



Protocol Hospitality Industry Reopening

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Woerden, 22 May 2020

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1 Disclaimer and liability

1.1 Disclaimer

This protocol is a living document and is updated on the basis of the current situation in the Netherlands. If changes are made to national governmental measures, we will update this protocol accordingly as soon as possible. We carefully compiled this document based on the information currently available, but it is possible that some texts have become outdated or incorrect. You can always find the most recent version, which is recognisable by the date, on our website.

1.2 Legal status protocol; laws and emergency decrees supersede this protocol.

It should be noted that this document does not have a legal status. It is a guideline. It is a guideline based on information currently available to Koninklijke Horeca Nederland.

Legal regulations such as (local/regional) emergency decrees, health and safety rules etc. remain in full force and effect.

The emergency decrees especially are subject to regular changes, and we cannot exclude the possibility that emergency decrees may have stricter or more lenient rules than those described in this protocol.

Therefore, the following note generally applies to the rest of this document: *If, as a result of the applicable local/regional emergency decree, deviating regulations are imposed, such as a deviating number of persons allowed at a table or on a terrace (regardless of whether this is a larger or smaller number of allowed persons), the provisions of the emergency decree apply.*

This protocol was compiled with the utmost care, but Koninklijke Horeca Nederland cannot guarantee that all information in it is complete and correct. The information in this document is only meant for use by members of Koninklijke Horeca Nederland. The contents of this document are protected by copyright and may not be copied or reproduced without the prior written permission of Koninklijke Horeca Nederland. Koninklijke Horeca Nederland excludes liability for any indirect and/or direct damage arising from the use of this document.

1.3 Main lines

It should be noted that the information in this document concerns rough main lines. We recommend drafting an additional handbook for each specific company or chain in order to set down company, chain, brand, or location-specific measures.

2 Protocol Hospitality Industry Reopening

2.1 Crucial precondition

In case of a slow start, the support measures will remain in full effect. Reopening a hospitality business should not result in losing the 'right' to support measures (your situation as an entrepreneur should not deteriorate).

2.2 General notes on infeasibility 1.5m economy in the hospitality industry:

Koninklijke Horeca Nederland has serious reservations about the feasibility of the 1.5m economy in the hospitality industry. Technically, the 1.5m economy is applicable everywhere, but it is not profitable for most of the hospitality industry. Why not:

- The 1.5m economy is based on the need to maintain distance, also known as 'social distancing'.
- In the hospitality industry, the space required to safeguard that 1.5m distance is, in many cases, simply not there.
- Maintaining a 1.5m distance in the hospitality industry concretely means that far fewer people will be able to access the establishment.
- Far fewer guests (either inside or on the terrace) means significantly lower sales.
- Conversely, the fixed costs of hospitality entrepreneurs (accommodation, depreciation and especially staff wages) remain at 100%.

Simply put; there is not a single entrepreneur who can cover 100% of their fixed costs with 50% (or less) sales. Especially after having been closed for two months, with many uncertain months ahead.

This is why it is so crucial for the hospitality industry that hospitality entrepreneurs can continue to rely on the measures from the support package, regardless of whether or not they decide to reopen. These general notes should be kept in mind when perusing this protocol for the reopening of the hospitality industry. It is certainly not meant as a structural solution for the hospitality industry.

3 Introduction

The corona crisis has had an enormous impact on our society. Every day, the RIVM notifies us of the number of deaths and hospitalisations in our country. Since mid March, the Netherlands have been in a state of intelligent lockdown. Fortunately, the data show a positive trend, which we hope will continue. Our health is the top priority.

The crisis has also seriously affected the economy. Since mid March, hospitality establishments were forced to close (with the exception of hotels, takeaway and delivery). Many hospitality entrepreneurs currently have zero income, while the costs continue to stack up. These are difficult times. The hospitality industry and the rest of the chain have been hit hard.

That is why we are happy that the hospitality industry can reopen under certain conditions, with a 1.5-metre distance requirement. Hospitality entrepreneurs can start operating again, and many are bursting with creative ideas to bring this about.

