



RAI Amsterdam
Protocols and guidelines

Safe, responsible and hospitable

inspiring
people

June 2020

Foreword

This document, **RAI Amsterdam – Safe, Responsible and Hospitable**, presents our rules and guidelines for organising and facilitating trade exhibitions, conferences, shows and meetings in our complex. It is intended for everyone who is involved with events in the RAI and describes how these can be held in a safe and responsible manner in light of the Covid-19 outbreak. Everything revolves around ensuring the health of all who come to the RAI.

Since the day we first opened our doors in 1893 the RAI has been renowned as a place where safety and hospitality are given the highest priority. With 125 years of experience in organising and facilitating events, and the associated security and crowd management, we have built up an exceptionally strong position. Today we welcome an average of 1.5 million visitors a year to around 500 events. RAI Amsterdam is known as the leading international exhibition and conference organisation in the Netherlands.

We had already enhanced our safety policy in January of this year, well before coronavirus was first detected in the Netherlands. Designed to further protect organisers, exhibitors, visitors, suppliers and our personnel, this upgrade was compiled together with the authorities and our clients.

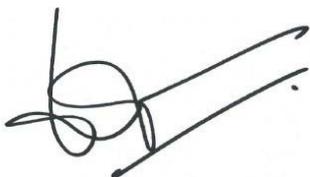
All exhibition and conference centres in the Netherlands had to instantly close their doors to the public in mid-March when the government instituted an ‘intelligent lockdown’ policy. This applied also to the RAI. A number of social initiatives were continued and parts of the RAI have been in use since the beginning of June as a test location for people showing symptoms of Covid-19.

By observing the rules and guidelines in this document, we are ready to organise and facilitate events in a safe and responsible manner while ensuring a hospitable welcome to visitors. From build-up to breakdown, we have every confidence that we are able to proactively and effectively address all Covid-19-related risks at events.

The RAI is fully prepared to bring people together safely and let them experience again the power of connections in both the physical as well as the virtual world.

We wish you lots of inspiration and pleasure in the RAI.

Amsterdam



Paul Riemens
CEO RAI Amsterdam



Maurits van der Sluis
COO RAI Amsterdam

Contents

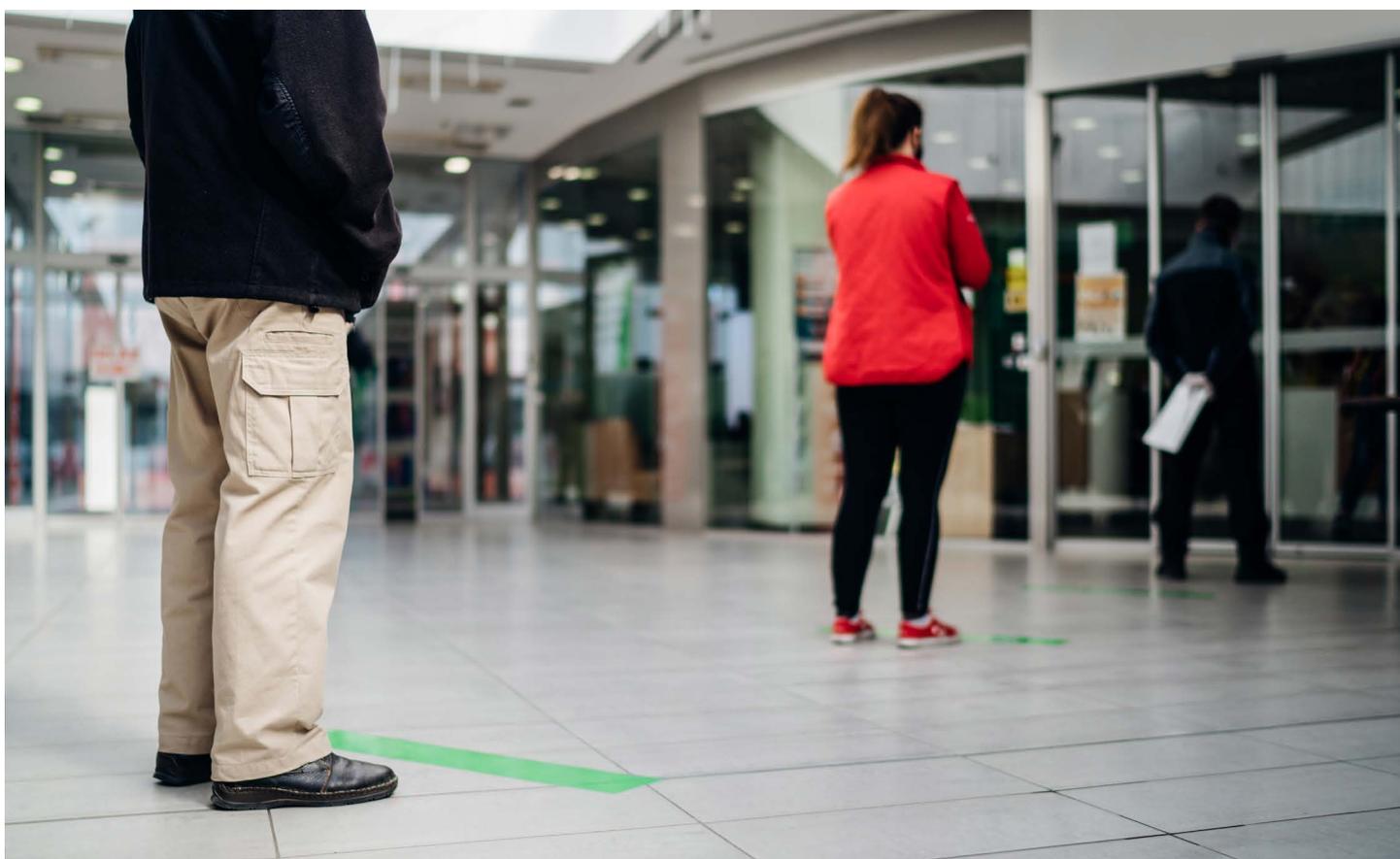
- 1 Policy
- 2 Principles and standards
- 3 At the heart of the organisation
- 4 Safe working environment
- 5 Hygiene and cleaning
- 6 Physical distancing
- 7 Safe build-up and breakdown
- 8 Routings and seating
- 9 Food and beverage
- 10 Hygiene assurance
- 11 Tasks and responsibilities
- 12 The Customer Journey

1. Policy

To organise and facilitate safe, responsible and hospitable events at RAI Amsterdam we have developed a range of policies and procedures.

In relation to the prevention of COVID-19 it is policy to:

- > Treat health safety as an overriding priority to assure the protection of all organisers, exhibitors, visitors, contractors, suppliers and staff and meet RAI Amsterdam Duty of
- > Care obligations, including for staff working from home
- > Follow all guidance and directives of The Dutch government
- > Follow all guidance and directives of the National Institute for Public Health and the Environment (RIVM) of the Dutch Ministry of Health, Welfare and Sport
- > Follow all guidance and directives of the National Food safety Agency (VWA)
- > Follow all guidance and directives of the Municipal Health Service (GGD) of the city of Amsterdam
- > Follow and apply leading global events, exhibition, trade show and congress industry guidance where practicable and applicable
- > Follow and apply leading Dutch events, exhibition, trade show and congress industry guidance where practicable and applicable



2. Principles and standards

We are not doing this on our own. We work closely together with all stakeholders in the event industry, both national and international.

The principles applied by RAI Amsterdam in relation to COVID-19 are:

- > To properly structure and direct COVID-19 health safety risk management efforts by means of a framework based on national and international good practice
- > To seek to assure the proper design and implementation of all health safety controls
- > To maintain the highest quality of health safety controls, for example through audits
- > To use a risk assessment-based approach as the basis for implementing the framework
- > To monitor and where applicable adopt and follow global, European and national good practice guidance issued by leading industry associations:
 - > International Association of Convention Centres (AIPC)
 - > International Convention and Congress Association (ICCA)
 - > Global Association of the Exhibition Industry (UFI)
 - > European Major Events and Congress Association (EMECA)
 - > The Dutch national EventPlatform events industry organisation (linked to CLC-Vecta and endorsed by McKinsey)
- > To be proactive in working with all relevant stakeholders in a holistic approach
- > To always emphasise prevention over any reactive treatment of effects



eventplatform*

Protocol voor zakelijke bijeenkomsten

Of course, we always maintain the highest quality and safety standards. In relation to hosting events in the current situation the standards applied by RAI Amsterdam are:

- > General health safety requirements stipulated by Dutch law
- > COVID-19 health safety requirements stipulated by the RIVM
- > Health safety regulations issued by the government of Amsterdam
- > Protocol Royal Horeca (Food and Beverage) Association Netherlands
- > Personal health data privacy requirements stipulated by Dutch law (AVG/GDPR)
- > RAI general standards relevant to supporting the health safety ecosystem, including ISO 9001, ISO 14001, ISO 20121, and OHSAS 18001
- > NEN, EU and ISO health safety system and product guidance issued by manufacturers and associations, e.g. NEN 1087 and
- > REHVA HVAC air filtration and ventilation guidance
- > Strict due diligence to vet hired outside health safety services on use of standards
- Use of continuous auditing function led by certified auditors from the Quality Department to ensure quality of effort



3. At the heart of the organisation



The ability to organise and host safe and responsible events is the highest priority for RAI Amsterdam. A COVID-19 project group has been put in place to assess risks, apply risk management methodologies and integrate insurance policies. This project group consists of 10 senior managers and specialists representing all main departments to ensure an integrated approach, from Safety and Security to Procurement and Communication. The Project Group reports directly to the RAI Management Board.

