

COVID-19 protocol for conferences, exhibitions and business events

October 2020



Be Smart.

Small Efforts // Big Difference



We are looking forward to welcome you.
In a safe and responsible way...

Be Smart.

We have taken the required COVID-19 measures. As you are used to from us, we ensure an outstanding experience despite the circumstances.

This protocol presents our general rules and guidelines for organizing and facilitating conferences, exhibitions and business events. It is intended for everyone involved with events in MECC Maastricht and describes how we can organize your event in a safe and responsible manner. The health and well-being of our customers, partners, suppliers and visitors are our main priority.

At MECC Maastricht you know you're in good hands. You just sense it, the pleasant realization that everything is being taken care of, especially now. Our venue offers space and flexibility, allowing events to go hand in hand with social distancing.

We offer online pre-registration, controlled and clearly marked visitor flows, multiple entrance, wide aisles, self-service catering options, a range of virtual event possibilities and more. We are happy to help and advise you on how to successfully organize your event.

We hope to welcome you soon!

Sincerely,



Rob van de Wiel
Managing Director MECC Maastricht

Content

- 1 Shared responsibility**
- 2 Basic principles**
- 3 Special COVID-19 teams**
- 4 Social distancing & routing**
- 5 Hygiene & cleaning**
- 6 Safe construction & deconstruction**
- 7 Food & beverages**
- 8 Specific event-related guidelines**
- 9 Be Smart customer journey**

Shared responsibility

The responsibility to prevent the spread of COVID-19 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.

We would almost forget.
But times like these bring out the best in us.



**Be Smart.
Be social**

Small Efforts // Big Difference



Basic principles

The basic principles of this protocol are the applicable advices and measures as issued by the Dutch government and the National Institute for Public Health and the Environment (RIVM) at the time of publishing. We also follow the guidelines of the local authorities Municipal Health Service (GGD) and the city of Maastricht.

The general guidelines of the RIVM apply to all organizers, partners, suppliers and visitors of our events and are as follows:



Keep distance



Wear a face mask



Wash your hands often



Cough or sneeze into your elbow



Don't shake hands



Use paper tissues



Be kind to others



Follow staff directions

We also work closely with stakeholders in the event industry, both national and international. The COVID-19 protocol is based on the advice and frameworks of leading industry associations, among others:

- EventPlatform, the umbrella consultation platform of organizations such as the industry and trade organization CLC-Vecta
- International Association of Convention Centres (AIPC)
- International Convention and Congress Association (ICCA)
- Global Association of the Exhibitions Industry (UFI)



Special COVID-19 project team

A COVID-19 project team has been established to ensure the safe and responsible organization of events. The project team consists of five representatives from all relevant departments and ensures an integral COVID-19 approach from risk analysis, safety and hygiene to purchasing and communication. The project team reports directly to the Management Board of MECC Maastricht.

The COVID-19 project team consists of:



Jordy Rijkse
Manager Business
Development



Kirsten Engbersen
Manager Marketing
& Communication



Jop Thissen
Business
Development
Manager



Meyke Sarabèr
Project Manager



Patrick Ummels
Manager Catering
Services

On-site COVID-19 team

For every event a special COVID-19 team is established and is on-site to monitor compliance with the guidelines in this protocol. The team is involved with the organization of the event and is also in direct contact with staff members and visitors. The team is responsible for:

- Implementing the guidelines in this protocol;
- Coordinating and supervising compliance;
- Addressing people when they fail to comply with the guidelines;
- Taking measures if and when appropriate to safeguard safety of staff members and visitors;
- Answering questions from staff members and visitors.

4 Social distancing & routing

We follow the national guideline of 1.5 meters social distancing. For all events:

- Attendants always keep at least 1.5 meters distance.
- The general guidelines are displayed prominently in all public areas of our building.
- The total number of people present (visitors and staff members) per m² is used as a guideline for determining the capacity per event:
 - o 1 person per 10 m² for exhibitions and corporate events;
 - o 1 person per 5m² for conferences and meetings.

The final capacity is determined per event, also taking into account the floor plan and layout of the meeting room or hall.