The key question for this partial reopening is: how can we restart the hospitality industry while safeguarding the health of our guests and employees? This is why KHN took the initiative to draft a 'hospitality industry reopening' protocol. This protocol describes, in main lines, the requirements hospitality entrepreneurs should meet to responsibly reopen and minimise the risk of infection. Health, proper hygiene and hospitality go hand in hand in this situation.

The protocol is built up as follows. The first part consists of a number of principles with general guidelines for hospitality entrepreneurs, employees, guests and suppliers. The second part consists of specific guidelines for the various sectors: restaurants, cafes, hotels, fast food establishments, conference and room rental businesses.

Unfortunately, this partial reopening means the hospitality industry will continue to lag behind on expected sales, while the costs will continue to stack up. This is why it is crucial for the hospitality industry that hospitality entrepreneurs can continue to rely on the measures from the support package. KHN has pointed this out to the government.

The crisis is expected to have a long-term impact on the hospitality industry. It is clear that, even in case of a recovery, it will be a long time before the sector will operate at its old level again, and it can be assumed that the hospitality landscape will permanently change.

We are happy that we can start working again and have our guests enjoy our beautiful establishments in this new situation!

This protocol was drawn up in cooperation with hospitality entrepreneurs and VNO-NCW/MKB Nederland and coordinated with the government.

4 Preamble (general principles)

1. This Hospitality Industry Reopening Protocol applies to the hospitality industry and consists of several parts.

General Guidelines that apply to:

- Hospitality entrepreneurs
- Employees
- Guests
- Suppliers

Specific guidelines that apply to subsectors in the hospitality industry.

- Restaurants
- Cafes
- Hotels
- Fast food businesses
- Room rental businesses

2. The base principle is that agreements should be clear and manageable for all hospitality entrepreneurs, employees, guests and suppliers.
3. Hospitality entrepreneurs, employees, guests and suppliers comply to the guidelines set by the government and RIVM.
4. Entrepreneurs are responsible for the compliance to the house rules and rules of the protocol. They should address guests who fail to comply to the rules. If guests refuse to adhere to the rules and/or refuse to leave, the entrepreneur calls in Special Investigative Officers (BOAs) or other enforcers.
5. The base principle is a controlled reopening for activities and the avoidance of (overly) large numbers of guests.
6. Koninklijke Horeca Nederland, hospitality entrepreneurs and the government communicate about the agreements. Hospitality establishments make sure the agreements are visible:
 - on the terraces
 - at all the entrances of the establishment
 - within the establishment
 - on the website and on social media

5 Protocol provisions

5.1 General guidelines for hospitality entrepreneurs

1. Make sure everyone can keep 1.5m distance from one another. This should be possible both indoors and outdoors. This goes for employees, guests, but also takeaway customers, delivery staff and suppliers.
2. Enforce the regulations through a door policy and monitoring. If the entrepreneur is not present, the manager bears final responsibility for this.
3. Be extra aware when it comes to social hygiene regulations (for companies with an Alcohol Licensing and Catering Act license) with regard to maintaining the 1.5m distance.
4. Ensure maximum company hygiene, especially in the kitchen, sanitary facilities and the PIN machines.
5. Thoroughly clean tables, chairs and menus once the guests have left the establishment.
6. Instruct employees with regard to hygiene measures (such as washing hands) that they should adhere to and provide them with hygiene aids (such as disinfectants and, if necessary, face masks and gloves).
7. Any updates with regard to these agreements will be communicated as soon as possible.

5.2 General guidelines for the employees:

1. If you have a cold or display any flu symptoms, stay home and do not go to work.
2. Explain the hygiene rules and the procedure for serving and clearing tables to the guests when taking their order. Alternatively, the guests can be given a hand-out along with their menu.
3. Keep a distance of 1.5 metres, both in spaces only used by hospitality staff (such as the kitchen) and spaces used by guests.
4. Address both guests and your colleagues if they fail to adhere to the regulations.

