



ENSURING YOUR SAFETY AT SQUARE-BRUSSELS:

SINCE THE BEGINNING OF THE PANDEMIC, WE HAVE CONSISTENTLY EVALUATED AND ADAPTED OUR PROCEDURES BY REFERRING TO THE DIFFERENT GUIDELINES AND PROTOCOLS COMMUNICATED BY THE RELEVANT AUTHORITIES.

Our operational framework is based on 8 pillars to ensure your safety and guarantee risk mitigation. It considers the characteristics of the venue, its spaces and facilities.

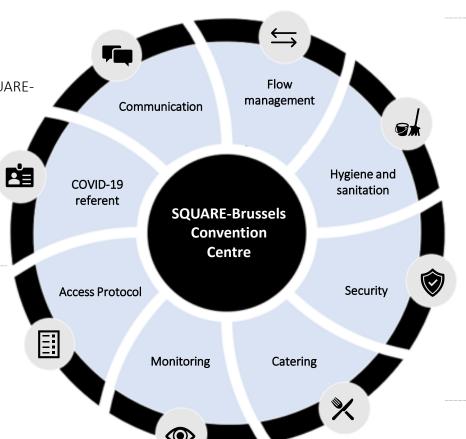
COMMUNICATING THE MEASURES:

 Establish appropriate communication between SQUARE-Brussels and organisers/staff/participants/service providers/exhibitors.

- Designate a COVID-19 referent.
- COVID-19 Checklist for organisers.

ADAPTING TO THE RISK:

- Mandatory use of face masks.
- Stakeholders contact information for tracing purposes (GDPR compliant).
- Monitoring incidents.



OUR REINFORCED MESURES:

- Ensuring physical distancing and flow control: highquality signage plan.
- Specific cleaning and disinfection protocol: before, during and after the event.
- Dedicated crisis management plan.
- Re-organisation of the catering services.



1- GENERAL PRINCIPLES

THESE MEASURES ARE OUR BEST MEANS OF PROTECTION AND **MUST** BE APPLIED AT ALL TIMES TO PROTECT YOURSELF AND OTHERS.



Hygiene



Protection and Social Distancing









- Wash your hands regularly with soap and water or with hand sanitiser.
- Systematically cover your nose and mouth when coughing or sneezing into your elbow.
- Blow your nose in a disposable tissue to be disposed of immediately in a dedicated bin.
- Avoid touching your face, especially nose, mouth and eyes, or touching your mask.
- Do not shake hands or hug.

- Wearing of face masks compulsory throughout the venue (+12 years old).
- Respect social distancing measures.
- Respect the flow management plan established at the venue. The objective is to limit the risk of crowds, crossings and concentration.
- SQUARE's COVID-19 referent is available for any question, request or comment concerning the COVID-19 measures.
- The organiser MUST designate a COVID-19 reference person.
- The organiser receives a **COVID-19 Checklist*** summarising the specific measures.

OUR FIRST AIM IS THAT THE EVENT RUNS SMOOTHLY AND AS PLANNED.

We are available for explaining and/or clarifying every measure.

^{*} The commitment to comply with this checklist will be added as an appendix of the GTC and signed for approval by the organiser.

2- STAKEHOLDERS MANAGEMENT – ACCESS PROTOCOL

CONTACT INFORMATION:

Any person accessing our premises MUST imperatively give their contact details (name, surname, contact number/e-mail, time and date).

IN PRACTICE:

- For participants, exhibitors, external providers and staff → the organiser is responsible for collecting the information during the registration. Anyone who has not registered beforehand will be required to leave their details at the access control.
- For in-house providers and staff → SQUARE-Brussels will manage a register.

FLOW MANAGEMENT:

Management system for incoming and outgoing flows that guarantees physical distancing.

IN PRACTICE:

- Two differentiated paths (enter/exit), which guarantee physical distancing, are indicated using signage, ground markings and separation posts to minimise contacts.
- On-site presence schedule (validated by both COVID-19 referents) for efficient coordination of deliveries and collection of equipment, installation/dismantling teams and providers.

This personal data is collected for prevention purposes only.



The data processing is GDPR compliant.

All data will be destroyed after 14 calendar days.

If a case of COVID-19 is confirmed before the end of the 14-day period, the data will be communicated to the competent authorities.