- It is only possible to attend an event with an online pre-registration (mandatory for events with more than 100 visitors).
- When making the reservation, the visitor selects a time slot (if applicable). The number of visitors per time slot is based on the total number of people present per m². Each reservation has a fixed start and end time.
- Multiple entrances/exits can be used to minimize cross-traffic.
- Designated visitor routes are created throughout our building. These routes are clearly marked on floors, walls, windows, etc.



Hygiene & cleaning

We take the following measures with regard to hygiene and cleaning:

- The general hygiene guidelines are displayed prominently in all public areas of our building.
- It is mandatory for everyone to wear a face mask in our building. Our employees also wear a face mask. As soon as you take a seat, the face mask can be removed. During events it is possible to purchase a face mask onsite if you do not have one at hand.
- We facilitate good hygiene by providing preventive means, such as hand sanitizer, soap, paper towels, etc.
- All used spaces, as well as toilet facilities, will be cleaned prior to, after and twice during the event. Special and more frequent attention is paid to so-called “high touchpoints” such as door handles, banisters, etc.
- The number of users for each toilet facility is limited to such an extent that a safe distance of 1.5 meters can be guaranteed. Visitors will be instructed by a host at the entrance of the toilet facility. The guidelines for safe use of toilet facilities are displayed prominently. If needed, we will create extra toilet facilities on-site.
- We provide cashless payment methods only.

**Be Smart.
Wear a face
mask**



Safe construction & deconstruction

The following guidelines aim to facilitate organizers, exhibitors and contractors in constructing and deconstructing safely after an event:

Prior to the event

- At least five weeks prior to the event, the organizer will share a script with all engaged suppliers which includes:
 - Time schedule for construction and deconstruction
 - Order of arrival and departure of suppliers based on time schedule.
 - A limited number of disciplines can construct and deconstruct simultaneously; 1 person per 10 m² is leading during construction and deconstruction.
 - In case of various disciplines at the same time:
 - Lay out construction and deconstruction per 'box' to guarantee guideline compliance.
 - Designated and open entrances and exits for loading and unloading to guarantee guideline compliance in logistics.
 - Prior to the meeting, suppliers must submit the number of staff members engaged in construction and deconstruction.
 - Guidelines and contact details for questions displayed prominently.
 - Flyers available with information on crew catering.

During construction and deconstruction

- Preferably use private transport to the venue.
- Public transport; comply with guidelines of the carrier.
- When you travel with more than two persons, keep a social distance of at least 1.5 meters.
- Keep the company van clean and well ventilated.
- Strictly adhere to the instructions and guidelines provided by MECC Maastricht and the organizer in advance. Keep the guidelines in the company van and in the construction documentation.
- Keep at least 1.5 meters 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.
- It is mandatory for everyone to wear a face mask in our building. Our employees also wear a face mask. As soon as you take a seat, the face mask can be removed.
- 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 meters social distance rule can be observed.
- Crew catering: staff members will bring their own food or packed food bags will be available on site.
- The the 1.5 meters social distance rule applies to joint meals.
- Clear signing is put up which alerts staff members to the routing, 1.5 meters social distance, and hygiene rules.
- Working areas will be well ventilated.
- The organizer and on-site COVID-19 team are clearly recognizable by means of eye-catching clothes/vests.

Safe construction & deconstruction

During rehearsals

- 1.5 meters social distance is guaranteed by means of map with layout and position of the staff members present.
- General guidelines and hygiene measures will be communicated prominently throughout the building.
- Staff members of technical companies will separate the 'front of house' disciplines (video, light, and audio staff), to guarantee 1.5 meters social distance. The layout will also be mapped in this respect, so that the positions of attendants are clear.

Miscellaneous

- Payment of suppliers will be effected by invoices or by means of a point-of-sale terminal. No payment will be made in cash.
- Circulation routes and parking spaces are indicated on the parking lot.
- 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.



Food & beverages

The following guidelines apply to the safe preparation and serving of food and beverages:

- Catering facilities will be placed in easy to access areas in which a safe distance of 1.5 meters can be guaranteed.
- Food and beverages are presented as much as possible by means of will be subject to a one-way waiting line.
- Food and beverage facilities are limited to the designated catering points.
- Exhibitors are also permitted to serve food and beverages, provided that safety can be guaranteed by applying the above guidelines.