5.3 General guidelines for the guests:

1. Keep a distance of 1.5 metres from other guests and employees. But:
 - a. a table can be used by a maximum of 2 people or a household consisting of more people sitting within 1.5 metres from one another.
 - b. the bar can be used by a maximum of 2 people or a household consisting of more people sitting within 1.5 metres from one another.
2. On the terrace, guests are only allowed to sit.
3. Stay home if you have a cold or display any flu symptoms
4. The establishment can deny access to guests if there is any suspicion of cold and/or flu symptoms
5. Always follow the instructions of the staff
6. Thoroughly wash your hands after entering the establishment
7. Thoroughly wash your hands after using the toilet
8. Make use of contactless payment options (PIN or mobile phone)
9. Products ordered online are delivered up to the front door, without physical contact
10. If you fail to adhere to the 1.5m rules of the establishment and/or the applicable 1.5m rules of the government, you may be denied access to the establishment. Any damages suffered by the establishment due to your actions may be charged to you.

5.4 General guidelines for suppliers

1. Keep a distance of 1.5 metres from the employees receiving the goods.
2. Do not come to the door if you display any cold and/or flu symptoms.
3. Unload the goods and place these in the designated location including the packing slip, then keep a distance of 1.5 metres from this spot.
4. Inform the entrepreneur of the measures you take as a supplier to prevent infection.

5.5 Monitoring and compliance to the protocol regulations

1. The safety of guests, employees and suppliers is the priority in our protocol regulations.
2. A sufficient number of employees have been made responsible for the compliance to the protocol and the active monitoring of this.

6 Restaurant

Below are the specific guidelines for restaurants. A restaurant is an establishment where guests can go to eat (for a price). These establishments vary from brasseries to starred restaurants.

Sales space	<p>Upon arrival:</p> <p>Avoid congestion of guests at the entrance:</p> <ul style="list-style-type: none"> • Only work with reservations (via website, apps or by phone) • When receiving guests, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. • In case of groups of three or more, the guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • If no health risks present themselves, lead the guests to their table while keeping an appropriate distance. • Place markers to prevent (groups of) guests that need to wait from standing less than 1.5 metres apart. • Have all guests wash their hands upon arrival (with water and soap or with a hand sanitiser gel) <p>Upon departure:</p> <ul style="list-style-type: none"> • If possible, use different doors for departures and arrivals.
	Make sure there is a distance of at least 1.5 metres between people sitting at different tables.
	It is only allowed to have over 2 people at one table sitting less than 1.5 metres apart if these persons are part of a single household.
	Once the arrival interview has been completed, employees can take orders, serve and clear tables within 1.5 metres from the table while the guests are seated.
	Thoroughly clean tables, chairs and menus once the guests have left the establishment.
	If possible, use contactless methods of payment such as PIN or credit card during checkout.
Kitchen	Workspaces should be 1.5 metres apart.
	Avoid permanent places where paths cross, so colleagues do not come within 1.5 metres from each other.
	Employees should wash their hands every 30 minutes in accordance with the RIVM guidelines.
	Work surfaces should be cleaned every hour.

Continuation restaurant

Terrace	<ul style="list-style-type: none"> • If the terrace is in front of an entrance to the establishment, the entrepreneur should provide a path to the entrance that allows guests to keep a distance of 1.5 metres from the tables. • When receiving guests on the terrace, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. • In case of groups of three or more, the guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • On a terrace, guests are only allowed to sit. • Make sure there is a distance of at least 1.5 metres between people sitting at different tables. • It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household. • Thoroughly clean tables, chairs and menus once the guests have left the terrace. • If possible, use contactless methods of payment such as PIN or credit card during checkout.
Rooms	If the restaurant has a separate room for private dining, this is subject to the same rules that apply to the restaurant itself.
Takeaway / delivery	<p>If takeaway service (for meals and beverages) is offered, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 takeaway customers are allowed at the location (this rule both applies to indoor and outdoor takeaway locations (such as a counter). • Maintain 1.5 metres of distance between the takeaway customers.
	<p>If delivery service (for meals and beverages) is offered, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 delivery employees are allowed in the establishment • The delivery employees should keep 1.5 metres of distance from each other. Orders are delivered to the front door of the delivery address, without physical contact during the delivery.

