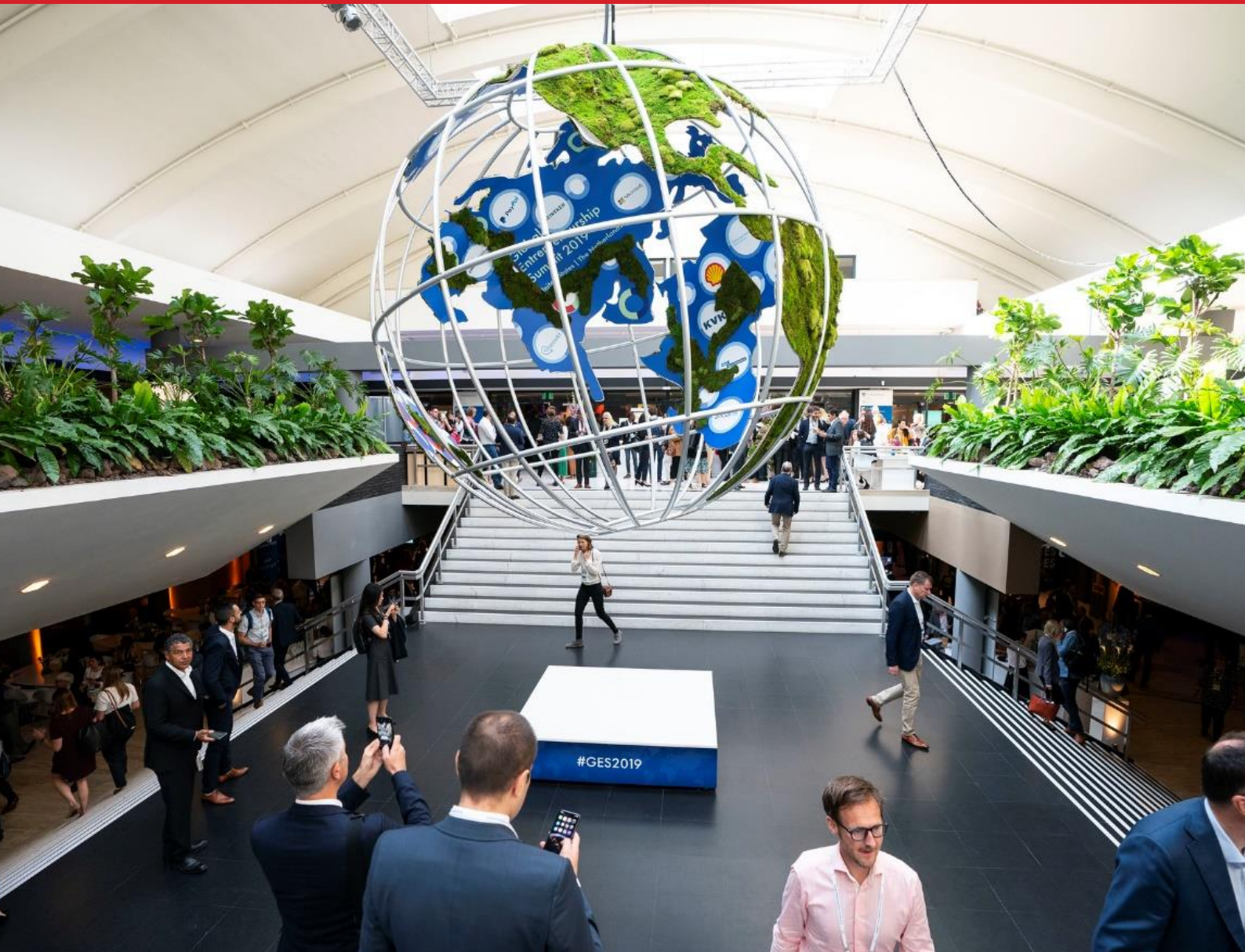


Hosting
the
World!
world forum
The Hague



Bringing People Together Again:
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 measurers 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



Merle Sijpenhof

COVID-19 Strategic Manager and Security & Safety Manager World Forum The Hague

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 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)
 - 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.

ALL COMMITTED TO STOP PANDEMICS



SANITARY GUIDELINES GL EVENTS VENUES

Measures implemented in our venues for
hosting your events

June 2020



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-UF1 (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 organizational, 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.



