

Protocol and code of conduct BCN

BCN has taken measures to create a safe environment for her guest as they are able to participate optimally during their meeting. This requires cooperation with the protocol and code of conduct from you as a guest during these extraordinary times of COVID-19. The “protocol is justified towards (company) training/exams” derived from the Dutch council for training and education (NRTTO) and the National institute for public health and the environment (RIVM) are leading.

Assumptions

- Safety of all employees and guests is paramount at all times.
- Directives of the RIVM are leading to all employees and guests.
- The focus of this protocol is on hygiene and safety measures.
- BCN communicates about the agreements towards her clients.

Hygiene and safety

- Keep at least 1.5 meter distance from each other.
- Was hand disinfect your hands often and properly.
- Do not shake hands.
- Cough and sneeze in your elbow.
- Do not touch your face.
- Stay home if you have symptoms of a cold like nose cold, running nose, sneezing, sore throat, mild cough or an increase to 38 degrees fever. If you have a fever and/or stuffiness, your inmates have to stay home too.
- Do only travel by public transport if it is the only way and do not carpool.
- Our kitchen staff will wear face masks and gloves when preparing lunch and energy break.
- BCN is does refuse guests if they have a cold or flu symptoms.

Venues general

- At the entrance of the venues is taken care of disinfection fort he hands, BCN ensures employees and guests use this.
- 1.5 meter distance will be marked in front of the reception, toilets and coffee lounges.
- Plexiglass screens are placed at the reception desk
- Use of the elevator is limited to employees and guests with disabilities (with respect to climbing stairs) and a maximum of 1 person.
- Inside the venues walking routes are indicated by means of floor stickers to avoid crossing traffic. In corridors we do request to always keep right.
- We try as much as possible to separate incoming and outgoing traffic.
- There is – if possible – One stairwell for going up and one stairwell for going down.
- All door except fire doors are opened as much as possible.
- Wash and disinfect your hands after every toilet visit.
- All toilets, surfaces in the coffee lounges and our rooms will be cleaned and disinfected more often than usual.

Before your meetings starts

- Your institution/organization receives, by email from our reservations department, two days upfront you meeting the room number. We do request to share this room number with your attendee. The room number will be shared with you to prevent lines at the reception.
- Everyone will be requested to walk directly to the room and not to wait at the entrance.
- At the reception desk a plexiglass screen and floor stickers are placed.
- On the information screen room number will not be displayed, these will be shared upfront with you.
- The room will be opened upfront, as the trainer does not have to collect the key.
- BCN has set up the room in a school setup to guarantee 1.5 meter distance around all attendees.
- Keep when entering and leaving the rooms 1.5 meter distance.
- The shuttle service from and to train station Rotterdam Alexander from and to BCN Rotterdam is only available to disabled guests. Please reserve this service in advance.

During your meeting

- In all rooms disinfection is available and we do request to disinfect your hands when entering and leaving the room.
- In all rooms disinfection spray is available and we do request to disinfect the table when entering and leaving the room.
- In all coffee lounges paper towels are available. Please throw these away directly in the available bins.
- The coffee machines are at 1.5 meter distance from each other and marking is placed to guarantee the distance.
- Coffee, tea and soft drinks are offered “to go” and should be consumed in the room. The coffee lounges are not in use as break or break-out room.
- We will no longer place water in the rooms, as alternative PET-bottles are provided in the fridge of the coffee lounge.
- Coffee breaks should be held at the given times.
- Lunch will be delivered in the room as packed lunch. These will be delivered at the given time and should be consumed inside the room.
- The Energy Break will also be delivered inside the room in the afternoon.

After your meeting

- When your meeting has ended, you should follow the indicated walking route to leave the venue.
- Keep when leaving the different spaces 1.5 meter distance.