The Project Group manages three COVID-19 Working Groups to design, implement and operationalise measures:

- > Venue Maintenance and Cleaning
- > Operations and Offices
- > Events

Among the specific measures addressed are Spatial Design and Mapping, Hygiene, Physical Distancing, Build-up and Breakdown, and Enforcement. All of these efforts are planned, written out, and reported upon.

The organisation's core document for operationalisation of measures is the 'Safe and Hospitable RAI Amsterdam Protocol'. This document (shared with organisers, exhibitors and contractors and is available via a central depository) is constantly updated to ensure new measures and improvements. Its basis is the guidance provided by EventPlatform, the Dutch COVID-19 knowledge-sharing organisation representing over 200 companies and other entities. Supporting its use is the RAI Amsterdam COVID-19 Toolbox, a virtual resource containing a collection of examples, how-to instructions, and other guidance.



The framework used by RAI Amsterdam to structure its health safety efforts is the COVID-19 Risk Management Framework based on that of five global, European and Dutch events industry associations: the AIPC, ICCA, UFI, EMECA and EventPlatform. The layout follows the outlined EventPlatform guidance and encompasses eight risk management domains:

COVID-19 Risk Management Framework

1. Safe working environment
2. Hygiene and cleaning
3. Physical distancing
4. Safe build-up and breakdown
5. Routings and seating
6. Food and beverage
7. Hygiene assurance
8. Defining responsibility

The purpose of the COVID-19 Risk Management Framework is to:

- > Provide an industry-endorsed structure to COVID-19 risk management efforts that is recognisable for organisers, exhibitors, contractors, staff and other stakeholders;
- > Allow for the effective implementation of detail-level control measures in all risk domains;
- > Ensure that oversight, auditing and a lessons-learned improvement loop are in place;
- > Ensure that measures are as comprehensive and complete as possible;
- > Ensure that appropriate expertise for all identified risks is engaged; and
- > Enable and facilitate collaboration with other stakeholders.

The following sections outline RAI Amsterdam's COVID-19 Project Group activities in line with the framework structure.

4. Safe working environment

Guided by two RAI Amsterdam COVID-19 Working Groups, activities to maintain a safe, healthy working environment at the RAI cover a range of areas. The cornerstone for all activities is health safety risk assessment, which comprises six key elements:

1. Health Safety and Environment (HSE) risk analysis mandated by Dutch labour and health safety law using the Risk Inventory and Evaluation (RI&E) methodology
2. Food safety risk analysis mandated by the Dutch Food Safety Authority (VWA) using the Hazard Analysis & Critical Control Points (HACCP) methodology
3. Use of the Occupational Health And Safety Assessment (OHSAS 18001) workplace safety methodology (soon to be replaced by ISO 45001)
4. Journey touchpoint and distancing health safety risk analysis by RAI COVID-19 Working Groups 2 and 3 based on the World Health Organisation (WHO) health safety risk analysis framework. Analysis identified 238 potential points of concern, all being addressed
5. RAI Amsterdam standard pre-event Event Risk Assessment planning
6. RAI Amsterdam liaison and news monitoring functions operated by the Safety and Security Department and Communications to remain apprised of any sudden changes in the local health threat environment (i.e. warnings or indications of new or evolving risks).

Format Key contactpersonen - "RAI Corona proof"



Afdeling/Bezet	Proces (selecteer in drop-down)	Fase van het proces	Risicofactoren en oorzaken	Onderwerp uitdaging (op welke manier/veelheid is dit van toepassing)	Resultaat uitdaging	Proces/levering	Welke maat?	Resultaat/ingezette maatregelen/opsluitingen
Front Office	3. Beschermingsmaatregelen	3. Gehele periode		Service desk bescherming	Service desk komen exposanten dichtbij dan 1,5m			Spatschermen zoals supermarkt
Front Office	3. Beschermingsmaatregelen	2. Evenement		Garderobe	veel contactmomenten, afschermen, aankomen van spullen van ander mensen, afstand medewerker- bezoeker			schermen op balies plaatsen waar mensen onderlangs aangekomen worden, (in horeca voorzijde) in kleine kam, gasteroemgevoelheid balies, bijk met lockers buiten of elders in de RAI
Traffic Management	3. Beschermingsmaatregelen	3. Gehele periode		Voorkomen verspreiding en bescherming beslist personeel en bezoekers/organisatie/bezoekers	vertrouwen en goed werkgevoelenschap komen door goed organiseren (en voorkomen aansprakelijkheid andersz)			Ploegen beslist met "1,5m afstand houden", pluggen op werkvloeren (signes en instructies/afzetting), mondkapjes (bij high flow) locaties zoals PHE-ruimte, schermen voor op grond, zones met prikkolven in gangen, in windborden op werkterreinen, op logoroutes en bij entrees

The findings of these assessments are addressed through evaluation, design, implementation and testing of new measures across the domains and functions outlined in this document.



At the personnel level, RAI provides staff personal protection equipment (PPE) including gloves, facemasks and safety glasses to perform their tasks in a safe manner. Medical, safety, security, fire, food, inspection and select other staff are issued PPE as needed and receive corresponding instructions and training. In addition, select PPE supplies are kept in reserve to manage particular situations or emergencies, such as someone falling ill.

Work-from-home

RAI Amsterdam also cares deeply about its staff working from home. HR maintains a work-from-home procedure that includes guidance on safe working conditions and what to do if you are ill.

Training

Concerning health safety instruction and training, RAI Amsterdam has an extensive staff learning programme for its over 400 full-time employees that starts with induction training and carries forth through continuous training and education programs. Specific to COVID-19, health safety learning commenced back in February 2020, including orientation on the basics of the disease, prevention, personal protection, and specific procedures on duties like cleaning, waste disposal, and food treatment. Outside of small group instruction, RAI staff also use online training tools.

Health and safety instruction and training extends to preferred partner contractors and other third parties on site who need to be familiar with RAI policy, protocols, procedures, and systems. Safety staff, Corporate Communications and HR play key roles in writing and messaging information, awareness and educational materials by such as webinars, videos, posters, electronic screens and email updates and instructions.

Health screening

Another key facet of workplace (and visitor and contractor) safety is access control and health screening. While different for staff and contractors, for visitors 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)
- > On-site security check, which is calibrated to the event and any special circumstances

In case of suspected illness that might pose a safety hazard in the workplace, or for visitors the event environment, qualified staff can assist people in the special healthcare isolation room. All workplace operations are facilitated by the IT Department, which operates a state-of-the-art infrastructure. This includes consideration of cyber security to ensure there is no interference with health safety measure planning or operations, for instance for registration and physical distancing.

5. Hygiene and cleaning

Guided in part by the RAI Amsterdam Working Sub-Group 2 - Hygiene, anti-COVID-19 measures related to hygiene and cleaning in general are designed for continuous use throughout the RAI complex and throughout the entire cycle of 'no event – build-up – event – breakdown'.

Key points include

- > Use of the daily Master Cleaning Plan by preferred partner CSU, augmented by a COVID-19 Hygiene Plan designed over February-May covering everything from special vacuum-cleaner filters to extra anti-septic surface wiping to toilet cleaning
- > Reconfiguration and recalibration of the air ventilation system specifically to prevent the spread of the COVID-19 virus. Use of the system is based on an extensive health (air) venue risk assessment in line with guidance issued by the National Institute for Public Health and the Environment (RIVM)
- > Reworking waste disposal processing to ensure this is done in a safe, hygienic fashion
- > The specific Working Sub-Group is planning and taking measures to minimise specific hygiene risks around high-traffic, high-touch, food, and office areas, like the switch-over to disposable recycled cups and cutlery and adoption of new touchless sanitiser technology
- > Special procurement planning to ensure a steady supply of specific disinfectants and other anti-viral cleaning materials
- > Raising visitor and staff awareness about proper hygiene rules through signage and other means of communication
- > Facilitating good hygiene by providing such means as hand sanitiser, soap, napkins, anti-septic wipes and other cleaning materials, including Touchless Sanitiser Stations
- > Use of six First Aid Stations (in Dutch: EHBO) and a medical Isolation Room (or quarantine area) staffed by personnel of preferred partner Q-Force Medical Service trained on COVID-19 prevention, detection and emergency response. These rooms are well equipped with medical gear from PPE and gurneys to AED defibrillators.