Specific event-related guidelines

Conferences & meetings

- Participants can only attend a conference or meeting with an online pre-registration (mandatory for conferences or meetings with more than 100 participants).
- Pathways in between meeting rooms and halls will be clearly designated, if necessary one-way traffic is applied.
- All meeting rooms and halls have a maximum capacity taking into account the safe distance of 1.5 meters (please ask your Business Development Manager for an overview of the maximum meeting room or hall capacity).
- Participants enter or exit the meeting room in phases. This seating process is supervised by a host.
- Sufficient time is allocated between the different sessions preventing cross-traffic.

Exhibitions

- Visitors can only visit an exhibition by online pre-registration (no on-site registration is not possible).
- When making the reservation, the visitor selects a time slot (if applicable).
- Signing and markings indicate pathways and designated areas where people can walk and meet each other at safe distance.
- Pathways are wide enough and designed to maintain one-way traffic (3 meters wide) or two-way traffic (4 meters wide)
- Exhibitors are required to design their stand in a way that the safe distance of 1.5 meters is guaranteed. Where necessary, signings and markings are applied.



Be Smart customer journey

By outlining the general customer journey of a visitor to MECC Maastricht and aligning this journey with our COVID-19 protocol, we show how MECC Maastricht is able to organize and facilitate events in a safe and responsible way. We consider this a shared responsibility: both MECC Maastricht and the organizer work closely together to ensure the guidelines are followed leading to a successful and safe event. Our guidelines are general, but every event is different. That is why we tailor these guidelines to your specific event.



Staying in Maastricht

All hotels, B&B's and other accommodations in the Maastricht region have developed their own health and safety protocol. They are all ready to welcome you in a safe and hospitable environment. As each accommodation has its own protocol, MECC Maastricht offers you a single point of contact for all questions with regard to specific hotels. Please contact our MECC Hotel Service department for more information:
E-mail: mhs@mecc.nl
Phone: +31 (0)43 38 38 361

Getting around the city of Maastricht

The city of Maastricht, like many other cities worldwide, had deserted streets in the past few months but is slowly flourishing again. Of course, everyone is still careful. The health and well-being of the city's residents and visitors is a main priority. The city of Maastricht has therefore implemented designated pedestrian routes. The Maastricht hospitality team is happy to help you make your way through the city center in a safe and responsible way. You will instantly recognize the team wearing red shirts and friendly smiles. Also, the 'angel of Maastricht' will show you the safest way through the city keeping 1.5 meters distance at all times.



Getting to MECC Maastricht

The most common ways of getting to MECC Maastricht are by public transport (bus and train), taxi, car, bike and foot.

Public transport

As of 1 July 2020 there is no limitation to the number of people allowed in public transport in the Netherlands. You are however required to wear a face mask at all times, and if possible keep 1.5 meter distance. Bus or train tickets can be bought at payment terminals.

Taxi

Maastricht has a large and reliable taxi community. As of 1 July 2020 there is no limitation to the number of people allowed in a taxi. To make sure that passengers and driver are safe, the following guidelines are implemented:

- All drivers follow the guideline of the National Institute for Public Health and the Environment (RIVM) for the use of cars (taxi protocol);

- All vehicles are disinfected and cleaned between rides;
- All vehicles are equipped with the required preventive means;
- All vehicles are equipped with mobile payment terminals;
- Face masks are not obliged in taxi's but you are of course free to wear one.

Car

MECC Maastricht has eight parking areas surrounding its venue. For large events, parking guides will be at every parking area to manage the crowd flow in a safe and responsible way. From our parking areas a designated and clearly marked route leads directly to our main entrance, continuously reminding visitors to keep 1.5 meters distance. Parking tickets can be bought at the payment terminals in our main entrance and at the parking areas. Please note that it is only possible to pay cashless.

Bike & foot

You can get around Maastricht easily by bike or on foot. Bikes are for rent at the train station and a bike ride to MECC Maastricht is only 5-10 minutes.



