

Dealing with customers in the fight against COVID-19

Guide for **Businesses**

Update 18/02/2022



Warning

The provisions set out in this guide take into account the adjustment of the measures resulting from the Consultative Committee on 11 February 2022.

However, depending on the health situation, the measures may differ from one region, province or municipality to another. Therefore, you should also consult the websites of the regional and local authorities to find out the rules that apply there, especially concerning the Covid Safe Ticket:

- For Flanders: www.vlaanderen.be
- For Brussels: coronavirus.brussels
- For Wallonia: www.respirer.be



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○ economie.fgov.be

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Purpose of the Guide

This 'Generic Guide concerning the opening of businesses to prevent the spread of the COVID-19 virus' sets out the necessary minimum preventive measures to ensure that contacts between retailers and self-employed traders with their customers are as safe as possible by minimising the risk of infection and avoiding contamination as much as possible. Depending on regional or local decisions, this guide may not apply. Therefore, you should also consult the websites of the regional and local authorities to find out the rules that apply there.

The preventive measures may be supplemented at sectoral and/or company level to take the specific context into account as much as possible, so that activities can be resumed in safe conditions. Other appropriate measures offering equivalent protection may also be taken. Sectoral protocols are approved by the competent ministers and apply to the entire profession. They are published on the websites of the concerned sectoral federations and on the website of the FPS Employment, Labour and Social Dialogue.

In addition to the prevention measures mentioned in this guide, it is also advisable to consult the "[Generic guide to prevent the spread of COVID-19 at work](#)" of the Federal Public Service Employment, Labour and Social Dialogue.

The content of the guide was originally compiled with contributions from Comeos and the High Council for the Self-employed and SMEs. The essential provisions of the applicable sectoral protocols have also been included in this guide. The content of this guide can be supplemented according to the guidelines of the National Security Council, the legislation in force such as the Royal Decree of 28 October 2021 on the necessary administrative police measures to prevent or limit the public health consequences of the declared epidemic emergency concerning the Coronavirus COVID-19 pandemic and based on new scientific insights and good practices.



Scope

- Retail activities (excluding catering)
- Other liberal and independent professions without physical contact
- Shopping centres
- Street trade
- Indoor leisure activities
- Professions with physical contact
- Amusement parks
- Trade fairs and exhibitions
- Fairs
- Wellness centres
- Indoor playgrounds

IMPORTANT

In this guide, **'face mask or any other fabric alternative'** means the following: a mask without a one-way valve, made of fabric or disposable materials, which fits closely to the face, covers the nose, mouth and chin and is intended to prevent contamination in case of contact between people. Scarves, bandanas, neckerchiefs and masks with a one-way valve do not meet these requirements.

Guidelines for the **Customer**



- **Do not go** to shops, if you **show symptoms of disease**.
- Please, respect these **golden rules** under all circumstances:
 - Wash your hands regularly
 - Avoid contact with other people as much as possible
 - Think about people at risk
 - Keep your distance
 - Opt for outdoor activities
- Follow the **instructions** of the staff and the guidelines on display in the shop.
- **Keep 1.5 metres away** from other customers (that don't belong to your family or your group) and shop staff.
- **Wash your hands** when entering each shop and touch only the items you need.
- Customers, excluding children under the age of 12, are obliged to wear a **face mask** or a cloth alternative in shops and shopping centres. If this is not possible due to medical reasons, a face shield may be used. People who are unable to wear a face mask, a cloth mask or a face shield due to a disability, which is verified by a medical certificate, do not have to comply with this obligation.
- In places where **contact professions** are practised, customers, except for children under the age of 12, are obliged to wear a **mask** or a cloth alternative.
- **Pay electronically** or **contactless** as much as possible.
- Install the **Coronalert** app on your smartphone so that you are alerted in case of a risk of infection and so you can assist in contact tracing.

Guidelines for Retailers

Regardless of the type of business, the guidelines mentioned in this guide must be applied. Traders who do not comply with them risk having their establishment closed down by the control authorities.

