

Meeting Protocol:

1.5-metre protocol Postillion Convention Centre WTC Rotterdam

To safeguard everyone's wellbeing during meetings, Postillion Hotels Nederland has prepared a protocol for conducting meetings in the 1.5-metre society. This protocol applies to both hotel and meeting guests at Postillion hotels, and is based on a joint responsibility, of both visitor and location, to comply with the safety and hygiene regulations. The protocol encompasses agreements that Postillion Hotels staff must abide by, to safeguard the wellbeing of both guests and staff at all locations.

Meeting Protocol (participants)

Participants & staff capacity per location

- For all our locations, the maximum capacity is based on the floorspace their respective meeting rooms offer and calculated considering the 1.5-metre social distance that people are required to maintain.



General cleaning & hygiene rules

- Additional cleaning of rooms takes place during breaks: tables, arm rests and doors, as well as any audio-visual equipment that has been used will be disinfected.
- Cleaning of toilets and common areas is increased when necessary.

Postillion Hotels Boarding Pass

- To properly regulate the visitor flow during meetings and better safeguard the wellbeing on site, Postillion Hotels is using a boarding pass system for all participants of meetings. To ensure the proper functioning of this system, we require the cooperation of organisers in the run-up to their meetings.
- Each participant is sent an e-mail containing their boarding pass prior to his or her meeting, the boarding pass contains the following information:
 - Participant name
 - Requested arrival time on location
 - Assigned entrance location
 - Assigned room
 - General conduct and hygiene rules



Entrance and exit

- Around entrances and exits, clear walking paths have been marked out (one-way traffic)
- A meeting host will be posted at the entrance to, where necessary, remind participants to keep distance and to inform participants about how to get to their meeting room.
- Upon entry, participants are sent past a hygiene station where they will be required to wash their hands.
- On arrival, participants will be asked to show their boarding pass.

Common Areas (foyers, bars, restaurants & lobbies)

- Areas with a fixed setup are organised so that participants can comply with the 1.5-metre distance requirement.
- Along the route to the rooms, in places where maintaining social distancing guidelines might get complicated, clear walking paths are marked out.
- Where possible, one-way traffic is created through common areas, to avoid participants having to pass each other in close proximity at any point.
- The conduct and hygiene rules will be reiterated on signage throughout the common areas (wash your hands and keep distance).
- In common areas, participants are expected to behave as they should in any public space.



Toilets

- The maximum number of participants permitted to be in a toilet block at any time, has been determined individually for each hotel and meeting location.
- Meeting breaks will be organised to avoid unnecessary queues for the toilets. This will require some flexibility in programme scheduling on the part of the organisers (see also Breaks & Lunches).

Safety in our rooms

- Each meeting will start with a general Safety Instruction (in the form of a Postillion Hotels film) to reiterate the general hygiene and conduct rules.
- For small meetings, the participants will make their own agreements about departure from the room. For large meetings (which will use seat numbering), the departure from the room will be organised by a meeting host.
- In each room, hygiene products are available for people to wash their hands and to clean any equipment that has been used (clickers, projectors, pulpits, speech tables).
- Each participant will have their own bottle and glass.
- Coats and bags are taken along into the meeting room as much as possible.



Breaks & Lunches

- Break and lunch times must take place separately from other meetings as much as possible. This will be discussed and organised with the organising parties of concurrent meetings.
- Brainfood & Smoothies will be offered inside the meeting room in buffet form.
- Lunch is also served as a buffet.
- Facilities for coffee and tea buffets will be present, so that participants can wipe down the equipment before each use.

Policy acceptance

- Based on the measures announced by the Cabinet, we will operate under this protocol until 31 August 2020.
- As of 1 September (as far as is currently known), public events will also be permitted once more, and we expect the 1.5-metre society to start being phased out.
- If the 1.5m society is extended by the government or RIVM, we will extend this protocol accordingly.