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 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
www.eventplatform.nl



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
- Traffic Management

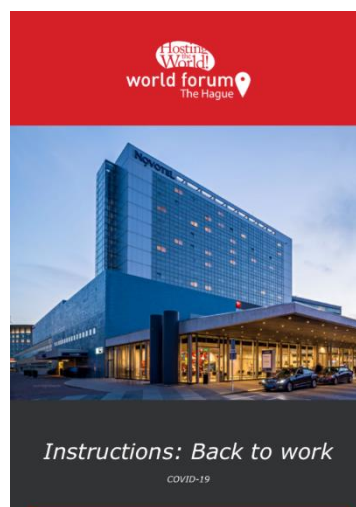
2. Reinforced Measures During Your Event

- Event Protocol Master Checklist
- Risk Assessment
- Shielding
- Reinforced Hygiene
- Physical Distancing and Flow Control
- Visible Communication
- Food & Beverage
- Specific Tailored Measures

3. Process Management

- Flow Monitoring
- COVID Manager
- Safe Customer Journey

The principal means by which the 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.

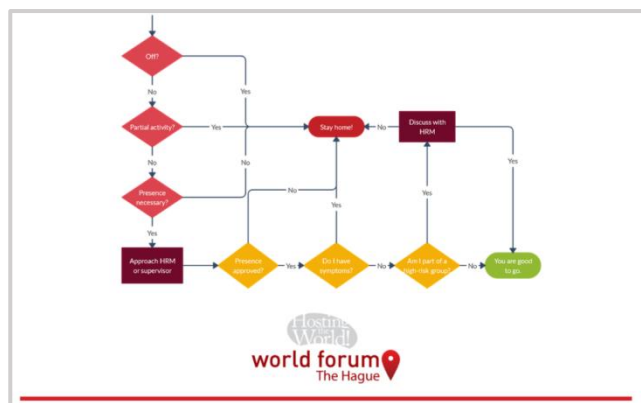


2. Adapting Our Venue

2.1 Our Employees and Contractors

World Forum The Hague efforts to safeguard our employees and contractors, initiated as early as February 2020, center on 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, masks and safety glasses as situations, circumstances and procedures demand.
- Training and instructing employees and contractors on health safety hygiene and cleaning standards, protocols, and equipment use, and familiarizing new staff on such things as one-way walking routes and proper distancing use of elevators.
- 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.
- 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.



! COVID-19 BELEID !

Entree procedure

- Betreedt het pand **alleen** en houdt 1,5 meter afstand.
- Als u binnen dient te wachten, doe dit dan door u naar het loading dock te begeven en op een plek te wachten waarbij u 1,5 meter afstand waarborgt.
- Maak gebruik van het ontsmettingsmiddel bij de entree.

Algemeen beleid

- Blijf thuis bij een ziek gevoel, koorts of een hoest.
- Blijf thuis (of ga naar huis) als je huisgenoten hebt met koorts.
- Raak zo weinig mogelijk je gezicht aan.
- Nies en hoest aan de binnenkant van uw elleboog gebruik zakdoekjes en was de handen.
- Voordat u naar buiten gaat, was uw handen voor minimaal 2 minuten. Doe dit ook als u terug naar binnen gaat.
- Was uw handen regelmatig, zolang u door het pand loopt en in contact komt met deuren.
- Deel zo min mogelijk objecten met elkaar.
- Reis zoveel mogelijk met eigen vervoer.
- Reis enkel met het OV buiten de spits en met een mondmasker.
- Waarborg te allen tijde de 1,5 meter afstand en het behoud van de algemene hygiëne.
- Attendeer elkander op het naleven van de regels.



2.2 Our Facility

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

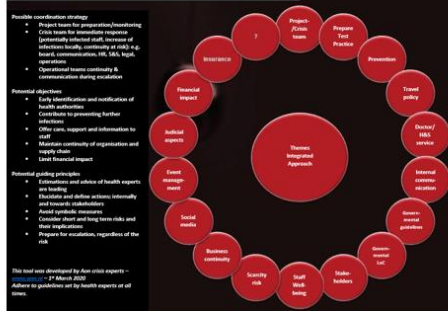
- Structural deployment of visible signage of health measures and instructions at all appropriate entry, exit, and interior use points.
- Structural deployment in back-office areas, and as required per event in event areas, of walking flow/directions signage, stickers, posters and electronic screen use 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 Manager, Security and Safety Manager, operations Manager 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 heating.