- **Display instructions visibly** outside and inside the shop, for example regarding wearing a face mask, the use of toilets and washing hands. A template for a display and a communication kit are available on the website of the FPS Economy (bit.ly/GuideCommerces).
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- **Queues** outside the shop should be avoided. Every effort must be made to ensure a distance of 1.5 metres between people in the queues and to avoid gatherings. If arrangements are made by the local authorities, they must be respected.
- Customers must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- Make sure your shop is **well ventilated**. Therefore, leave the **doors open** as much as possible.
- Ensure the necessary **hand hygiene** for staff and customers by providing suitable hand gels or disinfectants. Make the products available at the entry and exit and, where necessary, inside the shop (e.g. fitting rooms, ticket machines or payment terminal).
- Everyone (including the shop staff), with the exception of children under the age of 12, is obliged to **cover their mouth and nose with a mask** or any other fabric alternative. If this is not possible due to medical reasons, a face shield may be used.
- Encourage **electronic payments** by bank card or contactless and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.



Guidelines for Shopping Centres

- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- **Display instructions visibly** outside and inside the shopping centre, for example regarding wearing a face mask, the use of toilets and washing hands. A template for a display and a communication kit are available on the website of the FPS Economy (bit.ly/GuideCommerces).
- Provide **hand washing facilities** for staff and customers (suitable gel or disinfectant). Install these devices at entrances, exits and wherever necessary in the shopping centre.
- Make sure your shop is **well ventilated**. Therefore, leave the **doors open** as much as possible
- **Queues** outside the shopping centre and at the entrances to the centre's shops should be avoided.
- Customers must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- The shopping centre facilitates keeping a **1.5 metre distance** by placing markings on the floor and/or using signs.
- Everyone (including the shop staff) from the age of 12 is obliged to **cover their mouth and nose with a mask** or any other fabric alternative. If this is not possible due to medical reasons, a face shield may be used.
- If possible, give the necessary **instructions** to customers of the shopping centre via the public address system.
- The **guidelines** for retailers also apply to the **individual shops** in a shopping centre.
- **Food and drink outlets** located in shopping centres, including the terraces, must follow the protocol that applies to the **indoor areas** of catering establishments.

Guidelines for **Contact Professions**

The term “contact professions” means any service where the distance of 1.5 metres cannot be guaranteed between the service provider and the customer. This category specifically includes hairdressers, barbers, massage parlours, beauty salons, tattoo artists, etc.

- **Guidelines** should be posted clearly **visible**, both inside and outside the business. A model poster and a communication kit are available on the website of the FPS Economy (bit.ly/GuideCommerces).
- The details of a **contact person** should be mentioned on a poster in your shop and on your website (if you have one) so that customers and staff members can report a possible COVID-19 contamination, in order to facilitate contact tracing.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- In order to avoid large crowds, it is recommended to work **by appointment, for a duration that is no longer than strictly necessary**. Arrange your waiting room so that sufficient distance can be guaranteed between customers.
- After each customer, it is recommended to **disinfect the workstation and all instruments** with which the customer came into contact.
- The social distancing rules, in particular the maintenance of a distance of **1.5 m** between each person, must always be respected, except between the client and the service provider or his assistant, to the extent strictly necessary for the provision of service.
- **Movements of clients** within the premises shall be organised so as to minimise any contact under all circumstances.
- The room must be sufficiently **aired and ventilated**, at least by opening windows and doors, even in bad weather. If the room is equipped with a CO₂ meter that measures the actual CO₂ concentration continuously and in real time, windows and doors can remain closed. If the CO₂ concentration is too high, i.e. more than 900 ppm, then better ventilation of the room must be ensured so the **concentration drops below 900 ppm**.
- Wearing a **mask** is compulsory for **service providers** and **customers** under the age of 12 in establishments and places where contact professions are practised, where the service provider and the customer have direct physical contact or where the distance of 1.5 metres cannot be guaranteed between the service provider and the customer for a duration of at least 15 minutes.
- If it is impossible to wear a face mask for **medical reasons**, customers may wear a face shield. Persons who, due to a disability proven by a medical certificate, cannot wear a face mask, a fabric alternative or a face shield, are not bound by this obligation.

- The **service provider and his staff** must wear a **surgical mask**.
- A client may **only remove the mask** for facial treatment and only for the time strictly necessary for that treatment.
- **Hand hygiene** devices and products are available at the entrance and at various places within the shop.
- Staff members must **wash their hands** before treating a new customer.
- **Electronic payments** by bank card or contactless payments should be encouraged, and cash payments must be avoided as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.
- **Sales promotions in public spaces and displays**, flags or other attributes outside the shopping centre are permitted, in accordance with the guidelines laid down by the local authorities and subject to compliance with the rules on social distancing between people or groups of people.
- **The provision of services at home** is allowed and happens according to the applicable sector protocol. The service provider and the client are obliged to wear a mask. Ensure that the room where the activity takes place is well ventilated.
- **Duo treatments** should take place on condition that the social distancing between the professionals, as described in '[Generic guide to prevent the spread of COVID-19 at work](#)' is respected. "Duo treatment" means that two professionals take care of the same client at the same time. It is also not forbidden for a professional to treat several people at the same time, as long as all the above-mentioned conditions are fulfilled.