2 - STAKEHOLDERS MANAGEMENT – INSIDE THE VENUE

ADAPTATION OF THE VENUE SPACES:

The configuration of the venue offers a high degree of adaptability, allowing several events to coexist. In addition, some areas have been redesigned and reorganised to comply with national regulations and international recommendations.

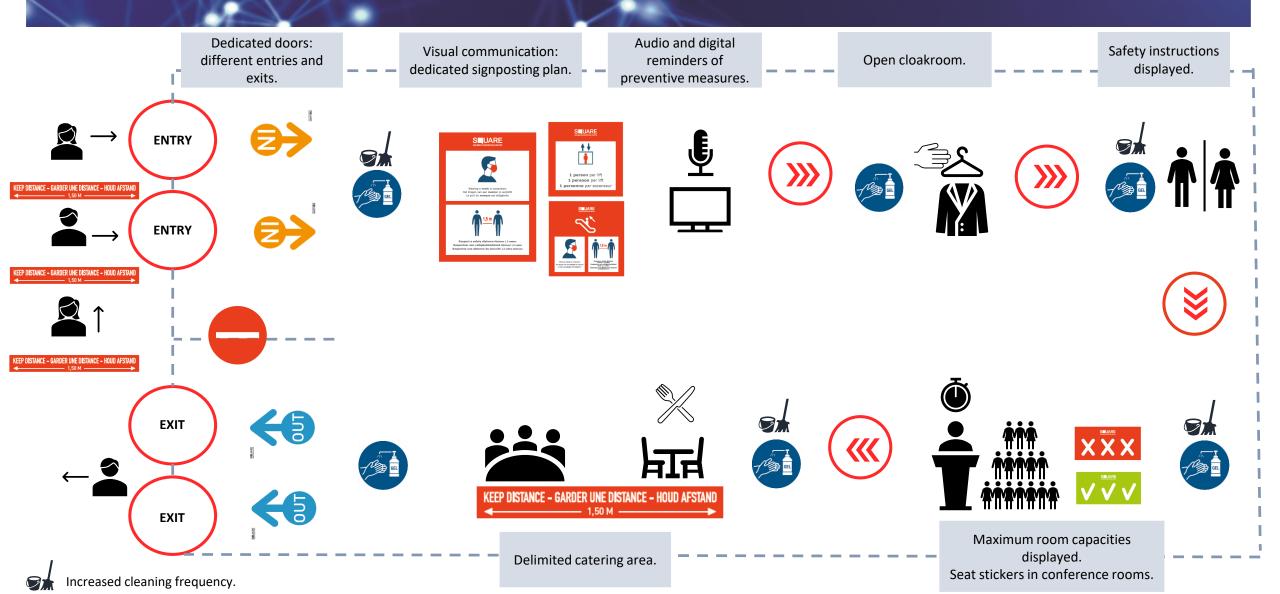
IN PRACTICE:

- Number of points of contact between staff and participants kept to a minimum, especially in the reception areas and security checks.
 - Plexiglas walls are installed if social distancing measures cannot be respected (interpreting booths, technical room, registration, etc.).
 - Sound technicians must wear face masks and use disposable gloves when equipping speakers with wireless headset microphones.
- Isolation room/space available to hold immediately any symptomatic person present at the venue while awaiting the intervention of the emergency services if necessary.
- First-aid equipped infirmary available on-site.
- Open cloakrooms: each participant hangs their own coat/jacket. Two separate paths are set for entering and exiting the cloakroom. Obligation to disinfect hands when accessing the cloakroom. A supervisor will be on site to check the validity of the cloakroom tickets.
- The use of stairs is highly recommended. Lifts should be used only when necessary. Each lift will be limited to the corresponding number of people depending on the rules in force at the time of the event.
- Buffer zones available for disinfection of material and equipment.





PARTICIPANT'S PATH



3 - COMMUNICATION

With the organiser

- Communication is done between both COVID-19 referents.
- During the project kick-off meeting, all aspects on the implementation of the measures are discussed and explained.
- Organiser receives COVID-19 Checklist summarising the measures.

With the participants

- Deployment of a dedicated high-quality signage plan, adapted to our spaces.
- Enhanced pre-existing signage.
- Audio/video reminders of preventive measures will be displayed throughout the venue.