COVID-19 OUTBREAK RESPONSE PROTOCOL

For every scenario, the first step is to gather with the HRM/CMT team, as every head of department must be updated on the situation and be aware of the consequences that it may have for events to come, work procedures, external communication, etc. See the framework below on themes and ideas for an integrated crisis management approach.

Thinking Framework: Crisis Management COVID-19



Definition of contacts

Contacts are divided into three categories: 1) house mates, 2) other close contacts and 3) other contacts.

1) House mates are contacts who live in the same house and frequently have prolonged contact at a distance of less than 1.5 metres.

2) Contacts are considered other close contacts when:

2a) someone has been within a contaminable patient's vicinity of less than 1.5 metres, for at least 15 minutes. An infected person is contaminable 2 days before the start of symptoms, which ends after the person has been free of symptoms for 24 hours and after a minimum of 7 days after symptoms started. Contacts on the airplane (people within a vicinity of 2 chairs), travelling companions and staff members who have worked in the same area as the patient are also considered to be other close contacts.

2b) the patient exposed someone to the virus in a manner that is considered high-risk. High-risk exposure is spoken of when the patient directly coughed at someone or had direct physical contact.

Scenario 1

A staff member is found to be infected with COVID-19 and had worked within World Forum a few days prior to finding out. No events are taking place at the venue as of yet.

- All staff members with whom the patient has had close contact, must preventatively stay at home for **fourteen** days. Always consider tracing contacts if deemed necessary, as a means to protect other staff members. Do this anonymously.
- Potential COVID-19 symptoms must at all times be reported to the local health authorities by staff members themselves. Staff members are advised, but not obliged, to notify the organisation. They are obliged, however, to notify the company doctor.
- Thoroughly ventilate all rooms visited by the patient.
- Clean and disinfect all contact surfaces (such as keyboards, bannisters, lift buttons) with regular cleaning supplies.
- Contact the local health authority (with respect to anonymity).
- Consider involving a professional cleaning service for decontaminating potentially contaminated surfaces. Depending on the size of the task, they may contact the local health authority.
- Make an anonymous announcement to all staff members with:
 - the message to be wary of respiratory symptoms;
 - information regarding measures to be taken;
 - the request to be vigilant around vulnerable staff members.

Scenario 2

A staff member is found to be infected with COVID-19 and had worked within World Forum a few days prior to finding out. An event will take place the following day and the staff member was someone of the operational crew at the work floor.

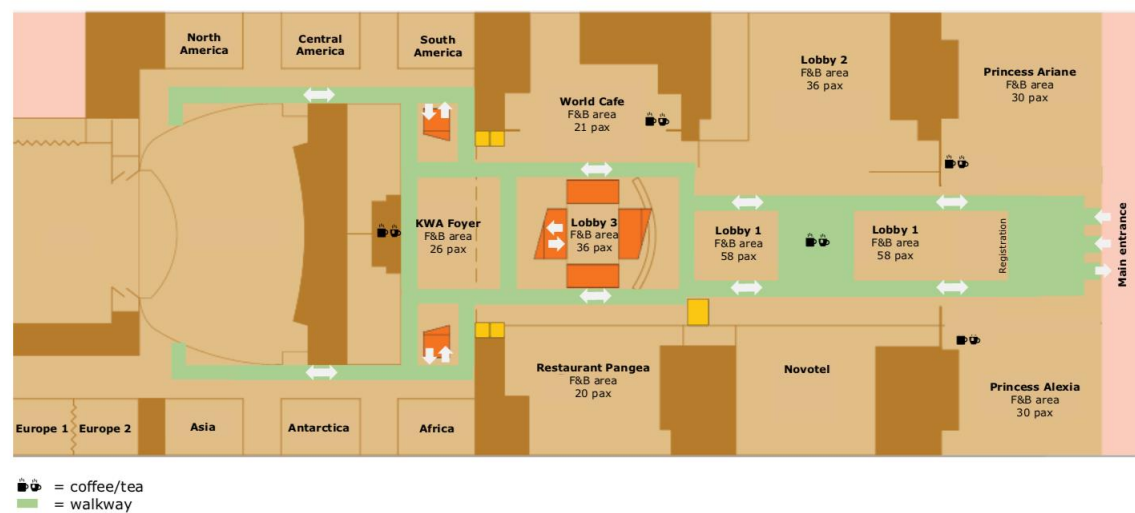
- All staff members with whom the patient has had close contact, must preventatively stay at home for **fourteen** days. Always consider tracing contacts if deemed necessary, as a means to protect other staff members. Do this anonymously.
- Potential COVID-19 symptoms must at all times be reported to the local health authorities by staff members themselves. Staff members are advised, but not obliged, to notify the organisation. They are obliged, however, to notify the company doctor.
- Thoroughly ventilate all rooms visited by the patient.
- Clean and disinfect all contact surfaces (such as keyboards, bannisters, lift buttons) with regular cleaning supplies.
- Contact the local health authority (with respect to anonymity).
 - Is obliging colleagues, with whom the patient has had close contact, to stay home and calling in a professional cleaning service sufficient?
- Involve a professional cleaning service for decontaminating potentially contaminated surfaces. Depending on the size of the task, they may contact the local health authority.
- The local health authority decides as to whether or not the event will be allowed to continue.
- The client organisation must be notified of the outbreak.
- Risks must at all times be taken into consideration.