Guidelines in Other Sectors without Physical Contact

- Customers must be able to easily maintain a **distance of 1.5 metres** inside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- Make sure your shop is **well ventilated**. Therefore, leave the **doors open** as much as possible.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- Everyone (including the staff) is obliged to **cover their mouth and nose with a face mask** on the company's or association's publicly accessible premises, except for children under the age of 12. If this is not possible due to medical reasons, a face shield may be used.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to wash and disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment, e.g. when signing documents.



Guidelines for Indoor Leisure Activities

Warning: In establishments belonging to the cultural, festive, sports, recreational and event sectors the Covid Safe Ticket is used as an entry requirement in case of code red or code orange on the Coronavirus barometer.

In establishments belonging to the cultural, sports and event sectors, the following minimum rules must be observed, without prejudice to the applicable protocols:

- The manager or organiser **informs** visitors, staff and third parties in a timely and clearly visible manner of the prevention measures in place.
- **Queues** outside the business should be avoided. Every effort must be made to ensure a distance of 1.5 metres between people in the queues and to avoid gatherings. If arrangements are made by the local authorities, they must be respected.
- Customers must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- Everyone (including the staff) is obliged to **cover their mouth and nose with a face mask** on the company's or association's publicly accessible premises, except for children under the age of 12. Even if the Covid Safe Ticket is applied, the customer is obliged to wear a mask.
- If the rules of social distancing cannot be observed due to the **nature of the activity performed**, other personal protective equipment is also strongly recommended.
- **Public areas**, including terraces in public areas, shall be organised in accordance with the regulations laid down by the local authorities.
- The manager or organiser provides staff and visitors with the necessary means for **hand hygiene**.
- The manager or organiser takes appropriate hygienic measures to regularly **disinfect** the facility and the equipment used.
- The manager or organiser ensures that the premises are **properly ventilated**.
- The use of an air quality meter (CO₂ meter) is mandatory in the publicly accessible indoor areas of establishments belonging to the sports sector, including **fitness centres**. This meter must be installed in a place which is clearly visible to the visitor, unless a publicly accessible alternative display system is provided in real time. At least one meter must be present in each separate area where sports are practised, and in the changing rooms. This meter should be installed in a central location and not next to a door, window or another opening that is opened regularly or for long periods of time, or in the vicinity of the air supply of a ventilation system.
- The **air quality guideline is 900 ppm CO₂** or a flow rate of at least 40 m³ ventilation per person or at least 40 m³ air purification per hour per person. The ventilation norm is not applicable on establishments with a maximum capacity of 200 people.

- If the target value of 900 ppm is exceeded, the operator must have an **action plan** in place, based on a **risk analysis**, to ensure compensatory measures for ventilation and/or air disinfection and/or air filtration, which guarantee air quality equivalent to the air quality standard of 900 ppm.
- If the threshold of **1,500 ppm is exceeded** or if the flow rate is lower than 18 m³ per hour per person, it is recommended that the operator also provides an approved system for air purification that ensures an air quality equivalent to the air quality standard of 900 ppm.
- If no reliable information is available about the **flow rate of ventilation and air purification**, the threshold for the CO₂ concentration cannot be exceeded at any moment.
- The capacity of the **cinemas** is limited to 80% of the capacity with a **guaranteed minimum of 200 visitors**. A distance of 1.5 m should be held between groups of visitors.

Guidelines for organising Street Trading and Fairs

These guidelines apply to street trade, including markets, antique markets, flea markets and fairs.

Street activity refers to any sale, offer for sale or display with a view to the sale to consumers of products and ancillary services relating to those products by a trader outside the establishments mentioned in their registration in the Crossroads Bank for Enterprises or by a person who does not have such an establishment.

A **market** is regarded as a manifestation organised or previously authorized by the municipality, to bring together persons who sell products or services at fixed places and times.

A **fair** is regarded as an event organised or previously authorised by the municipality to bring together, at fixed places and times, the operators of fairground attractions or fairground catering establishments selling products or services to consumers.