Supporting the First Aid network are event walking Safety & Security Teams usually consisting of a health safety, a security and a fire safety specialist equipped with PPE who can quickly provide either on-the-spot care or help victims to a First Aid Station. RAI Amsterdam has designed several of its First Aid Stations so ambulances can drive right up to their side door.



6. Physical distancing

The RAI Physical Distancing Plan is based on the national 1.5 metre distancing rule and industry guidance and follows an integrated, holistic approach. Key tenets are:

- > Using pre-registration to make space use calculations, and control attendance
- > Maximising distancing through walking route and seating plans
- > Using a timeslot approach to help accomplish physical distancing
- > Using number of people per unit of space formulas to calculate space use



In terms of the risk assessment process underpinning the RAI Physical Distancing Plan, in terms of procedural steps this starts with event pre-registration and planning for the pre-event build-up (attendance of organisers, contractors). In terms of actual physical space this began outside, by considering the space used by people on and coming off of public transportation to the RAI. Making distancing estimations and thinking through challenges were done in cooperation with the national railway company NS (the Amsterdam RAI train station is yards away) and the municipal transport company GVB (serving RAI by bus, tram and metro).

The use of distancing signage and indicators is augmented by a number of physical partitions in places. This includes the use of barriers, screens, ropes, dividers and other partitions to help people maintain a safe distance. Many of these materials are flexible in use so they can be deployed in

different configurations for different events. Reinforcing physical distancing measures are a variety of communication tools and platforms. These range from all matter of signage, posters, stickers and screens to liaison with a number of parties through Clients, Corporate Communications, Safety & Security, and other departments. Authority for enforcement of measures is the responsibility of the Event Manager.

[Watch a visual simulation of the distancing protocols >](#)

7. Safe build-up and breakdown

Measures designed by RAI Amsterdam Working Sub-Group 4 – Build-up and breakdown aim to facilitate organisers, exhibitors and contractors setting up and breaking down after an event. The key instrument for doing this is providing them with the ‘Safe and Hospitable RAI Amsterdam Protocol,’ a living document that outlines rules, expectations, and specific steps for organisers, exhibitors and contractors to follow.

Key guidance centres on:

- > Pre-planning all build-up and breakdown activities starting at least a week in advance
- > Using a pre-ordained script that includes a timetable, activity sequence, and other data
- > Observing all physical distancing rules and personal hygiene measures
- > Conferring on space use and occupancy ratio calculations and numbers
- > Following pre-work (and pre-event) access registry requirements
- > Using time slots with set arrival and departure times
- > Making use of RAI and industry guidance and toolboxes

The RAI Protocol, based on the EventPlatform association guidance, specifies 26 steps and actions with a health safety function in relation to build-up and breakdown, and these go as detailed as supplier vehicle use, how to carry and move boxes, eating and catering, and measures to observe during any repetitions.

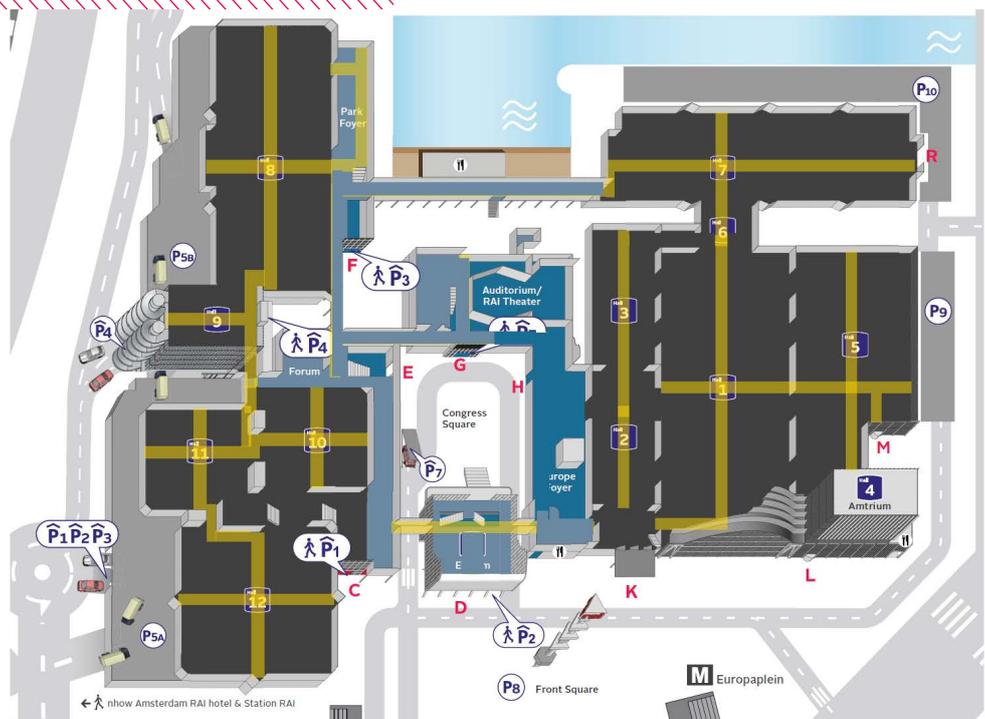
Messaging designed by Corporate Communications and other departments reinforces good hygiene practice and physical distancing in support of a safe build-up and breakdown. This includes external messaging to create awareness even before people reach the RAI.



8. Routings and seating

Event routing and seating arrangement plans to meet the 1.5 metre distancing requirement are the responsibility of RAI Amsterdam Working Sub-Group 1 – Spatial Design and Mapping. These plans are adaptive in nature to ensure client requests and any special requirements can be met.

To enable this process, RAI Amsterdam has inventoried all possible flow routes along key two-way pathways of 4 metre, as well as seating arrangement configurations across the venue. This safety path covers all 70 conference and meeting rooms; all 12 halls; and the RAI's 3 interlinked conference centres with 2 auditoriums and 1 ballroom. Fixed routes are in place throughout the RAI complex, particularly around entrances and catering.



In line with national guidance, signage for routing during events covers entry points, main connecting spaces, toilets, hall floors and exhibition areas.

For exhibitions and for congresses, 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 allowing a minimum of 1.5 metre distancing
- > Optimised by booth positioning and adjusting floor plan layouts
- > Time-regulated to prevent too high or close a people flow, or a seating shortage

To facilitate client services and enhance the customer journey, RAI is developing a complete virtual tour of the complex showing all the physical distancing routing in 3D.

9. Food and beverage

Guided by the RAI Amsterdam Working Sub-Group 3 - Catering, review and adoption of added food and beverage health safety measures encompasses all food preparation, distribution and consumption areas, including the RAI's five permanent restaurants.

Controls to safeguard food preparations centres on:

- > Worker personal hygiene including hand washing at least every 30 minutes or sooner when switch in activity occurs
- > Work station cleaning including surface wiping by disinfectant at least every 60 minutes
- > Worker distancing by 1.5 meter rule or by adequate partition
- > Worker kitchen routing to prevent crossing/collision
- > Wearing of worker PPE including gloves and facemask



Controls to safeguard the movement, serving and consumption of food centres on:

- > Maintaining physical distancing between food servers and consumers, including through barriers and screens
- > Using low angled transparent screens to guard against contamination of displayed food
- > Packaging food for individual take-away and consumption (over shared banquet style)
- > Optimising and facilitating use of self-service style principles, including use of own versus shared utensils for serving, and use of disposable utensils
- > Providing extra waste disposal cans
- > Equipping serving staff with PPE
- > Use of one-way routing at serving stations
- > Increasing supervision of observance of food safety rules

RAI Amsterdam is working with partners on a number of potentially new long-term food and beverage solutions including new logistical chains and new food safety zone serving areas.

10. Hygiene assurance

Guided by the RAI Amsterdam Working Sub-Group 5 - Enforcement, ensuring that hygiene rules, regulations and requirements are met is done by a multi-layered approach centred on:

- > Tight cleaning controls in specific EventPlatform pre-designated areas, notably cloak-rooms, toilets, used/occupied areas, with focus on touchpoints and flat surfaces
- > Tight measure implementation supervision by line management and or the on-duty Safety Manager, Security Manager and Event Manager
- > Health safety measure auditing and review
- > Pre-emptive and live crowd monitoring
- > Incident and crisis management

The auditing of health safety measures including the provision of personal hygiene products is performed by certified staff of the Quality Department. RAI Amsterdam maintains the ISO 9001 standard and as part of this performs a regular operations and equipment review process.



Crowd monitoring to help ensure health safety environment requirements are met and maintained is done at several levels at different points.