7 Cafe

Below are the specific guidelines for cafes. This sector is also known as the *natte horeca* (beverage sector). Generally speaking, guests can go here to drink and often eat at a price. Examples include the pub around the corner, as well as bistros.

Sales space	<p>Upon arrival: Avoid congestion of guests at the entrance:</p> <ul style="list-style-type: none"> • Only work with reservations (via website, apps or by phone) • When receiving guests, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. • In case of groups of three or more, the guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • If no health risks present themselves, lead guests to their table while keeping an appropriate distance. • Place markers to prevent (groups of) guests that need to wait from standing less than 1.5 metres apart. • Have all guests wash their hands upon arrival (with water and soap or with a hand sanitiser gel) <p>Upon departure:</p> <ul style="list-style-type: none"> • If possible, use different doors for departures and arrivals.
	<p>Maintain a distance of 1.5 metres (between employees and guests, as well as between guests themselves) But:</p> <ul style="list-style-type: none"> • A maximum of 2 people or more people from the same household can sit next to one another within a distance of 1.5 metres. The distance to the next person or next group of persons should be at least 1.5 metres. • A maximum of 2 people, or more people if they form a single household, can sit at a table at a distance of less than 1.5 metres from each other.
	<p>Once the interview upon arrival has been completed, employees can take orders, serve and clear tables within 1.5 metres from the table or bar while the guests are seated.</p>
	<p>Make sure there is a distance of at least 1.5 metres between people sitting at different tables.</p>
	<p>Thoroughly clean tables, chairs and menus once the guests have left the establishment.</p>
	<p>If possible, use contactless methods of payment such as PIN or credit card for checkout.</p>
	<p>Workspaces should be 1.5 metres apart.</p>
Kitchen	<p>Avoid permanent places where paths cross, so colleagues do not come within 1.5 metres from each other.</p>
	<p>Employees should wash their hands every 30 minutes in accordance with the RIVM guidelines.</p>
	<p>Work surfaces should be cleaned every hour.</p>

Continuation cafe

Terrace	<ul style="list-style-type: none"> • If the terrace is in front of an entrance to the establishment, the entrepreneur should provide a path to the entrance that allows guests to keep 1.5 metres of distance from the table. • On a terrace, guests are only allowed to sit. • When receiving guests on the terrace, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. • In case of groups of three or more, guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • Thoroughly clean tables, chairs and menus once the guests have left the terrace. • Make sure there is a distance of at least 1.5 metres between people sitting at different tables. • It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household. • If possible, use contactless methods of payment such as PIN or credit card during checkout.
Rooms	<p>If the company has one or more rooms for conferences and/or parties, the following rules apply:</p> <ul style="list-style-type: none"> • do not exceed the <i>maximum number</i> of people allowed in accordance with government measures. • If food and drinks are offered, the same rules apply as those for the sales room, except that food and drinks may also be provided from behind a buffet.
Takeaway / delivery	<p>If takeaway service (for meals and beverages) is offered, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 takeaway customers are allowed at the location (this rule both applies to indoor and outdoor takeaway locations (such as a counter). • Maintain 1.5 metres of distance between the takeaway customers.
	<p>If delivery service (for meals and beverages) is offered, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 delivery employees are allowed in the establishment • The delivery employees should keep 1.5 metres of distance from each other. Orders are delivered to the front door of the delivery address, without physical contact during the delivery.

8 Hotel

The following specific guidelines apply to hotels. A hotel is an establishment where guests can spend the night. Hotels often include a restaurant.

As opposed to food and beverage establishments, hotels were not required to close as part of the government measures. Many hotels have already made the necessary arrangements, especially when it comes to accommodation (combined with the restaurant or breakfast room for exclusive use by hotel guests) in order to guarantee adherence to health advice provided by the government and RIVM.

The measures announced on 19 May also apply to restaurants and terraces of hotels.

Due to the measures already implemented by many hotels, the guidelines in this protocol primarily focus on the restaurants and terraces.