These guidelines do not affect the powers of the local authorities to regulate street and fair activities in accordance with the law of 25 June 1993 on the exercise and organisation of street and fair activities.



General Guidelines for Street Trading

- Markets, antique markets, flea markets and fairs must be **pre-approved by the city council**.
- **Food trucks** can offer food and drinks to take away. On-site consumption is permitted, provided that the protocol for the catering sector is respected.
- Ensure the necessary **hand hygiene** by providing means to disinfect hands with suitable hand gels or disinfectants. Install them in such a way that they are accessible to the seller and the customer.
- Display the **preventive measures** that apply to street businesses in a clearly visible place.
- Encourage **electronic payments** by bank card or contactless and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.

Additional Guidelines for **Markets** and **Fairs**

- At stalls where food and drink can be consumed, the **recommendations from the Guide for Hospitality** apply.
- The competent local authority displays the prevention measures that apply to the market or fair **clearly visible** within the perimeter of the market or fair.
- The applicable rules regarding the sanitary measures (such as disinfection of hands before entering the attraction) and the social distancing are called to mind by means of **posters at each stand or attraction**.
- It is strongly recommended for everyone, except for children under the age of 12, to cover their mouths and noses with a **mask** or any other cloth alternative **when it is impossible to comply with the rules of social distancing**. If this is not possible due to medical reasons, a face shield may be used.
- When a market, annual fair, antique or flea market or fair has **more than 5,000 visitors** at one time, it is compulsory to develop **a one-way circulation plan** with separate entrances and exits to the market or fair.
- Means for the necessary **hand hygiene** should be made available at every stall.
- Set up market or fairground stalls at a **sufficient distance** from each other and ensure a sufficiently wide walk-through path.
- **Clean and disinfect** parts of fairground attractions that come into contact with visitors after each contact.
- In connection with the consumption of food and drink at the market or fair, the recommendations in the Guide for Hospitality apply. The general guidelines for street trading also apply to the **individual market vendor** in the market.



Guidelines for Amusement Parks

Concerning **eating and drinking facilities** in **amusement parks**, the recommendations in the *Guide for Hospitality* apply.

Guidelines for **Visitors**

- Regional regulations stipulate the use of a **Covid Safe Ticket**.
- Do not come to the amusement park if you show **symptoms of disease**.
- Follow the **instructions** of the staff and the guidelines on display in the amusement park.
- The rules of social distancing **do not apply to playing children under the age of 12**.
- The adults accompanying the children respect the rules of social distancing, in particular, maintaining a distance of 1.5 metres between each person. Keep a **distance of 1.5 metres** from other people who are not part of your group and follow the instructions (such as the walking route to be followed).
- Ensure **good hand hygiene**, and only touch the products you need.
- **Cough or sneeze into your elbow or into a paper tissue** that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- It is compulsory for everyone, except for children under the age of 12, to cover their mouths and noses with a **mask** or any other cloth alternative. If this is impossible due to **medical reasons**, visitors are allowed to use a face shield. Persons who are unable to wear a face mask, a cloth alternative or a face shield because of a disability, documented by a medical certificate, do not have to comply with this obligation.
- **Pay** as much as possible **electronically or contactless**.
- Install the **CoronaAlert** app on your smartphone so that you are alerted in case of a risk of infection and so you can assist in contact tracing.



Guidelines for Amusement Parks

- The **Covid Safe Ticket** must be used as an entry requirement.
- Before opening, ensure complete **cleaning and disinfection** of the materials and areas used by staff and visitors.
- Display **instructions visibly** inside and outside the park. Display the rules at the entrance of the amusement park and repeat them inside as much as possible.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- Ensure **good ventilation** in all rooms. Therefore, leave the **doors open** as much as possible.
- If possible, give the necessary **instructions** to the visitors of the amusement park via **screens and/or sound installations**.
- Provide internal guidelines for the **first aid posts**. Wearing a face mask or cloth alternative is mandatory for staff at the first aid posts.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to wash and disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the amusement park (e.g., attractions, toilets or payment terminal).
- Everyone is obliged to wear a **face mask** or a fabric alternative, except for children under the age of 12. If this is not possible due to medical reasons, a face shield may be used. If the Covid Safe Ticket is applied, regional regulations may exempt the customer from the obligation to wear a mask. People who are unable to wear a face mask, a cloth mask or a face shield due to a disability, which is verified by a medical certificate, do not have to comply with this obligation.
- Only provide paper towels or paper and lockable bins in the **toilets**. The sanitary facilities must be cleaned and disinfected frequently.
- After each contact with visitors, **clean and disinfect** the **parts of the attractions** that come into contact with visitors.
- **Meeting moments** with live actors can take place in an appropriate setting and as long as the distance of 1.5 metres with the visitors can be safeguarded.
- **Shows** are allowed both inside and outside, with a maximum capacity of 80% of the capacity of the venue where they are held. A minimum capacity of 200 spectators is guaranteed. A distance of 1.5 m should be held between groups of visitors.
- The guidelines for retailers also apply to the **individual shops** in an amusement park.
- Encourage **electronic payments** by bank card or contactless, and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.