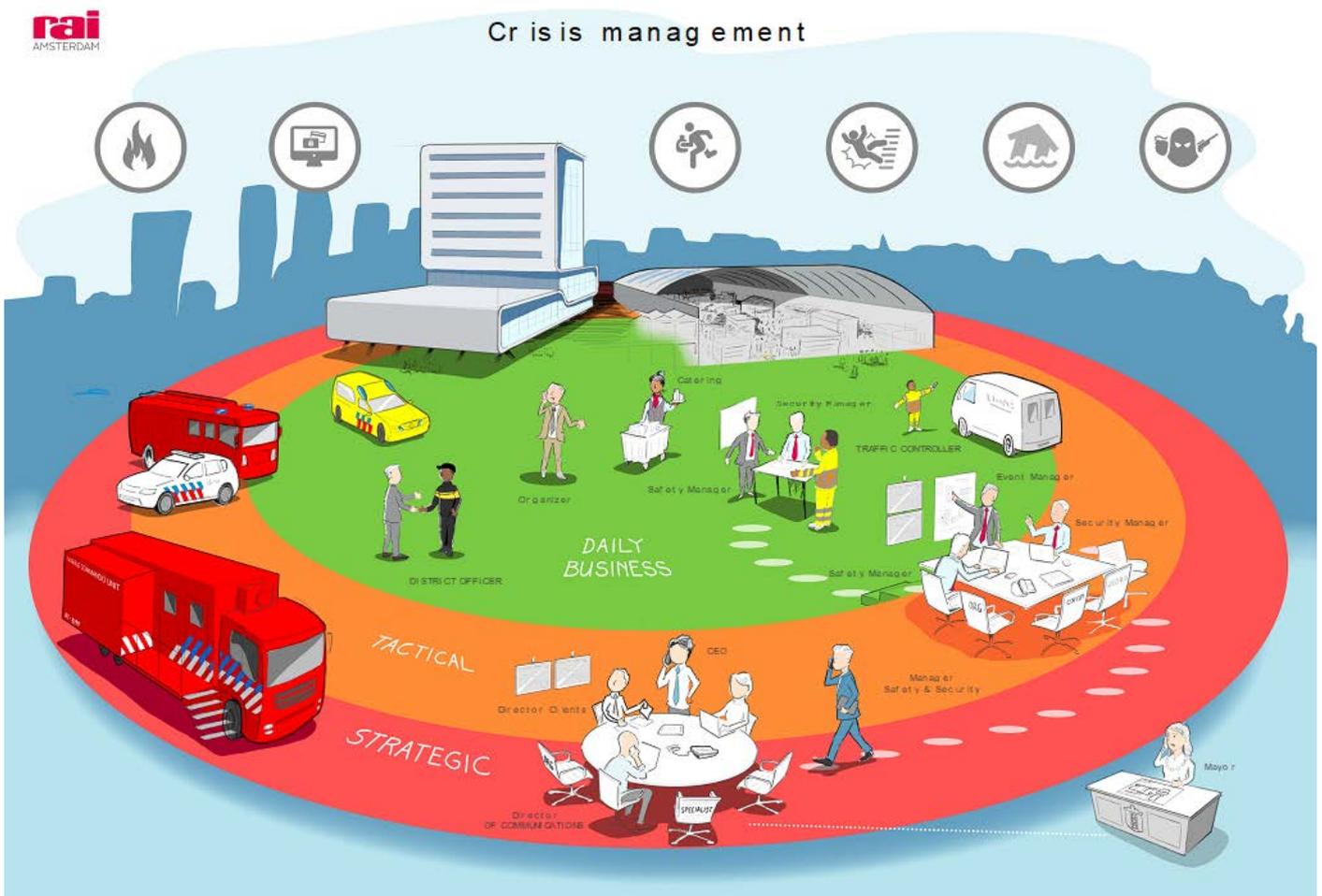
This includes:

- > Preventive monitoring of impending crowd flows, area occupancy and bottleneck detection by means of event risk assessments, tracking of (pre-)registration attendance, RAI Safety and Security software crowd modelling, and organiser reporting
- > Live monitoring of crowds by the Safety & Security Control Centre using its nearly 300 CCTV camera system
- > Live monitoring of crowds on the floor involving a combination of access control registry technology, static posts, and mobile Safety & Security Team patrols
- > Engagement of event organisers in monitoring efforts

Incident management to cope with any unforeseen incidents like a positive health screening and someone needing to go to the medical Isolation Room to a whole group of people feeling ill during an event is addressed by a robust, multi-layered response capability. This consists first of three parties that can quickly lend support: mobile Safety & Security Teams who patrol event areas; security officers posted at the entrance(s) to an event; and First Aid Station staff. They in turn can receive support from reinforcements and the Safety, Security, and Event Managers.

Depending on the nature and scope of the incident, the RAI's longstanding Crisis Management Team can operate both as a tactical backstop to the Safety and Security Control Room and as a strategic entity by itself, and directly engages senior management in any decision-making. The RAI Crisis Management Team has a secure designated Crisis Control Room inside the complex, with back-up facilities off-site.

Coordination is provided by the Safety and Security Control Room. In addition to serving as a focal point for all safety and security systems and services, it is led by the Control Room Duty Manager, who can call in additional resources. This is also the main point of contact with local emergency services, for instance if a health service (GGD) ambulance is needed.



11. Tasks and responsibilities

Responsibility for RAI Amsterdam COVID-19 risk management efforts rests with the COVID-19 Project Group chaired by our Director Clients, Bart van der Heijden. The Project Group consists of senior managers and specialists from all main RAI departments.

The Project Group reports directly to the RAI Management Management Board.

Within the Project Group, strategic leadership responsibility for all COVID-19 health safety-specific measures rests with RAI Amsterdam COVID-19 Programme Manager Mr. Rik Hoogendoorn, the Managing Consultant of the RAI Amsterdam Safety and Security Department. He also serves as chair of the (European) EMECA Safety and Security Working Group and a member of the (global) AIPC-ICCA-UFI Joint Safety and Security Task Force.

The Project Group is responsible for managing the tasks of three COVID-19 Working Groups on Venue Maintenance and Cleaning, Operations and Offices, and Events. This tasking is meant to operationalise required measures.

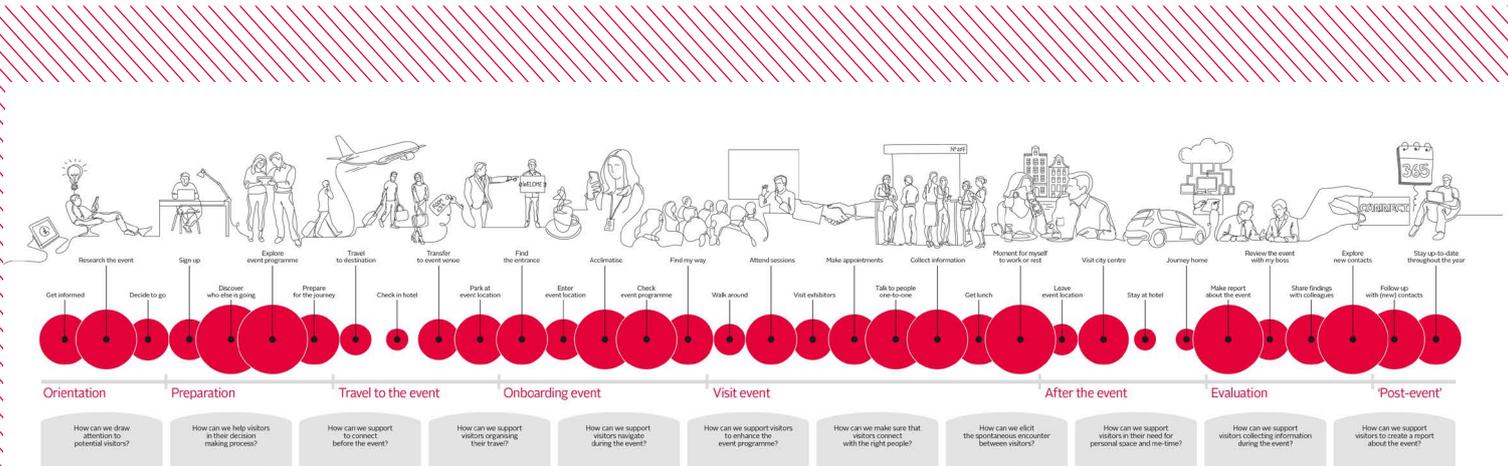
Two of the three Working Groups are responsible for managing several task work Sub-Groups, including those for Spatial Design and Mapping, Hygiene, Physical Distancing, Building and Breakdown, and Enforcement.

Operational leadership for the implementation and maintenance of COVID-19 health safety measures developed by the Working Groups and the Working sub-groups is the responsibility of department line managers.