Restaurant	<p>Upon arrival:</p> <p>Avoid congestion of guests at the entrance:</p> <ul style="list-style-type: none"> • Only work with reservations (via website, apps or by phone) • When receiving guests, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. • In case of groups of three or more, the guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • If no health risks present themselves, lead the guests to their table while keeping an appropriate distance. • Place markers to prevent (groups of) guests that need to wait from standing less than 1.5 metres apart. • Have all guests wash their hands upon arrival (with water and soap or with a hand sanitiser gel) <p>Upon departure:</p> <ul style="list-style-type: none"> • If possible, use different doors for departures and arrivals.
	Make sure there is a distance of at least 1.5 metres between people sitting at different tables.
	It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household.
	Once the arrival interview has been completed, employees can take orders, serve and clear tables within 1.5 metres from the table while the guests are seated.
	Thoroughly clean tables, chairs and menus once the guests have left the establishment.
	If possible, pay using PIN or credit card, or use an invoice.
Kitchen	Workspaces should be 1.5 metres apart.
	Avoid permanent places where paths cross, so colleagues do not come within 1.5 metres from each other.
	Employees should wash their hands every 30 minutes in accordance with the RIVM guidelines.
	Work surfaces should be cleaned every hour.
Hotel rooms	Accommodation is allowed. Breakfast, lunch and dinner are subject to the same abovementioned conditions that apply to restaurants. Room service is allowed. The tray should be placed on the floor in front of the room door. Knock on the door, and take a step back.
	Make sure there is enough room at the check-in desk and in the hotel lobby to allow guests to maintain sufficient distance from each other.
	Housekeeping can only enter a room if no guests are present in the room.
	When checking out, only use contactless methods of payment such as PIN, credit card, or invoice.

Continuation hotel

Terrace	<p>If the terrace is in front of an entrance of the establishment, the entrepreneur should provide a path to the entrance that allows guests to keep 1.5 metres of distance from the table.</p> <ul style="list-style-type: none">• On a terrace, guests are only allowed to sit.• When receiving guests on the terrace, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access.• In case of groups consisting of three people or more, guests should be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other.• Thoroughly clean tables, chairs and menus once the guests have left the terrace.• Make sure there is a distance of at least 1.5 metres between people sitting at different tables.• It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household.• If possible, use contactless methods of payment such as PIN or credit card during checkout.
Rooms	<p>If the establishment has one or more rooms for conferences and/or parties, the following rules apply:</p> <ul style="list-style-type: none">• do not exceed the <i>maximum number of people allowed in accordance with government measures</i>.• If food and drinks are offered, the same rules apply as those for restaurants, except that food and drinks may also be provided from behind a buffet.

9 Fast Food Sector

Below are the specific guidelines for Fast Food establishments. This includes diners, lunchrooms, ice-cream parlours.

Sales space	<p>Upon arrival: Have all guests wash their hands upon arrival (with water and soap or with a hand sanitiser gel)</p> <p>Upon departure: If possible, use different doors for departures and arrivals.</p>
	<p>Maintain a distance of 1.5 metres (between employees and guests, as well as between guests themselves)</p> <p>Generally, the fast food sector offers both takeaway service and receives orders from the same counter. Special requirement to maintain the 1.5-metre distance rule:</p> <ul style="list-style-type: none"> • The 1.5 metres should be clearly designated to the guest (by using markings on the floor, for example). <p>Consumption on the spot or elsewhere. Interview</p> <ul style="list-style-type: none"> • Before taking any orders, the guest should be asked whether they mean to consume the order on the spot (in the fast food establishment or the terrace belonging to the fast food establishment) or elsewhere. • If the order is for 'immediate consumption', an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If there are health risks, the order cannot be consumed on the spot. • In case of groups of three or more, guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • If there are no health risks, the following rules apply within the establishment: <ul style="list-style-type: none"> ○ Make sure there is a distance of at least 1.5 metres between people sitting at different tables. ○ It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household. ○ Taking orders, offering service and clearing tables while guests are seated at the table is allowed.
	<p>Thoroughly clean tables, chairs and menus once the guests have left the establishment.</p>
	<p>If possible, use contactless methods of payment such as PIN or credit card during checkout.</p>
Kitchen	<p>Workspaces should be 1.5 metres apart.</p>
	<p>Avoid permanent places where paths cross, so colleagues do not come within 1.5 metres from each other.</p>
	<p>Employees should wash their hands every 30 minutes in accordance with the RIVM guidelines.</p>
	<p>Work surfaces should be cleaned every hour.</p>