Guidelines for **Organising** **Trade Fairs**

These guidelines apply to the professional organisation of trade fairs, including exhibitions, whether they are organised for individuals or professionals. A trade fair is considered to be an exhibition of goods or services.

These guidelines only apply to the organisation of trade fairs in permanent exhibition halls.

They do not affect the powers of the local authorities to require an operating licence to operate an exhibition building or to lay down the licensing requirements for this purpose.

Guidelines for **Visitors**

- Regional regulations stipulate the use of a **Covid Safe Ticket**.
- Reserve or buy your ticket in advance via the fair's **registration/ticket platform**.
- **Do not go** to the fair if you are showing **symptoms of disease**.
- Arrive at the fair's venue no earlier than **30 minutes before the start** of the fair.
- Follow the **instructions** of the staff and the guidelines on display in the exhibition hall.
- Ensure **good hand hygiene** and only touch the products you need.
- **Cough or sneeze into your elbow or into a paper tissue** that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- Everyone is obliged to **cover their mouth and nose with a face mask** on publicly accessible premises, except for children under the age of 12. If this is not possible due to medical reasons, a face shield may be used. People who are unable to wear a face mask, a cloth mask or a face shield due to a disability, which is verified by a medical certificate, do not have to comply with this recommendation. Even if the Covid Safe Ticket is used, the visitor is still obliged to wear a face mask.
- Pay much as much as possible **electronically** or contactless.
- Install the **Coronalert** app on your smartphone so that you are alerted in case of a risk of infection and so you can assist in contact tracing.



Guidelines for the **Organiser**

- Regional regulations stipulate the use of a **Covid Safe Ticket**.
- Before opening the fair and after every day of the fair, ensure complete **cleaning and disinfection** of the materials and areas used by staff and visitors.
- **Display instructions visibly** outside and inside the exhibition building. Display the rules at the entrance to the exhibition building and in every exhibition hall and repeat them inside as much as possible.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- A **contact person** will be appointed and communicated so that visitors of the trade fair can report a possible infection with the coronavirus COVID-19 in order to facilitate contact tracing.
- **Queues** outside the business should be avoided. Every effort must be made to ensure a distance of 1.5 metres between people in the queues and to avoid gatherings. If arrangements are made by the local authorities, they must be respected.
- Visitors must be able to easily maintain a **distance of 1.5 metres** both inside and outside the premises. Where possible, apply floor markings, ribbon barriers, physical barriers or a walking route to be followed.
- All staff and visitors, except for children under the age of 12, are obliged **to cover their mouth and nose with a face mask** or a fabric alternative, even if the Covid Safe Ticket is used. If this is impossible due to medical reasons, visitors are allowed to use a face shield. Persons who are unable to wear a face mask, a cloth alternative or a face shield because of a disability, documented by a medical certificate, do not have to comply with this obligation.
- The use of an **air quality meter** (CO₂ meter) is mandatory in the enclosed common areas of establishments belonging to the events sector. At least one meter must be present in each separate area where food and beverages are prepared and served, where people smoke, where sports are practised, where the event takes place, where there are queues, as well as in the changing rooms. This meter should be installed in a central location and not next to a door, window or another opening that is opened regularly or for long periods of time, or in the vicinity of the air supply of a ventilation system.
- The **air quality guideline is 900 ppm CO₂** or a flow rate of at least 40 m³ ventilation per person or at least 40 m³ air purification per hour per person.
- If the threshold of 900 ppm is exceeded, the operator must have an **action plan** in place, based on a **risk analysis**, to ensure compensatory measures for ventilation and/or air disinfection and/or air filtration, which guarantee air quality equivalent to the air quality standard of 900 ppm.
- If the limit value of **1,500 ppm is exceeded**, or if the flow rate is **lower than 18 m³ per hour per person**, it is recommended that the operator also provides an approved system for air purification that ensures an air quality equivalent to the air quality standard of 900 ppm.