12. The Event Customer Journey

Following the 'Customer Journey' of a delegate visiting an event and pairing these steps to the RAI COVID-19 measurements laid out in the framework makes visible how RAI Amsterdam is able to host events in a controlled, safe and hospitable environment at our venue. These measurements are the basics to be considered, adapted and implemented by all stakeholders, and will be updated with best practice examples in specific areas going forward.



For a successful event both the organiser and RAI will need to have a designated COVID-19 liaison to oversee the process of ensuring a hospitable event in a safe RAI Amsterdam environment. The COVID-19 liaisons will be supported by hostesses or safety personnel tasked with crowd control management and actively instructing people on the COVID-19 rules.

Communication upfront will be generated via the event website and RAI websites to delegates, exhibitors and stand-builders on the COVID-19 measurements at the venue during the event from build-up, through event to breakdown days. On-site communication on the COVID-19 measurements taken is executed by means of information posters at entrances, in toilets and other crucial meeting points. Short messages will

be pre-recorded and sent over the RAI paging system in the general areas.

Travel

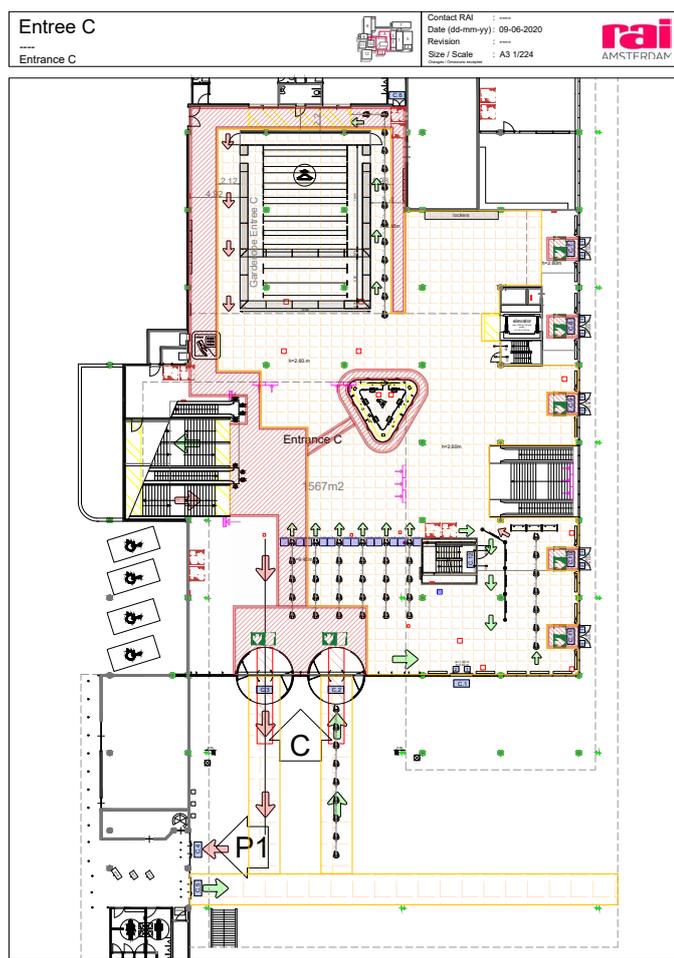
Previous (international) conventions showed that delegates travelling to RAI Amsterdam from Schiphol Airport or the various hotels in the Amsterdam Metropolitan Area is spread over five methods of transport:

- > Taxi - approximately 35%
- > Car - approximately 20%
- > Public transport, train, tram, bus and metro - approximately 25%
- > By foot - approximately 15%
- > By bicycle - approximately 5%

Based on the spread of the various methods of transportation, arrangements in crowd management and 1.5-metre separation can be monitored at all times during the day. Clear signage will be used at key points in the route towards the entrance of the venue. The RAI Traffic department operates the car park. They are also in close contact with the TCA taxi company (the preferred partner allowed to pick up delegates from RAI premises) and the public transport operators to manage crowd control of delegates coming to or leaving the convention floor. Parking tickets can be obtained online at the RAI parking ticket webshop for a hasslefree entrance and exit without any contact moments.

Entering RAI Amsterdam

Delegates approaching RAI Amsterdam will clearly see at the entrances and throughout the venue the COVID-19 rules, 'keep 1.5-metre distance reminders' and aisle markers. All are clearly placed at crucial points for delegates to see and follow. The entrances and exits are separated and clearly marked and hosted by doormen to manage the crowd flow.

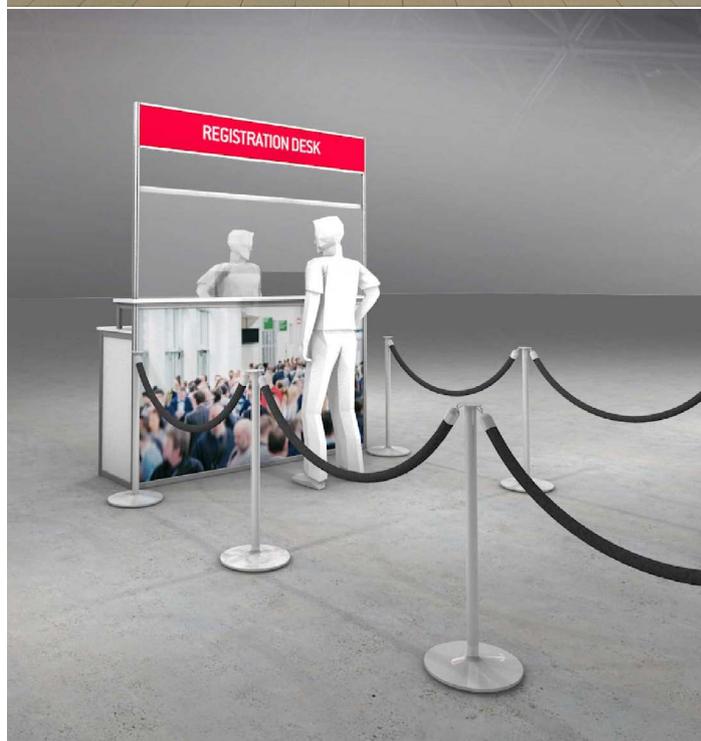


Registration and cloakroom

Upon entering the RAI venue delegates will first go through the registration procedure to finalise the process of entry that started at home by registering online.

Inside the building the registration counters and the cloakroom are designed in such a way that contact moments are minimised or even avoided and set-up in a fixed lay-out in a way that staff and delegates can keep their distance and coats are stored safely.

Depending on the registration tool you choose to use the registration can be done without contact. The entrance badge for instance can be printed by scanning the homeprint registration form. At the cloakroom (and further outlets in the venue) all payments will be contactless. Queuing is well organised and clearly signed to focus on keeping a 1.5-metre distance.



We aim to help you to spread the delegate number evenly over the days and available hours of the convention. This increases the total number of delegates who can visit your event. This can for instance be done by registration in time slots, per day and per hour instead of 'open date'.

Using toilet facilities and general hygiene

To make sure the delegate can comply with hygiene measurements, all the entrances and various crucial delegate meeting points have regularly refilled hand sanitising machines available with a short instruction on their use. At the time of writing (1 June 2020) wearing a face mask indoors is not one of the COVID-19 required measurements in the Netherlands. The delegates are free to choose if they wish to wear a mask as long they keep their 1.5-metre distance.

All contact points like door handles, desks etc. are disinfected regularly. RAI staff are also trained to disinfect their own working environment such as the cloakroom area regularly. Toilets will be cleaned in a higher frequency on top of the regular schedule. During the cleaning process, toilets will be closed for a short period. Crowd control at the toilets is managed to ensure these areas are not overcrowded, waiting areas will be clearly marked with 'keep your 1.5-metre distance' communication.

RAI Amsterdam is equipped with several First Aid rooms that are fitted to isolate a delegate who indicates COVID-19 symptoms. The RAI Safety & Security department is in daily contact with health authorities of the Municipality of Amsterdam to monitor the situation at RAI during events.