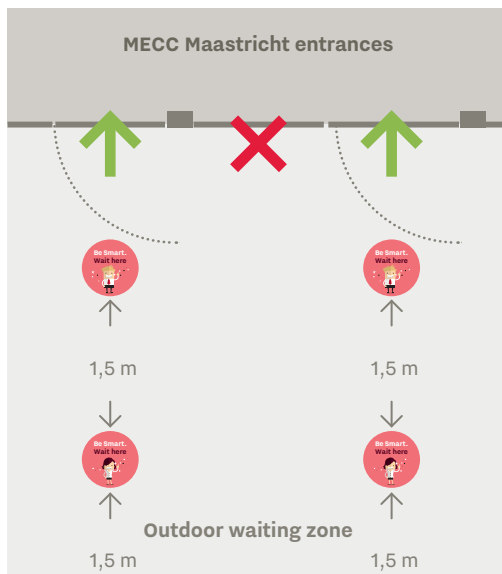
Entering MECC Maastricht

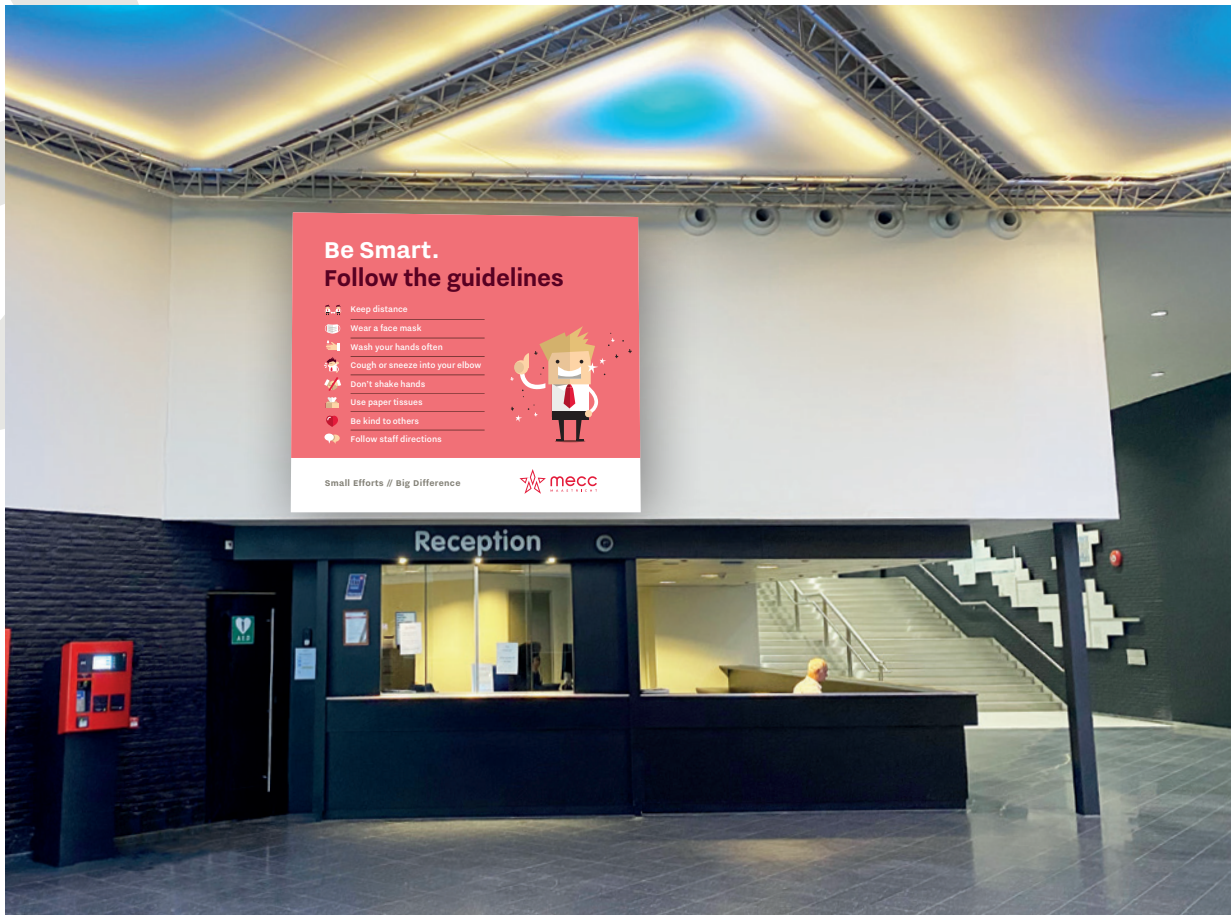
Visitors to MECC Maastricht are continuously reminded to keep 1.5 meters distance, already starting outside our venue on the boulevard leading up to the main entrance.