- If no reliable information is available on **the flow rates of ventilation and air purification**, the limit value of 1,500 ppm for the CO₂ concentration must not be exceeded at any time.
- If the limit value of 1,500 ppm cannot be met, public activity establishments must **reduce their capacity** or take other measures for their future public activity in order to meet the limit value.
- Establishments that meet the target values for indoor air quality may use **100 % of their capacity**.
- Selling, offering and consuming **drinks and food** on the spot is allowed, as well as at the stands of the exhibitors, according to the rules of the protocol of the hospitality industry that specifically apply to events.
- Provide the **digital sale of tickets**.
- Provide **separate entrances and exits** so that there is as little interaction as possible between arriving and departing visitors. If possible, provide **multiple entrances** so that the arriving visitor flow is spread out.
- For non-automatic doors, leave the **doors open** as far as possible. In other cases: use as many elbow handles as possible.
- Ideally, a managed **cloakroom** should be provided, with staff wearing gloves and a face mask.
- Ensure good **ventilation** in all rooms.
- Avoid using **elevators** or limit the number of people using the elevator at the same time.
- If possible, give the necessary **instructions** to the fair's visitors via **screens and/or sound installations**.

- Provide internal guidelines for the **first-aid posts**. Wearing a face mask or other fabric alternative is mandatory for personnel in the first-aid posts.
- Ensure the necessary **hand hygiene** for the staff and visitors by providing means of washing and disinfecting the hands with suitable hand gel or disinfectants. Make these resources available at the entrance and exit and, where necessary, in the building (e.g. exhibition stand, toilets, cloakroom, conference room entrance or payment terminal).
- Provide only paper towels or paper and lockable bins in the **toilets**. The sanitary facilities must be cleaned and disinfected frequently.
- Set up **exhibition stands** at a sufficient distance from each other and ensure a sufficiently wide walkway.
- Keep **the exchange of documents, information leaflets or business cards** to a minimum. Use the organiser's available digital alternatives (such as scanning visitor badges).
- Thoroughly **clean tables, chairs and other furniture** after every visitor or use.
- **Seminar or conference rooms** may be used according to the rules of the protocol for events
- Encourage **electronic payments** by bank card or **contactless**, and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.

Guidelines for **Wellness Centres**

Concerning **eating and drinking facilities** in **wellness centres**, the recommendations in the *Guide for Hospitality* apply.

- Before opening, ensure complete **cleaning and disinfection** of the materials and areas used by staff and visitors.
- Make **agreements visible** outside and inside the premises, e.g. on the use of the toilets and washing hands. Post the rules at the entrance to the establishment and repeat them inside as much as possible. A model poster and a communication kit are available on the website of the FPS Economy.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- Pay attention to the **layout of your car park**, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.
- It is **compulsory to wear a face mask** or fabric alternative in public areas of the establishment (in particular at the reception desk, in the changing rooms, etc.). In general, the mask may be removed for eating or drinking or when the nature of the activity makes it impossible to wear it (e.g. in saunas). For a complete overview of the guidelines for wearing a mask, please refer to the protocol applicable to the sector.
- The **inflow and outflow of visitors must be controlled**, and visits must be spread as much as possible.
- Ensure **good and appropriate ventilation** in all rooms. Therefore, leave the doors open as much as possible.
- **Coats and accessories are not accepted by the staff**. Guests must hang up coats and other items themselves in the spaces provided.
- Visitors have access to the **common areas** (such as cloakrooms or showers) as long as the distance of 1.5 metres is guaranteed.
- If possible, give the necessary **instructions** to the visitors of the wellness centre via **screens** and/or **sound systems**.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to wash and disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g. toilets or payment terminal).
- Only provide paper towels or paper and lockable bins in the **toilets** of the wellness centre. The sanitary facilities must be cleaned and disinfected frequently.
- Concerning services in the wellness area that involve **physical contact** (e.g. massage), the guidelines for contact professions apply, including the obligation to wear a **mask** or a fabric alternative for customers and staff.
- Encourage **electronic payments** by bank card or **contactless payments** and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.



Guidelines for **Indoor Playgrounds**



Concerning **eating and drinking facilities** in **indoor playgrounds**, the recommendations in the *Guide for Hospitality* apply.