Using the Catering facilities

Once delegates are in the building and registered they will look for a cup of coffee or a sandwich. The fixed catering facilities at RAI will be open to the delegates, blended with fixed positioned stations on the hall floor. All these areas are clearly marked on the floor

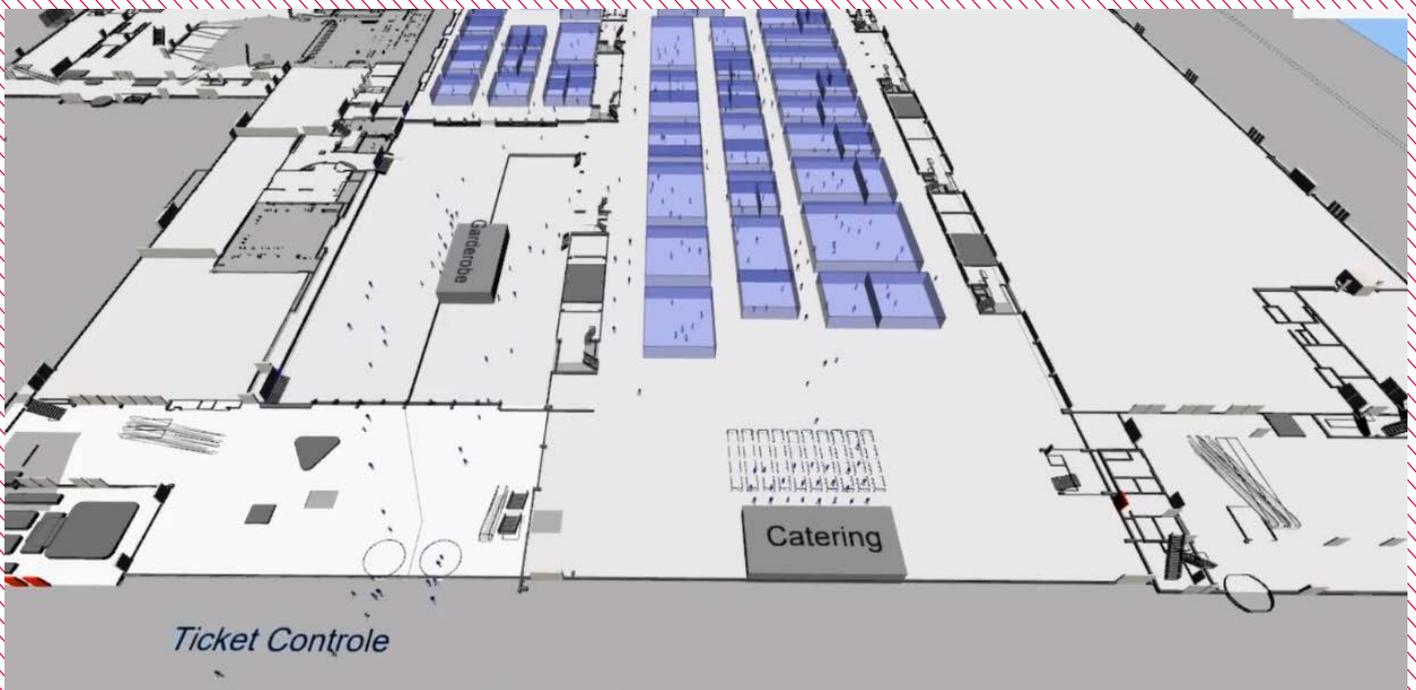


plan and the indoor directional signage. Each station has a clear fixed lay-out and signing reminds delegates about social distancing while waiting or being served. Service will be limited to 'coronavirus-ready assortments' in hand out food and beverages packing, with seating capacity in general areas for consuming.

Counters are fitted with 'see through screens', food is portion-packed and beverage delivered in disposable units. RAI staff in contact with food and beverages will wear gloves.

Walkthrough the Venue

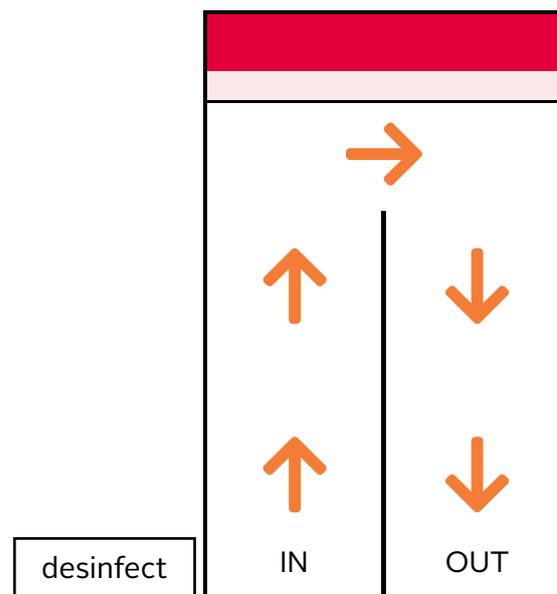
In the months up to your event the floor plan will be scanned at every revision by using RAI's INCONTROL Simulation. This system allows us to advise on routing from the entrance via cloakroom and catering to the convention floor with stands based on the available square metres, the lay-out and the expected number of delegates.



Networking or resting

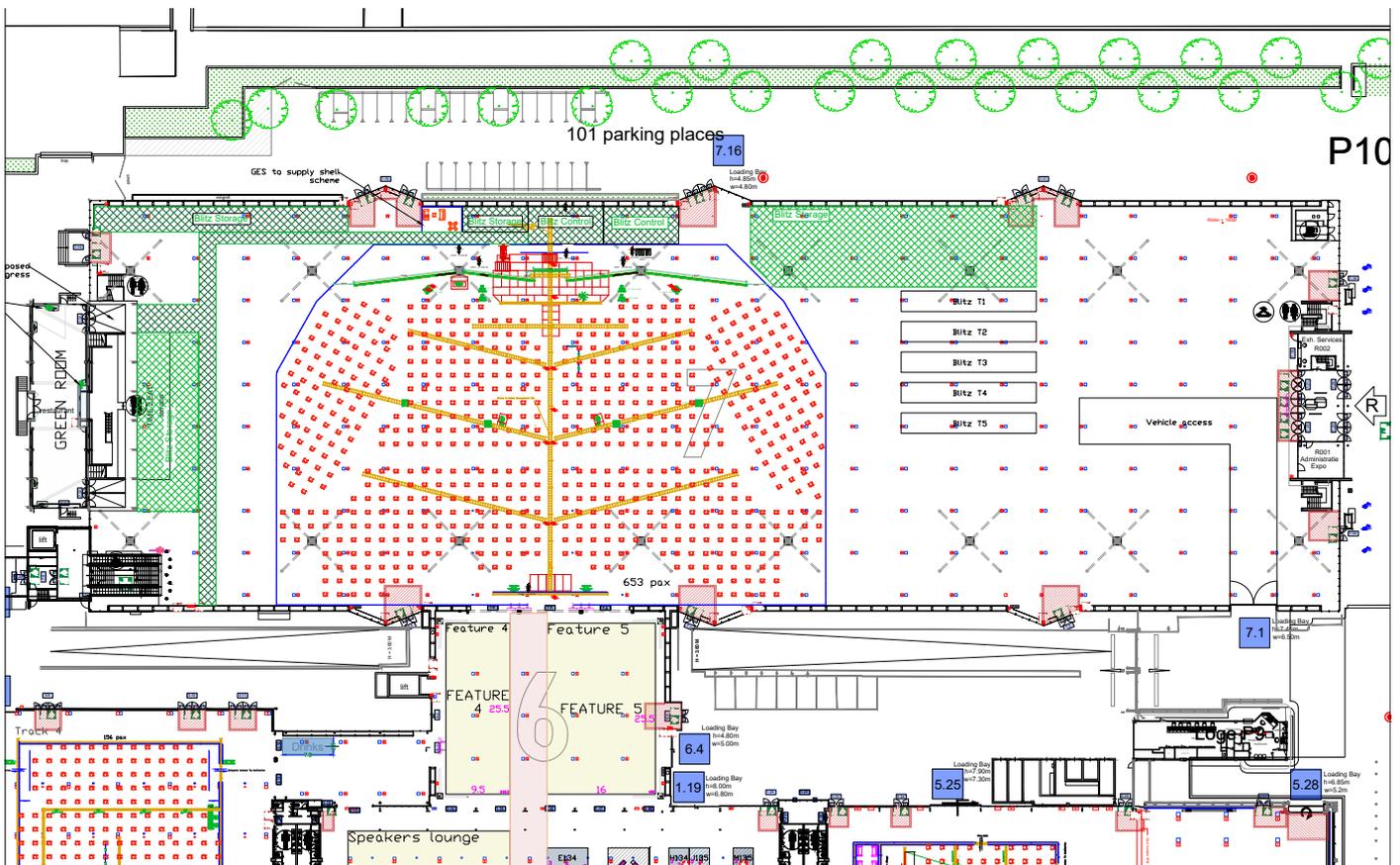
Most of the time the most important reason for delegates to visit an event is to meet their network. We can facilitate these meetings but at a safe distance. We can help you with advise on choosing matchmaking platforms well before the show is live in Amsterdam to join conversations and maybe add a video call function.