It is mandatory for everyone to wear a face mask in our building. Our employees also wear a face mask. As soon as you take a seat, the face mask can be removed. During events it is possible to purchase a face mask onsite if you do not have one at hand.

At our main entrance hosts manage the crowd flow and guide visitors to the access control check points. Visitors are requested to show their online registration code/badge and are asked if they are feeling sick or have any mild symptoms of a cold or flu. Once visitors are cleared, they are welcomed inside.

The main entrance is designed and marked in such a way that a safe distance of 1.5 meters can be guaranteed. Queuing is well organized and clearly marked by means of retractable belt barriers. Cloakrooms are also organized in a way that staff and visitors can keep their distance and coats are stored safely. All payments will be cashless.





Inside our venue

In all general areas aisles are clearly designated and marked. Aisles are a minimum of 4 meters wide to ensure safe and easy getting around based on two-way traffic. Floor markings continuously remind visitors to keep a safe distance of 1.5 meters. General guidelines are displayed prominently throughout the building and hand sanitizer stations can be found in all general areas in order to ensure good hygiene. As every event is different, your project manager will consult with you on how to implement the guidelines in a suitable way including risk analysis, crowd control, etc.



Inside the exhibition halls

In our exhibition halls aisles are also clearly designated and marked. Aisles are a minimum of 4 meters wide to allow for two-way traffic or a minimum of 3 meters wide to allow for one-way traffic (depending on the exhibition). Signage and markings are available in all general areas continuously reminding visitors to keep 1.5 meters distance and to follow the general guidelines. Staff and hosts will be on site to manage the crowd flows and to make sure guidelines are being followed.

Inside meeting rooms

As of 1 March 2021 we will open our brand new conference center with a total of 50 meeting or break-out rooms and two large Auditoria. At present, already nine new and state-of-the-art meeting rooms are available for your business event or break-out session. All rooms will be available in a theatre style set-up with chairs placed at 1.5 meters distance from each other. Any other set-up is possible as well, taking into account the safe distance of 1.5 meters. Entering the meeting rooms occurs in phases with the first person entering the room to take the furthest seat and so on. Exiting the meeting room occurs the other way around; the person sitting closest to the exit leaves the room first and so on. Staff and hosts will be on site to manage the crowd flows and to make sure the guidelines are being followed. The aisles leading to the meeting rooms are also clearly designated and marked.



Maximum capacity during COVID-19

The maximum capacity per meeting room/hall is based on the safe distance of 1,5 meters, the gross m2 and is applicable to all events. The number of people that can be together in a meeting room/hall simultaneously is the sum of all registered visitors and registered stand personnel.

To maximize the number of visitors to your event, time slots with a specific start and end time can be applied to get more people in on the same day.

| Hall | M2 | Capacity exhibition (# of people) | Capacity meeting (# of people) |
|------------|--------|--------------------------------------|-----------------------------------|
| North Hall | 10.000 | 1.000 | 2.000 |
| South Hall | 10.000 | 1.000 | 2.000 |
| West Hall | 7.000 | 700 | 1.500 |
| Expo Foyer | 2.500 | 250 | 500 |

| Meeting room | M2 | Capacity in theatre set-up |
|-------------------------------|-----|-------------------------------|
| Level 1 (ground floor) | | |
| 1.1 Himalaya | 233 | 47 |
| 1.2 Andes | 82 | 16 |
| 1.3 Vercors | 180 | 36 |
| 1.4 Alps | 77 | 15 |
| 1.5 Transantarctic | 75 | 15 |
| 1.6 Dolomites | 174 | 35 |
| 1.7 Pyrenees | 50 | 10 |
| 1.8 Blue Mountains | 48 | 10 |
| 1.9 Rocky Mountains | 136 | 27 |
| Auditorium 1* | n/a | 175 |
| Auditorium 2* | n/a | 108 |
| MECC@table | 425 | 85 |
| MECCsuite | 155 | 31 |
| MECCafé | 125 | 25 |