Guidelines for **Visitors**

- Do not come to the indoor playground if you show **symptoms of disease**.
- Follow the **instructions** of the staff and the guidelines on display at the indoor playground.
- The rules of social distancing do not apply to playing children **under the age of 12**.
- **Wash your hands** when you enter the business and only touch the products you need.
- **Cough or sneeze into your elbow or into a paper tissue** that you immediately discard in a dustbin with a lid (e.g. in the toilets).
- All visitors, except for children under the age of 12, are **obliged to wear a face mask** or a fabric alternative. If this is not possible due to medical reasons, a face shield may be used. People who are unable to wear a face mask, a cloth mask or a face shield due to a disability, which is verified by a medical certificate, do not have to comply with this obligation.
- **Pay electronically** or **contactless** as much as possible.
- Install the **Coronalert** app on your smartphone so that you are alerted in case of a risk of infection and so you can assist in contact tracing.

Guidelines for **Indoor Playgrounds**

- Before opening, ensure complete **cleaning and disinfection** of the materials and areas used by staff and visitors.
- Make **agreements visible** outside and inside the premises, e.g. on the use of the toilets and washing hands. Post the rules at the entrance to the establishment and repeat them inside as much as possible. A model poster and a communication kit are available on the website of the FPS Economy.
- **Inform** your employees, including temporary workers and trainees, as well as external parties such as customers, clients, suppliers, subcontractors, freelancers, visitors, parents and others who come into contact with the company about the rules in your company. Do this whenever the measures change. Many people will have specific questions - make it clear whom they can contact via info boards, intranet, website, etc.
- All visitors, except for children under the age of 12, are **obliged to wear a face mask** or a fabric alternative.
- If this is impossible to wear a face mask due to medical reasons, visitors are allowed to use a face shield. Persons who are unable to wear a face mask, a cloth alternative or a face shield because of a disability, documented by a medical certificate, do not have to comply with this obligation.
- Pay attention to the **layout of your car park**, e.g. by spreading out the number of parking spaces and spaces for bikes, so a safe distance can be guaranteed.
- Ensure **good and appropriate ventilation** in all rooms. Therefore, leave the doors open as much as possible.
- If possible, give the necessary **instructions** to the visitors of the indoor playground via screens and/or **sound systems**.
- Ensure the necessary **hand hygiene** for staff and customers by providing means to wash and disinfect hands with suitable hand gels or disinfectants. Make these products available at the entry and exit and, where necessary, inside the establishment (e.g. toilets or payment terminal).
- Only provide paper towels or paper and lockable bins in the **toilets** of the indoor playground. The sanitary facilities must be cleaned and disinfected frequently.
- Frequently **clean and disinfect** the **play equipment** or parts of it that come into contact with visitors.
- Encourage **electronic payments** by bank card or contactless payments and avoid cash as much as possible.
- The **payment terminal** must be cleaned and disinfected regularly. Make disinfectant hand gels available to customers. Possibly, cotton buds could be provided as well.

Ventilation and COVID-19

When we breathe, speak, shout, sing, cough or sneeze, the air we exhale releases a number of small water droplets. In people infected with COVID-19, these droplets are full of virus.

The larger droplets quickly fall on surfaces and on the ground and can infect people in the immediate vicinity; therefore, it is important to keep a certain physical distance, to wear a face mask and of course to follow the health measures in place.

The smaller droplets or microdroplets, on the other hand, can float in the air for several hours. These are the so-called “**aerosols**”.

In a room, these aerosols gradually spread through the room by way of air movement. Their spread is similar to that of perfume or cigarette smoke, which we can smell even if the person who spread it is on the other side of the room.

The higher the concentration of aerosols in an area, the higher the risk of contamination when an infected person is present in that area.

That is why it is essential for every business or company to pay attention to the quality of the ambient air.

CO₂ and COVID-19

Measuring the concentration of virus particles in the air is not easy.

When we breathe, we emit CO₂. Just like aerosols, CO₂ spreads around the room and is carried along by the air movement in the room. However, contrary to aerosols, CO₂ is much easier to detect and to measure.

Therefore, measuring the CO₂ concentration in the air can be a **good indicator of the ambient air quality** in an enclosed space: a high CO₂ concentration indicates that the ventilation is insufficient for the use of that room and that air quality is not good.