2.3 Traffic Management

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

- Coordinating activities and deliveries across build-up, event and breakdown of organizers, 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.

Level 0 – Ground floor



3. Reinforced Measures During Your Event

3.1 Event Protocol Master Checklist

World Forum The Hague uses its Event Protocol COVID-19 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 has the lead on planning measures in the run-up to the event, and during the event the Duty Manager carries responsibility for the application of measures, supported in turn by the COVID-19 Operations and the COVID-19 Strategic Manager.

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 Organization (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 minimize risks to visitors, organizers, exhibitors, staff and contractors. Key among these are:

- Making available cleaning supplies for the event.
- Making available soap and hand sanitizer for the event.
- Making available soap and hand sanitizer for the venue, including the stationing of touchless hand sanitizer stations for all to use.
- Making available or assisting with the procurement of select supplies of PPE such as facemasks, gloves and safety glasses for attendees or staff, as appropriate to the event or situation.
- Providing instructions or assisting with giving instruction in the proper use of select PPE.

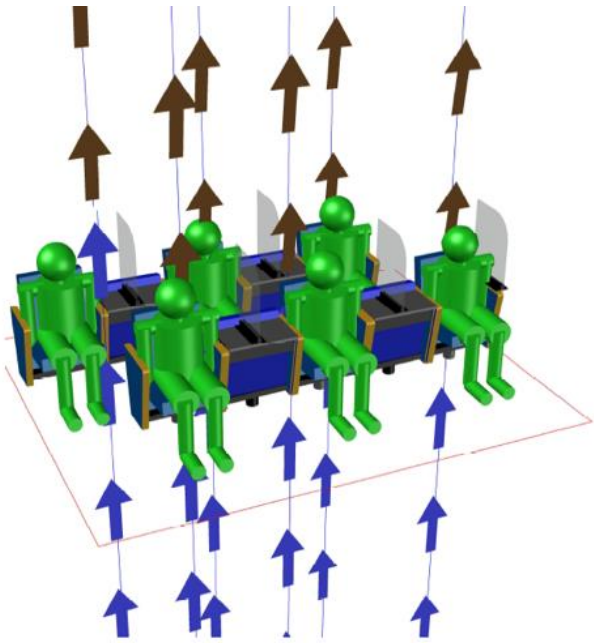


3.4 Reinforced Hygiene

World Forum The Hague uses a reinforced hygiene regime to minimize health risks for visitors, organizers, 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 optimized air ventilation to mitigate the risk of any airborne disease transmission.