Continuation Fast Food

Terrace	<ul style="list-style-type: none"> • If the terrace is in front of an entrance to the establishment, the entrepreneur should provide a path to the entrance that allows guests to keep 1.5 metres of distance from the tables on the terrace. • On a terrace, guests are only allowed to sit. • In case of service on the terrace in a fast food establishment: <ul style="list-style-type: none"> ○ When receiving guests on the terrace, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. ○ In case of groups of three or more, guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. • Thoroughly clean tables, chairs and menus once the guests have left the terrace. • Make sure there is a distance of at least 1.5 metres between people sitting at different tables. • It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household. • If possible, use contactless methods of payment such as PIN or credit card during checkout
Takeaway / delivery	<p>If a separate takeaway option for meals and/or beverages is offered in a fast food establishment other than in the sales space of the company itself, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 takeaway customers are allowed at the location (this rule both applies to indoor and outdoor takeaway locations (such as a counter); this rule does NOT apply to 'drive through' takeaway locations where guests are in their car. • Maintain 1.5 metres of distance between the takeaway customers.
	<p>If delivery service (for meals and beverages) is offered, the following rules apply:</p> <ul style="list-style-type: none"> • A maximum of 3 delivery employees are allowed in the establishment • The delivery employees should keep 1.5 metres of distance from each other. Orders are delivered to the front door of the delivery address, without physical contact during the delivery.

10 Conference and room rental businesses

A conference and/or room rental business is a hospitality business that provides conference and room rental services for private and business purposes. Below are the specific guidelines for conference and room rental businesses.

Rooms	<p>If the company has one or more rooms for conferences and/or parties, the following rules apply:</p> <ul style="list-style-type: none"> do not exceed the maximum number of people allowed in accordance with government measures. If food and drinks are offered, the same rules apply as those for the restaurant (see below), except that food and drinks may also be provided from behind a buffet. <p>If multiple groups have conferences in the establishment at the same time, these groups should be kept separate as much as possible in order to avoid large groups of people.</p>
Kitchen	Workspaces should be 1.5 metres apart.
	Avoid permanent places where paths cross, so colleagues do not come within 1.5 metres from each other.
	Employees should wash their hands every 30 minutes in accordance with the RIVM guidelines.
	Work surfaces should be cleaned every hour.
Restaurant	<p>Upon arrival: Avoid congestion of guests at the entrance:</p> <ul style="list-style-type: none"> Only work with reservations (via website, apps or by phone) When receiving guests, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access. In case of groups of three or more, guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other. If no health risks present themselves, lead guests to their table while keeping an appropriate distance. Place markers to prevent (groups of) guests that need to wait from standing less than 1.5 metres apart. Have all guests wash their hands upon arrival (with water and soap or with a hand sanitiser gel) <p>Upon departure:</p> <ul style="list-style-type: none"> If possible, use different doors for departures and arrivals.
	Make sure there is a distance of at least 1.5 metres between people sitting at different tables.
	It is only allowed to have more than 2 people at one table sitting less than 1.5 metres apart if these people are part of a single household.
	Once the arrival interview has been completed, employees can take orders, serve and clear tables within 1.5 metres from the table while the guests are seated.
	Thoroughly clean tables, chairs and menus once the guests have left the establishment.
	If possible, use contactless methods of payment such as PIN or credit card during checkout.

Continuation conference and room rental businesses

Terrace	<ul style="list-style-type: none">• If the terrace is in front of an entrance of the establishment the entrepreneur should provide a path to the entrance that allows guests to keep 1.5 metres of distance from the tables on the terrace.• On a terrace, guests are only allowed to sit.• When receiving guests on the terrace, an interview should take place to assess whether there are any health risks (do the guests display cold and/or flu symptoms?). If so, they must be denied access.• In case of groups of three or more, guests should also be asked whether they form a single household. If this is not the case, they should keep a distance of at least 1.5 metres from each other.• Thoroughly clean tables, chairs and menus once the guests have left the terrace.• Make sure there is a distance of at least 1.5 metres between people sitting at different tables.• It is only allowed to have over 2 people at one table sitting less than 1.5 metres apart if these persons are part of a single household.• If possible, use contactless methods of payment such as PIN or credit card during checkout.
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Bijlage A Concept health check – guests

Check

Because of the coronavirus measurement,
we're obliged to ask you upon arrival the following questions:



Did you have one or more of these complaints in the past 24 hours?