With the staff and in-house providers

- All staff working at SQUARE-Brussels have received all the information on the implemented measures.
- Before each event, a specific COVID-19 on-site briefing is organised with the relevant staff.
- All our providers receive, in good time and in writing, the measures expected from them in terms of COVID-19 safety.
- Each provider/team will have to follow a schedule of attendance at the venue, validated in advance by the organiser and by SQUARE-Brussels.

3 - COMMUNICATION - VISUAL COMMUNICATION

SIGNAGE PLAN:

On site, we have deployed a **dedicated high-quality signage plan**, adapted to our spaces, designed to provide clear and concise information and ensuring a seamless flow of people;

IN PRACTICE:

- One-way circulation path indicated by ground markings and adapted signage.
- Ground markings in waiting areas to ensure physical distancing.
- **Display of preventive measures** and good practices on strategic spots (doors, lifts, toilets, etc.).
- Visible signage clearly indicates the location of hygiene and disinfection devices.
- Display of the **maximum capacity** for each space (according to applicable regulations and protocols).
- Seat stickers in conference rooms.
- Dynamic signage in continuous display on screens.
- Moreover, we have **enhanced pre-existing signage** for toilets, entries, exits, catering points, etc. in order to reduce waiting time and prevent participants from wandering





















4 - HYGIENE AND SANITATION

A SPECIFIC CLEANING AND DISINFECTION PROTOCOL:

A **specific cleaning protocol** is drawn up by SQUARE-Brussels COVID-19 referent together with the managers of the services concerned (catering, cleaning, security, AV/ICT).

It will consider the format and characteristics of the event, in order to clearly define **who** cleans **what, when** and **how**.

Furthermore, we have:

- Improved the management of infectious risk waste.
- A "clean" and "dirty" circuit has been set up for equipment so that there is no cross-contamination.
- A buffer zone is available for equipment that must be disinfected if it needs to be available immediately.

With respect to the **ventilation**:

- All spaces are **permanently ventilated** before, during and after the event.
- We have reinforced the frequency of maintenance and cleaning, as well as the frequency of checks, of the ventilation, air conditioning and heating filters.
- We always activate the "air extraction mode" when using air conditioning.



4 - HYGIENE AND SANITATION

IN PRACTICE:

Before the event

Deep and complete cleaning and disinfection:

- Special attention to high-risk surfaces and areas (e.g. doorhandles, switches, etc.).
- Carpets and rugs are cleaned using specific virucidal detergents.
- Audio-visual and IT equipment is disinfected using a UV-C purification device.

Regular and COVID-19 bins placed throughout the venue.

Liquid soap and paper tissues made available at the toilets.

During the event

Cleaning and disinfection planned not to disturb the course of the event (e.g. between sessions, etc.).

On the organiser's request hand disinfection devices will be available via "touchless" devices for participants.

Throughout the event door handles, ramps, switches, armrests, and other high-risk surfaces and areas are frequently disinfected.

After the event

All the venue is cleaned and disinfected and the waste is evacuated, according to the rules in force, by our service provider MCA recycling.

The organiser and providers can use the **buffer zone** to disinfect material and equipment before loading it into trucks.

5 - SECURITY

A SPECIFIC SECURITY PROTOCOL:

This section focuses only on the risks associated with COVID-19. Other potential risks to be considered during an event continue to be accurately assessed and analysed as they were before the outbreak.

IN PRACTICE:

- A Crisis Management Plan has been developed. In the event of a suspicious case during the event we will act as follows:
 - Our security agents will isolate the person in the room intended for this purpose and call the emergency services.
 - They will then inform the SQUARE-Brussels' referent COVID-19 and the organiser's COVID-19 referent.
 - The organiser will decide whether the event will be immediately cancelled.
 - We will proceed to evacuate any spaces that may have been infected.
 - All the areas concerned will be cleaned and disinfected in an appropriate manner.

Access control:

- Space dedicated to the security check is well demarcated.
- The agents in charge of the security check will be equipped with masks and disinfectant/hydroalcoholic gel.



6 - CATERING



- We privilege individual solutions for the catering of the participants.
- Picnic boxes and dishes prepared and filmed beforehand are distributed by a member of staff.
- Catering areas are demarcated with ground markings to indicate social distancing measures.
- Each participant must disinfect their hands before entering and leaving the catering area.