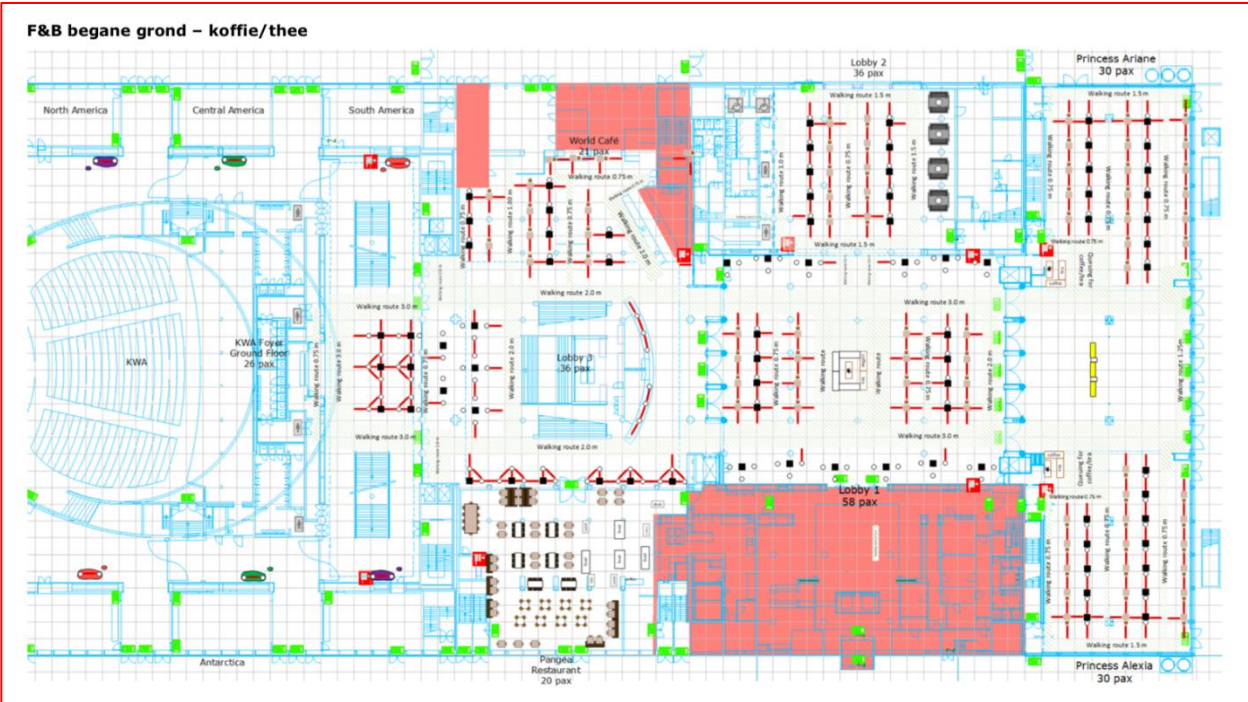
The program designed by World Forum The Hague technical engineering partner Van Dorp in May-June 2020 to optimize air ventilation and cleaning throughout the World forum involved modification of our main air circulation system based on evolving Dutch and European guidance. This includes a special customized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



3.5 Physical Distancing and Flow Control

World Forum The Hague exercises physical distancing and flow control to minimize health risks to visitors, organizers, 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:

- Reduction of the total number of physical proximity or touching points mapped during health risk assessments over April-June 2020 inside and just outside the venue, including in access control/reception, lobby, staircase, elevator, toilet, parking, and public transit waiting areas. This has involved, among other steps, closure of select doors and corridors and the opening of others, use of physical dividers, enhanced use of signage, and use of lane-markers, safety tape and curtains.
- Use of the standard World Forum flow management program to check what adjustments to physical distancing or people routing plans already in place are required for that specific event. All main areas and all meeting rooms are 'calculated out' as concerns meeting distancing requirements for use and seating and optimized access / egress routing.
- Use of flow control signage and instruction including electronic screens to assist all visitors, organizers and exhibitors as appropriate.
- Use of flow monitoring by staff and technical systems including CCTV cameras to check on observance of physical distancing standard (1.5-meter) via counts and crowd views, and, if necessary, to trigger a response in case of non-compliance.





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		284	
King Willem Alexander w/o balcony, no extra seating		202	
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
Pangea	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	

3.6 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 utilized are:

- Signs
- Posters
- Stickers
- Brochures
- Flyers/folders
- Electronic screens

Signage is posted with the most effective placement in mind, for instance (use of) floor routing stickers are reinforced by printed flyers 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.

eventplatform

Goed handen wassen

- 1** GEBRUIK ZEEP
- 2** PALM TEGEN PALM
- 3** RUG TEGEN RUG
- 4** TUSSEN DE VINGERS
- 5** DE HELE DUIM
- 6** NAGELS SCHROBBEN
- 7** POLSEN
- 8** GOED SPOELEN
- 9** GOED DROGEN