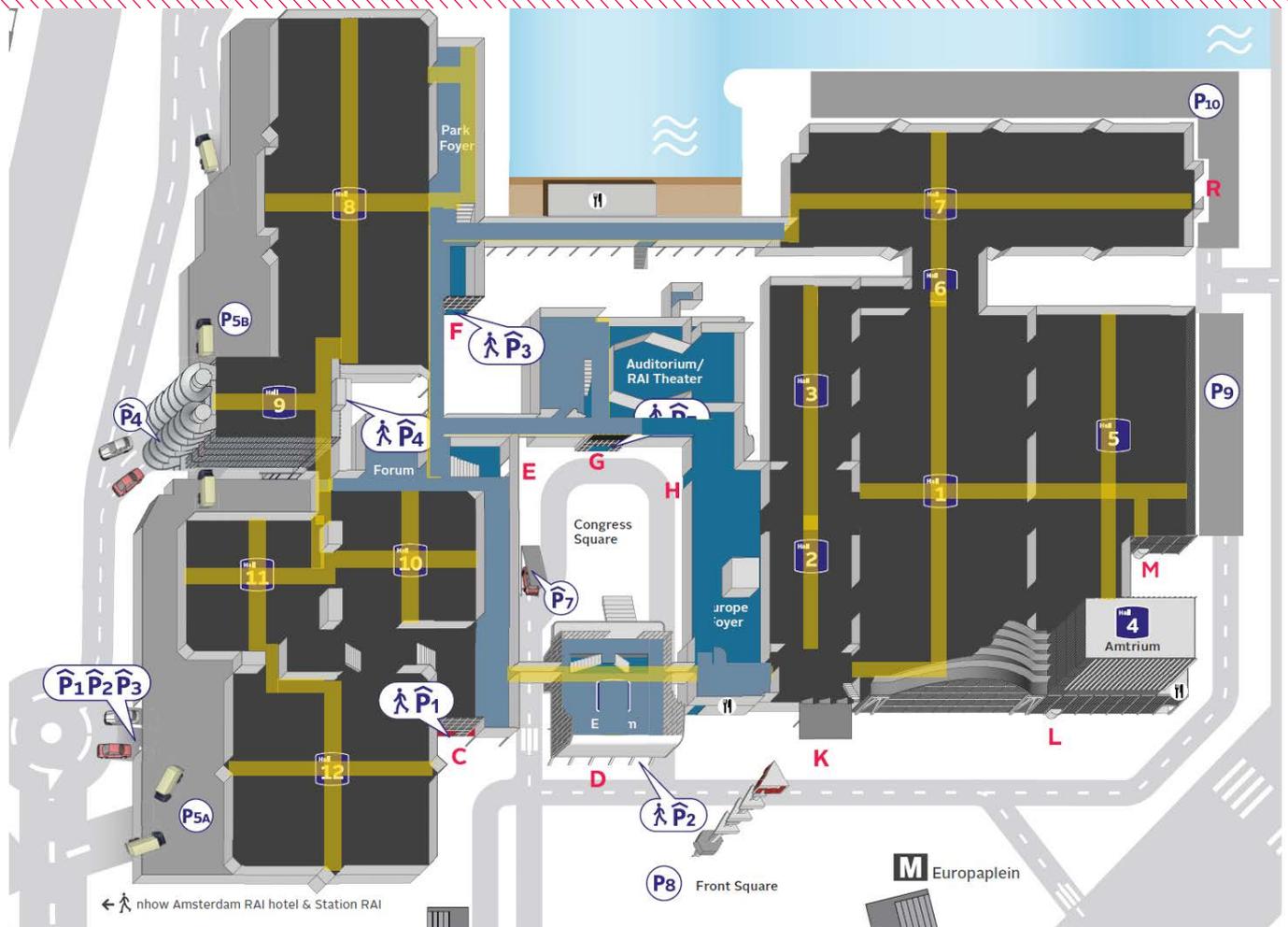
Once on site, RAI Amsterdam is fitted with various fixed outlets to meet people or enjoy food and beverages. All these areas are laid out in such a way that social distancing can be followed both at the counter and in the area where food and beverage is consumed or networking take place. Counters are fitted with see-through screens, food is portion-packed and beverages are delivered in disposable units. RAI staff in contact with food and beverages will wear gloves. We advise for instance catering to be available during the whole day, this way there will be no specific coffee break or lunch break scheduled. This means no peak moments, no queuing.



Visiting the stands in the Exhibition halls

RAI Amsterdam is setting up clearly marked four-metre wide safety aisles per hall to ensure basic traffic two-way traffic flow. Monitoring and directional signage can be performed in a controlled way. All other aisles between the stands have a minimum width of three metres with a one-way flow. Seating is created in the purpose-built rooms by placing the chairs 1.5-metre apart and providing a marked in- and out route. On-site, crowd control monitoring is performed by hostesses and safety staff.





Maximum number of people per hall

The maximum number of people that can be present in one hall at one time simultaneously is based on the gross available square meters per hall. This combined with an average 50/50 partition between aisle and booth space combined with two crossing 4 meter wide safety aisles in a fixed lay-out.

If more than the average square metres is occupied by stands or other objects, the number of simultaneously present people will go down. RAI Amsterdam has a simulation tool available to calculate this number. The number of people that can be in one hall at one time simultaneously is the **sum of all registered visitors and registered stand personnel**. All RAI employees and her suppliers staff do not have to be taken into account, these numbers are calculated in the square metres of the adjoining general space.

For a successful event both the organiser and RAI will need to have a designated COVID-19 liaison to oversee the process of ensuring a hospitable event in a safe RAI Amsterdam environment. The COVID-19 liaisons will be supported by hostesses or safety personal tasked with crowd control management and actively instructing people on the COVID-19 rules.

By using time-slots or day parts with a cleaning break, more people can be allowed in on one day. Registering and planning a morning session and an afternoon session for example, doubles the amount of persons in one day divided over two time slots.

Overview halls		Corona ready max. persons
	Original lay-out	1,5 metre distance
		
Hall 1	15,000	3,000
Hall 2	4,060	815
Hall 3	3,920	785
Hall 4 > Amtrium	1,140	230
Hall 5	11,395	2,280
Hall 6	1,025	205
Hall 7	10,460	2,095
Hall 8	12,600	2,520
Hall 9	2,845	570
Hall 10	3,970	795
Hall 11	4,165	835
Hall 12	9,035	1,810
Hall 13 > Elicium	1,985	400

Disclaimer; no rights can be derived from this matrix and its number. The numbers are a reflection of the number of people that can be in one hall, that is filled with an average number of stands and two crossing 4 meter wide safety aisles, at one time simultaneously based on the Dutch RIVM 1,5 meter distancing protocol and drafted on 11 June 2020.

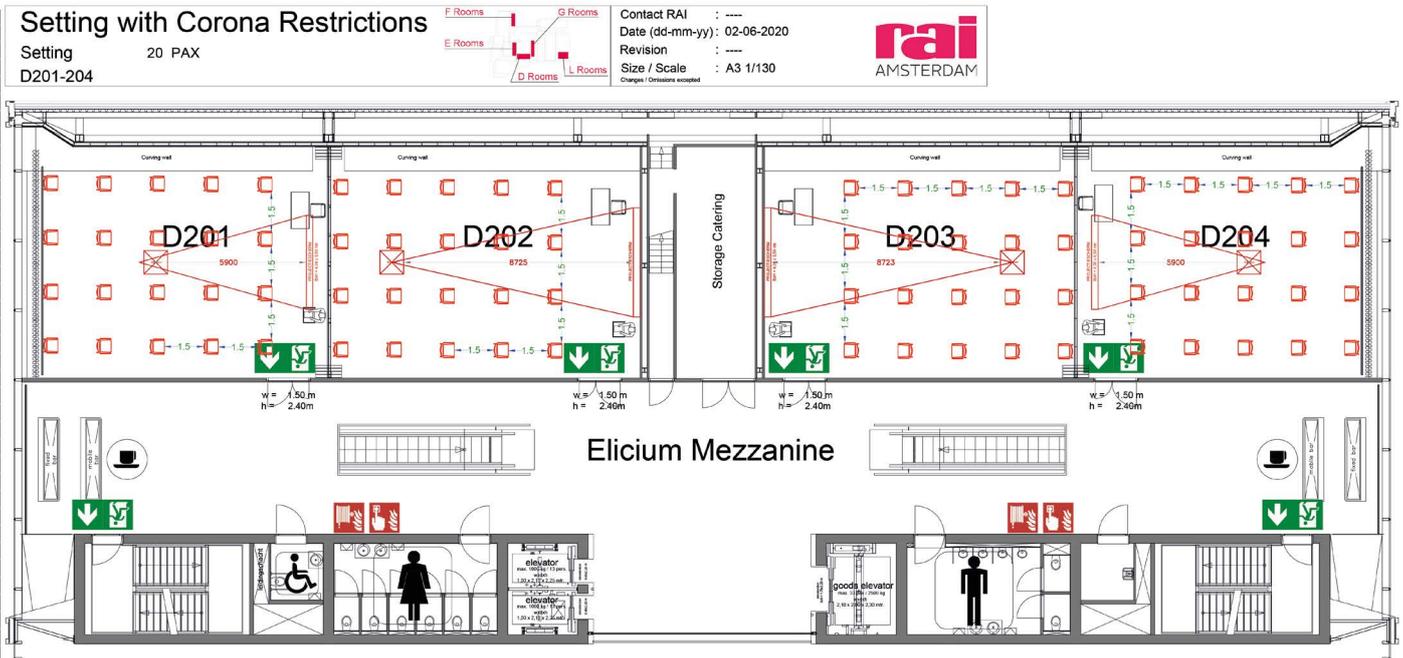
Visiting the sessions or break outs

Depending on the nature of your event you can provide break-outs for instance in the Congres Centre or Forum. So delegates can use the congress and rooms to join in interactive sessions, next to visiting the show floor with stands and networking places.