A cough



A nose cold



A fever from 38 degrees



Shortness of breath

Do you currently have a roommate with a fever and/or shortness of breath?



Did you have the coronavirus and has it been diagnosed in the past 7 days (in a laboratory)?



Do you have a roommate/family member with the new coronavirus and have you had contact with him/her in the past 14 days while he/she still had complaints?



Are you in quarantine because you had direct contact with someone who has been diagnosed with the new coronavirus?



Unfortunately, if you answer one of the above questions with "yes", we cannot not allow you in our company or on our terrace.

Upon arrival of a party of 3 people or more, we ask the following control question:

- There is a 'joint household' when partners (married, registered partnership or otherwise) and children, parents and grandparents are registered at the same address.

Do you form a joint household?

If the answer is 'no' then you are welcome, but you should be 1.5m apart.



or more

#SAMEN(BE)LEVEN

20-04-2020



SAMEN STERK
TEGEN COVID-19

Schoonmaakprotocollen tijdens de 1,5 meter-economie

Algemeen

Het coronavirus verspreidt zich van mens op mens, daarnaast kan de overdracht plaatsvinden via contactoppervlakken (balies, tafels etc.) en aanraakpunten (leuningen, lichtknopjes, deurklinken, prullenbakken, enz.). Goede schoonmaak is daarom essentieel om verspreiding van het virus te voorkomen. Goede schoonmaak betekent dagelijkse

reiniging van het gebouw volgens het normale schoonmaakprogramma, met tijdens de corona-periode, extra aandacht voor contactoppervlakken en aanraakpunten. Dit kan volgens de reguliere wijze, zowel met de traditionele methode als met de microvezelmethode. Dit is overeenkomstig de corona-richtlijnen van de Rijksoverheid!

1. Contact- oppervlakken en aanraakpunten

Voor de gebruiker

Voorkom dat contactoppervlakken en aanraakpunten verontreinigd raken door medewerkers/bezoekers te wijzen op de algemene hygiëne maatregelen (handen wassen etc.) en door bij het betreden van ruimtes en het verlaten daarvan desinfecterende handgel te laten gebruiken.

Schoonmaken

Maak de contactoppervlakken en aanraakpunten meerdere keren per dag op de reguliere wijze schoon. De benodigde frequentie hangt af van de gebruikintensiteit en de vervuiling en moet in overleg (met het schoonmaakbedrijf) worden vastgesteld.

2. Sanitair

Schoonmaken

Maak toiletten/sanitair ruimtes schoon op reguliere wijze, met tenminste één dagelijkse schoonmaakbeurt. Tijdens de coronacrisis kan met een hogere frequentie worden schoongemaakt, afhankelijk van de gebruikintensiteit en de vervuiling. Ook in sanitaire ruimtes is het belangrijk om contactoppervlakken en aanraakpunten (knopjes, doorspoelknoppen, deurklinken, kranen etc.) eventueel extra schoon te maken.

Voor de gebruiker

Was om besmetting te voorkomen bij het betreden (advies) én het verlaten van de sanitaire ruimte uw handen conform de RIVM-richtlijnen².

De benodigde frequenties moeten in overleg (met het schoonmaakbedrijf) worden vastgesteld. Handenwasfaciliteiten, dienen ook goed schoongemaakt te worden. Denk daarbij ook aan voldoende aanvulling van (vloeibare) zeep en materialen om handen af te drogen. Gebruik bij voorkeur handdoeken voor eenmalig gebruik van stof of papier³.

Hang een handenwas-instructie op⁴.