Alleen samen krijgen we corona onder controle!
www.eventplatform.nl/corona

eventplatform

Richtlijnen voor het veilig bezoeken van bijeenkomsten

VOORAF	TIJDENS DE BIJENKOMST
<ul style="list-style-type: none"> • Registreer altijd vooraf een bezoek, zonder registratie is deelname niet mogelijk • Kies, indien van toepassing, een tijdslot voor het bezoek • Reis zoveel mogelijk alleen en in het geval van OV zoveel mogelijk buiten de spits • Lees de bevestiging en bijbehorende informatie goed door • Neem kennis van de protocollen en richtlijnen ten tijde van registratie en bij wijziging hiervan • In geval van wijzigingen en/of aanvullingen van protocollen en richtlijnen, worden bezoekers persoonlijk, of via e-mail of SMS, geïnformeerd • Blijf thuis bij milde gezondheidsklachten • Blijf thuis als huisgenoten koorts hebben 	<ul style="list-style-type: none"> • Neem de hygiënevoorschriften in acht • Desinfecteer bij het betreden en verlaten van de locatie / zodra telkens de handen • Houd te allen tijde de 1,5 meter afstand in acht • Beperk, indien van toepassing, het bezoek tot het gekozen tijdslot • Meld na aankomst aan bij de registratie units / balie, zonder registratie geen toegang • Volg de op de locatie gecommuniceerde richtlijnen • Volg te allen tijde de instructies van de coronavirusverantwoordelijke & steunhouders; zij zien toe op naleving van de protocollen en richtlijnen

Belangrijk

- Was regelmatig je handen
- Nies in de elleboog van je elleboog
- Blijf thuis bij klachten
- Blijf thuis als iemand in je sociale omgeving klachten heeft

De organisatie behoudt zich het recht voor om bezoekers met verkoudheidsklachten, koorts en/of zij die de veiligheids- en voorzorgsmaatregelen niet naleven, van verdere deelname / bezoek uit te sluiten

Alleen samen krijgen we corona onder controle!
www.eventplatform.nl/corona

Outside of 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, organizers, 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 the World Forum.



3.7 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 enhanced boxed food / take-away offerings.
- New production processes for our staff and sub-contractors, including new food heating instructions to help eliminate any viruses.
- Increasing work station cleaning procedures and the rate of cleaning. This includes washing hands more often, wiping surfaces with a disinfectant more often, and clearing trash more often.
- Adding PPE requirements or 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.
- Continuing contactless food payment solutions.

3.8 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 optimize access control, including facilitating client visitor security and health screening wishes. The World Forum maintains relations with the leading provider of thermal camera screening equipment in the Netherlands and can assist in system deployment and use.
- Measures to optimize 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 or 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 optimize 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 optimize production and on-line broadcasting solutions for your event in order to facilitate hybrid events (to compensate for decreased attendance and involve participants on-line).



4. Process Management

4.1 Flow Monitoring

World Forum The Hague is intent on safeguarding new and emerging health requirements and assisting organizers, 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 area use / occupancy.
- The use of planning and where available preregistration tools to ensure event organizers and or others are kept apprised of expected attendee numbers, and the extent to which these are and remain within fixed compliance boundaries.
- The use of access control staff to register and count attendees to ensure the true number does not exceed planned or pre-registered attendance numbers.
- Planning and executing a live monitoring function to control event attendee flow, an effort principally carried by the Security and Safety Office, the Front Office, the Duty Manager and our First Responders, which can also be used to (help) enforce regulations.
- 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.

F&B souterrain – lunch



4.2 COVID Manager

World Forum The Hague has a dedicated organization 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 includes both a Strategic and an Operational COVID-19 Manager to implement the COVID-19 Policy and Plan in practical terms.

World Forum The Hague COVID-19 Strategic Manager is Ms. Merle Sijpenhoff. She also serves as the Security and Safety Manager. She is responsible for policy advice to the CMT, maintaining health safety standards, liaising with health authorities, auditing measures, strategic stakeholder management, and monitoring international measure innovation.

World Forum The Hague COVID-19 Operational Manager is Ms. Desirée Verdijk. She also services as the (regular) Operations Manager. She is responsible for the preparation and implementation of measures through designated staff in each of the World Forum's seven Operations Department units. These are Front Office, Service, A/V, Food & Beverage, Parking, Duty and Building Management.

For events, at the operational level, primary 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 to improve that customer experience as we work together towards a better, safer future.

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