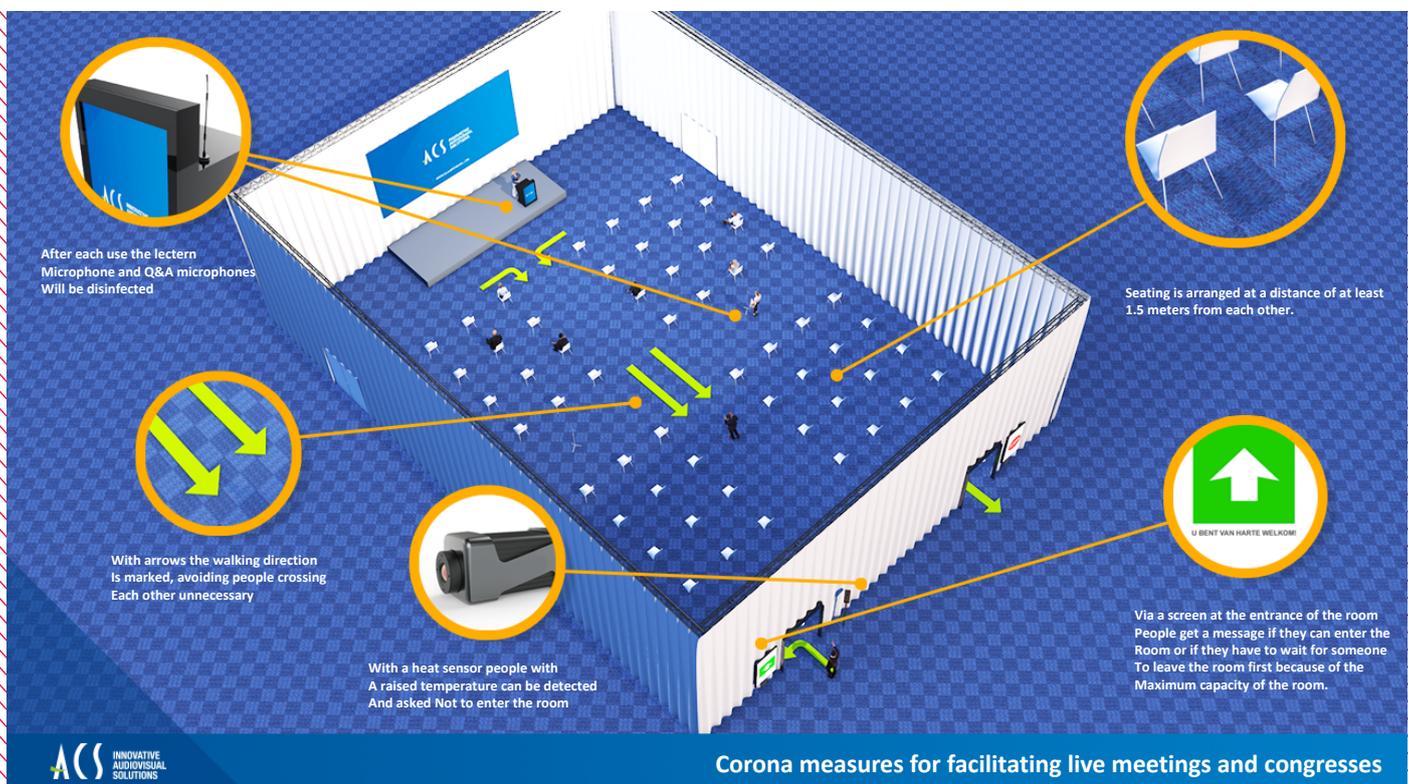
Entrance C - Second Floor & Entrance D Second/Third/Fourth/Fifth Floor		
	RAI Brochure	Corona ready max. persons
ROOMS/LOUNGES		
C201*	48	9
C202*	45	9
C203*	75	15
C204*	58	11
C205**	34	6
C206**	40	8
D201	105	20
D202	105	20
D201-D202 / D203-D204	210	40
D203	105	20
D204	105	20

Figures are guidelines, no rights can be derived from these figures. *Fixed Seating **Only in combination with halls

All RAI meeting rooms are re-drawn and available in a theatre style set up with chairs at a 1.5-metre distance from each other. All other set-ups, like U-shape, boardroom, classroom or other set-up, are also possible in these rooms with chairs 1,5 metre apart, your Account Manager can help you further. In the corridors leading to the congress/meeting rooms signing on the floor will remind delegates to constantly keep to social distancing.



Time in between your sessions needs to be planned to sanitise the rooms for a new group of delegates. The lectern is disinfected by the AV staff between each presenter.



Leaving the venue

At the end of the event day the delegates will leave the venue through the designated 'out' door and signs will guide them to their transport of choice. The RAI traffic department has signage in place to help social distancing upon exit and works closely together with the TCA taxi provider at the taxi stop on the RAI terrain. Public transport in Amsterdam is well organised having resumed a full schedule in early June based on strict COVID-19 measurements. Crowd management at stations is handled through signing on the floor and, once aboard a train, tram, bus or metro, travellers must all wear face masks.

Build-up and breakdown

Focusing on the wellbeing of the delegates visiting your event is an important task that RAI Amsterdam carries out following COVID-19 measures. The other important task is looking after the other stakeholders like exhibitors, builders, contractors and RAI staff, especially during the build-up and breakdown of an event.

The same COVID-19 measurements are in place to ensure a 1.5-metre distance during your event. The same communication as that used to the delegates during the convention will apply.

It starts with pre-show communication on COVID-19 measurements from RAI Amsterdam via the webshop where exhibitors order the materials and register themselves. On top of that, careful planning, using time slots, designated working areas in the halls and buffer areas outside the halls will ensure all stakeholders have enough time to perform their tasks under the 1.5-metre distancing rules.



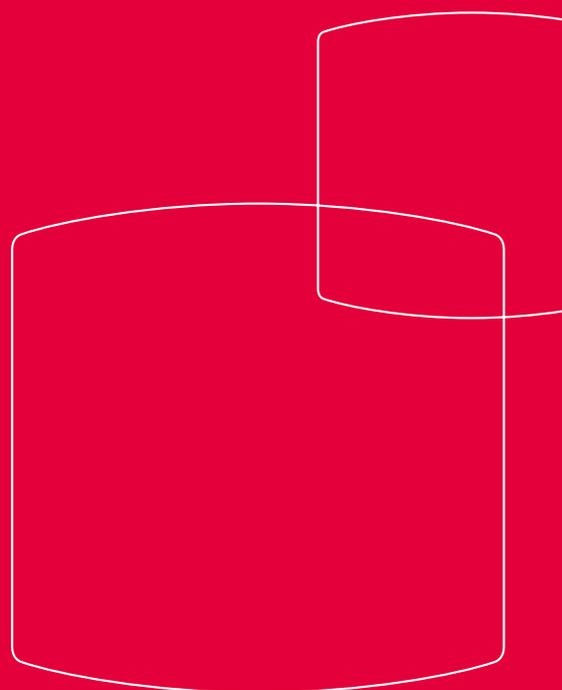
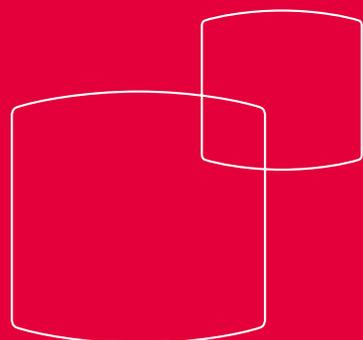


This customer journey allows you and RAI Amsterdam to structure and steer the delegates on all steps of their journey – from their registration, to their arrival on site and entry, to the way they navigate show floors, meeting spaces, and auditoriums, as well as the catering and sanitary options available to them.

Exhibition venues like RAI Amsterdam are designed specifically to host events and to manage visitors to their site according to strict local authority, security policies and international safety standards.

RAI Amsterdam is very experienced in organising and facilitating events and we have a lot of space at our disposal to do so in a safe way. We are in close contact with the city of Amsterdam to authorise these events with respective protocols as soon as possible.

inspiring
people



Europaplein
NL-1078 GZ Amsterdam
t 020 549 17 22
welcome@rai.nl
www.rai.nl

rai
AMSTERDAM