In order to guarantee good air quality and to reduce the risk of aerosol contamination, ventilation must therefore be used to freshen the air in the room in all circumstances. This removes excess CO₂ from the room, as well aerosols in the air that are possibly loaded with virus particles.

Why Measure CO₂ Concentration?

Of course, a high concentration of CO₂ in an enclosed space is not necessarily synonymous with the presence of COVID-19. However, by measuring the CO₂ level, reference thresholds that indicate that the air in the room needs to be freshened can be identified.

The natural CO₂ concentration in the open air is on average 0.04% or 400 CO₂ parts per million. In an enclosed space, the closer to this percentage, the more efficiently the space is ventilated.

Some scientific studies have shown that CO₂ above a concentration of 1,000 ppm has effects on human performance (mainly intellectual performance) and that it is advised to stay below this threshold. Therefore, even before the outbreak of the COVID-19 pandemic, it was recommended that the CO₂ level in a room be kept **below 900 ppm** as much as possible.

Measuring, Ventilating, Eliminating

For all indoor activities mentioned in this guide, it is recommended to ensure good ventilation of the premises. Even though the use of a device that measures CO₂ is not always obligatory, it is the first step towards improving the air quality of your business or establishment.

The use of a CO₂ measuring instrument does not affect the quality of ambient air in a room. A **human or mechanical intervention is necessary** to bring fresh air into the room that has to be ventilated and to evacuate the indoor air, after the device has measured the CO₂ content.

The use of an air quality meter (CO₂ meter) is mandatory in the publicly accessible areas of establishments belonging to the **sports sector**, including **fitness centres**, of establishments belonging to the **events sector**, cinemas and of infrastructures where **mass events** for over 50 people take place. The meter must be installed in a place which is clearly visible to the visitor, unless a publicly accessible alternative display system is provided in real time.

At least one meter must be present in each separate area where food and beverages are prepared and served, where people smoke, where sports are practised, where the event takes place, where people dance, where there are queues, as well as in the changing rooms and cinemas. The meter should be installed in a central location and not next to a door, window or another opening that is opened regularly or for long periods of time, or in the vicinity of the air supply of a ventilation system.

There are mechanical systems designed specifically for ventilation. However, sometimes such systems are lacking, or the existing systems work inadequately or inefficiently. In such cases, the simplest and least intrusive solution is to constantly and either partially (e.g. turn-tilt windows) or fully open windows and doors that let in the outside air.

A CO₂ detector:

- allows to ensure that the CO₂ concentration in an enclosed space remains **as low as possible**.
- indicates **when** the room needs to be ventilated
- **improves the comfort** of the people present in the room. After all, if a room is constantly or too frequently ventilated during winter, the temperature will become too low; and throughout the year, open windows potentially lead to noise pollution, which is not very pleasant.

With a good CO₂ measurement, you know when to open windows or doors, and for how long. Not too often, not too short and not too long!

Most CO₂ measuring instruments are equipped with visual or sound systems that warn users when it is time to ventilate the room. The task force “Ventilation” of the Government Commissioner for Corona has prepared the document “[Selection and use of CO₂ meters in the context of COVID-19](#)” to help you choose and use such devices correctly. This document is an addition to the implementation plan on the website of the [FPS Employment, Labour and Social Dialogue](#).

The air quality guideline is 900 ppm CO₂ or a flow rate of at least 40 m³ ventilation per person or at least 40 m³ air purification per hour per person. If the threshold of 900 ppm is exceeded, the operator must have an **action plan** in place, based on a **risk analysis**, to ensure compensatory measures for ventilation and/or air disinfection and/or air filtration, which guarantee air quality equivalent to the air quality standard of 900 ppm. If the threshold of 1,500 ppm is exceeded, or if the flow rate is lower than 18 m³ per hour per person, it is recommended that the operator also provides an approved system for **air purification** that ensures an air quality equivalent to the air quality standard of 900 ppm.

A template of the action plan that can be used in these sectors is available at info-coronavirus.be/en/ventilation.

Refreshing the air in a room not only helps to reduce the CO₂ concentration, but also to remove floating virus particles. However, do not lose sight of the other safety measures.

Measuring the CO₂ concentration in a room with a low occupancy rate may give a low CO₂ concentration for that room, but it will never completely eliminate the risk of contamination.

Communication Material

The FPS Economy created a communication kit with posters, banners and pictograms for merchants, the self-employed, market vendors and municipalities.

You will find this communication material on bit.ly/covid19-commkit.