓ Extra cleaning will take place on the instruction of the Corona Captain and Supervisors.
- ✓ Points of contact such as door handles, other hand contact points, banisters, tables, and counters will be cleaned at least twice during every morning, afternoon, or evening by means of disinfectants.
- ✓ Flat surfaces such as tables, counters, and buffets will be cleaned thoroughly several times a day.

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## Guidelines for visitors

### Visitor Registration

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

### Prior

- ✓ Always register your visit in advance, participation is not possible without registration.
- ✓ Choose a time slot for your visit, if and when applicable.
- ✓ Travel alone as much as possible and outside rush hours if travelling with public transport.
- ✓ Carefully read your confirmation and additional information provided.
- ✓ Take notice of the protocols and guidelines at the time of registration and if these are altered.
- ✓ In case of alterations and/or additions to protocols and guidelines visitors will be informed in person, by email, or text messages.
- ✓ Stay at home if you suffer from mild symptoms of a cold or if someone you live with has a fever.

### During the Meeting

- ✓ Comply with the hygiene measures.
- ✓ Observe the 1.5-meter social distance rule at all times.
- ✓ Wear a face masks in all indoor public spaces
- ✓ Limit your visit to the time slot you booked, if applicable.
- ✓ Report to the registration desk upon arrival; you will not be admitted without registration.
- ✓ Disinfect your hands every time you enter and leave the venue/room.
- ✓ Comply with the guidelines communicated at the venue.
- ✓ At all times, comply with the instructions of the Corona Captain & Supervisors; they will monitor compliance with protocols and guidelines.

The organisation will retain the right to exclude admittance or further attendance of visitors who suffer from symptoms of a cold, a fever and/or those who do not comply with safety and precautionary measures.

### Health screening

Another key facet of workplace and visitor safety is access control and health screening. This process generally consists of:

- ✓ Off-site pre-registration, which allows for early communication and checking with visitors (and contractors) on health entry requirements and their health status, which also facilitates risk management and the planning of distancing and crowd control measures.
- ✓ On-site touchless ticket control, which allows for identification and verification of entry rights, an accurate on-site number count, and no-touch entry..
- ✓ On-site health screening, based on Dutch RIVM Health Agency rules, which allows for questioning of arriving visitors about their health status, and observation of any clear signs indicating illness (current legislation does not allow for thermal or other means of temperature screening, or testing, for access control)

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