*available as of March 2021

Meeting room**M2****Capacity in
theatre set-up****Level 0***

| | | | |
|-----------|-------------------|-----|----|
| 0.1 | London | 76 | 15 |
| 0.2 | Berlin | 79 | 16 |
| 0.3 | Copenhagen | 49 | 10 |
| 0.2/0.3 | Berlin/Copenhagen | 127 | 25 |
| 0.4 | Brussels | 180 | 36 |
| 0.5 | Paris | 180 | 36 |
| 0.4/0.5 | Brussels/Paris | 359 | 72 |
| 0.6 | Madrid | 51 | 10 |
| 0.7 | Lisbon | 49 | 10 |
| 0.6/0.7 | Madrid/Lisbon | 101 | 20 |
| 0.8 | Rome | 106 | 21 |
| 0.9 | Athens | 105 | 21 |
| 0.10 | Sydney | 229 | 46 |
| 0.11 | Cape Town | 231 | 46 |
| 0.10/0.11 | Sydney/Cape Town | 460 | 92 |
| 0.12 | Los Angeles | 28 | 6 |
| 0.13 | Lima | 87 | 17 |
| 0.14 | Singapore | 112 | 22 |
| 0.15 | Washington | 280 | 56 |
| 0.16 | Tokyo | 19 | 4 |
| 0.17 | Moskou | 38 | 8 |
| 0.18 | Shanghai | 19 | 4 |

*available as of March 2021



Meeting room**M2****Capacity in
theatre set-up****Level 2***

| | | | |
|-----------|------------------|-----|----|
| 2.1 | Volga | 156 | 31 |
| 2.2 | Zambezi | 209 | 42 |
| 2.1/2.2 | Volga/Zambezi | 364 | 73 |
| 2.3 | Mississippi | 88 | 18 |
| 2.4 | Congo | 65 | 13 |
| 2.5 | Rhone | 24 | 5 |
| 2.6 | Thames | 24 | 5 |
| 2.7 | Seine | 24 | 5 |
| 2.8 | Danube | 24 | 5 |
| 2.9 | Meuse | 47 | 9 |
| 2.10 | Rhine | 45 | 9 |
| 2.09/2.10 | Meuse/Rhine | 92 | 18 |
| 2.11 | Euphrates | 45 | 9 |
| 2.12 | Tigris | 46 | 9 |
| 2.11/2.12 | Euphrates/Tigris | 91 | 18 |
| 2.13 | St. Lawrence | 26 | 5 |
| 2.14 | Ganges | 16 | 3 |
| 2.15 | Nile | 16 | 3 |
| 2.16 | Amazon | 46 | 9 |
| 2.17 | Mosman | 86 | 17 |
| 2.18 | Mekong | 101 | 20 |
| 2.19 | Madeira | 75 | 15 |
| 2.18/2.19 | Mekong/Madeira | 176 | 35 |

*available as of March 2021



General hygiene and toilet facilities

General guidelines are displayed prominently throughout the building and hand sanitizer stations can be found in all general areas in order to ensure good hygiene. It is mandatory for everyone to wear a face mask in our building. Our employees also wear a face mask. As soon as you take a seat, the face mask can be removed. During events it is possible to purchase a face mask onsite if you do not have one at hand.

Cleaning will be done according to the highest standard at least four times per day during an event. High touchpoints such as door handles, banisters, and toilet areas will be cleaned more frequent. Hosts at toilet areas will manage crowd flows and ensure these areas are not overcrowded. Waiting areas will be clearly designated and marked.



Leaving MECC Maastricht

Visitors leaving MECC Maastricht find the exits easily by clearly designated and marked pathways and exit signs. When exiting our venue clear signage will redirect visitors to taxi stands and public transport. Please note that in public transport, travelers are required to wear face masks.