4. Geef schoonmakers de ruimte

De schoonmaker moet, net als alle andere facilitaire medewerkers, zijn werk op een veilige wijze kunnen doen. Dit betekent met voldoende afstand tot andere mensen. Zorg daarom dat de ruimtes waar de schoonmaker werkt tijdelijk niet toegankelijk zijn voor anderen, of zet een voldoende grote werkruimte rondom de schoonmaker af, bijvoorbeeld met linten. Als dit niet mogelijk is, zorg dan dat de schoonmaker over de juiste persoonlijke beschermingsmiddelen beschikt.

Op de website van OSB⁵ en de website van het RIVM⁶ zijn voor diverse situaties schoonmaakprotocollen beschikbaar, waarin staat hoe er schoongemaakt moet worden en of er eventueel persoonlijke beschermingsmiddelen nodig zijn.

3. Desinfecteren

Regulier schoonmaken zorgt voor een voldoende hygiëneniveau om in een normale situatie besmetting te voorkomen. Desinfectie is een methode met speciale desinfectiemiddelen die in specifieke situaties (bijvoorbeeld verontreiniging met bloed) wordt toegepast. Overleg met het schoonmaakbedrijf of en wanneer dit noodzakelijk is.

1 www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/voorgestelde-vragen-over-de-aanpak-van-het-nieuwe-coronavirus-in-nederland
2 www.rivm.nl/hygiene/handen-wassen
3 www.rivm.nl/hygiene/vragen-als-antibacterien-over-handen-wassen
4 www.rivm.nl/sites/default/files/2018-12/WI-OZ20handen%20wassen%20NLb.pdf
5 www.osb.nl/kennisbank/artikel/2020/04/02/Drie-schoonmaak-protocollen-beschikbaar
6 www.rivm.nl

ASB JOINING FORCES AGAINST COVID-19

Cleaning protocols for the 1.5-metre economy

General

The coronavirus spreads from person to person. In addition, infection may occur through contact surfaces (counters, tables etc. and contact points (banisters, light switches, door handles, waste bins etc.). Proper cleaning is therefore essential to prevent the virus from spreading. Proper cleaning means daily cleaning of the building according to the normal cleaning programme with extra attention to contact surfaces and contact points during the corona period. This can be done in the regular manner, with either the traditional method or the microfibre method.

This is in accordance with the Rijksoverheid corona guidelines¹.

1. Contact surfaces and contact points

For the user

Make sure contact surfaces and contact points are not polluted by making employees/visitors aware of the general hygiene measures (such as washing hands etc.) and by having them use hand sanitiser gel when entering and leaving rooms.

Cleaning

Clean the contact surfaces and contact points several times a day in the regular manner. The required frequency depends on the usage frequency and the level of pollution. This should be determined in consultation (with the cleaning company).

2. Sanitary Facilities

For the user

To avoid infection, wash your hands in accordance with the RIVM guidelines² when entering (advice) and when leaving the sanitary facilities.

Cleaning

Clean toilets/sanitary facilities in the regular manner, with at least one daily cleaning session. During the corona crisis, cleaning may occur in greater frequency, depending on the usage frequency and pollution. It is important to clean contact surfaces and contact points (buttons, flush buttons, door handles, taps etc.) more frequently if necessary.

The required frequencies should be determined in consultation (with the cleaning company). Facilities for washing hands should be cleaned properly too. Make sure to also refill (fluid) soap dispensers and provide materials to dry hands. Preferably use disposable paper or cloth towels³.

3. Disinfect

Regular cleaning results in a sufficient level of hygiene to avoid infection in a normal situation.

Disinfection is a method using special disinfectants that is used in specific situations (such as pollution by blood). Consult the cleaning company to determine whether and when this is necessary.

4. Give cleaning staff enough room

Just like all other facility staff, the cleaner should be able to perform their job in a safe manner. This means maintaining an adequate distance to other people. Make sure that the rooms the cleaner works in are temporarily inaccessible to others, or demarcate a sufficient workspace around the cleaner using cords, for example. If this is not possible, make sure the cleaner has the right personal protective equipment.

Cleaning protocols for specific situations are available on the OSB² and RIVM⁶ websites. These explain how cleaning work should be performed and whether personal protective equipment is required.