6 – CATERING – ORGANISATION

ORGANISATION IN CATERING AREAS

- Catering and buffet areas will be well defined and demarcated. Signage is in place to guide the flow of participants. This marking will be done with stickers, preferably on the ground:
 - Entrance different from exit.
 - Waiting line to access the buffet zone delimited by cords.
 - Regulatory space between participants in the waiting line.
 - 50cm separation between the buffet and the participants; the participants will have to stay behind this line and make their choice from the distance.
 - The distribution is done by the staff.
- 2. Obligation to **disinfect hands and wear a face mask** when accessing the buffet.
- 3. **Buffets must be linear**. Cold buffets, hot buffets and desserts will be separated to avoid long queues.
- 4. Majority of cold products individually wrapped.
- 5. **Self-service** is forbidden for buffets and bars.
- 6. Crockery, cutlery and glasses are washed at a minimum temperature of 60°C.
- 7. The **capacity of the tables** will be reduced by half. The **distance between the tables** is also increased in order to comply with applicable regulations.
- 8. Hand hygiene is given priority over the use of **disposable gloves**. The use of gloves sometimes creates a false sense of security and can cause cross-contamination. It is, therefore, reserved for room staff in charge of cleaning.

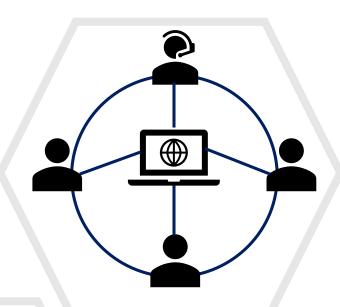
ORGANISATION IN KITCHENS

- 1. **Hand hygiene** is paramount.
- 2. **Hydroalcoholic gel and/or disinfectant** are available at the entries and exits of the kitchens.
- 3. All kitchen staff must always wear a face mask.
- 4. All staff, providers or anyone with access to the kitchen must keep a **safe distance** (currently 1.5m) from other people, even if they are wearing a face mask.
- 5. Before resuming the activity, all equipment and areas of the kitchen will be cleaned and disinfected in depth as was done before the outbreak (AFSCA standards).
- 6. **Two separate circuits (clean and dirty)** are established. This allows us to manage orders and waste in complete safety by avoiding cross-contamination.
- 7. All **employees** are informed about the measures and rules in force. The same applies to external organisers, service providers or any person who may be in contact with SQUARE-Brussels.
- 8. Our **manager** will be responsible for ensuring that everyone follows these instructions as soon as they enter the kitchen.
- 9. All these **safety instructions are posted** at the entrance of each kitchen.

7 - VIRTUAL AND HYBRID SOLUTIONS

SQUARE-Brussels is able to provide all the technical and human resources for delivering **high-quality virtual or hybrid events** implemented from A to Z by our teams.

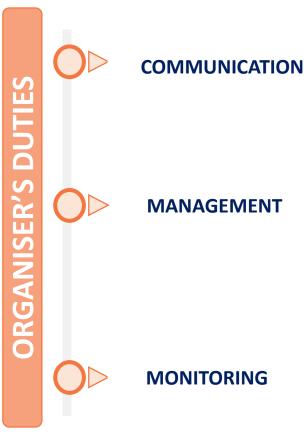
- Development of capture and broadcasting devices for online events.
- Offer of event capture and streaming services.
- Hybrid solutions to compensate for the decrease in attendance and to engage online participants.





8 – A SHARED RESPONSIBILITY

Health and safety is everyone's business. Our reinforced measures and sanitary provisions have been designed to mitigate the health risk related to COVID-19. However, these principles are effective only if they are shared and if all the stakeholders take their own responsibilities.



Preventive measures

Informing all participants, suppliers, exhibitors and anyone taking part in the event about the preventive measures to be respected at SQUARE-Brussels, in advance and in writing.

COVID -19 referent

Nomination of a reference person for liaising with SQUARE-Brussels' COVID-19 referent.

Comply with the COVID-19 Checklist

Providing face masks to participants, exhibitors and organiser's staff, and providers or informing them that they must bring their own.

Managing waiting queues and participant flows.

Counting system to guarantee compliance with the venue's capacity. Different solutions are currently possible:

- Manual counting
- Counting using technical means.

On the organiser's request, SQUARE-Brussels can set counting and flow monitoring systems at the different entries and room accesses.

