

COVID-19 Protocol for Non-residents

Visiting the Peace Palace Premises

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Introduction

This protocol purports to ensure the health and safety for all persons at the Peace Palace during the COVID-19 pandemic. The rules and procedures in the protocol are for the benefit of participants in hearings and deliberations, business visitors invited to the Peace Palace, including visitors of the Peace Palace Library, and regular providers of facility services.

The protocol has been approved by the leadership of the four institutions housed on the Peace Palace premises: the Permanent Court of Arbitration (PCA), the International Court of Justice (ICJ) and the Carnegie Foundation (CF) and The Hague Academy of International Law (HA).

The intention is twofold: first and foremost to reassure the residents working at the Peace Palace that the premises are as safe as possible under COVID-19, and to make sure that non-residents know what is expected of them when they visit the Peace Palace premises.

The protocol is compliant with the rules and regulations set out by the Dutch Cabinet and the Dutch National Institute for Public Health ([RIVM](#)). The measures described in this protocol area also guided by standards existing in the host country as well as standards applicable within international organizations. Each institution may wish to define its own additional rules and/or prescribe additional measures within spaces solely in use by that institution.

As these rules and procedures are subject to constant monitoring, evaluation and review, the protocol too, will be subject to ongoing monitoring and evaluation by each institution. The institutions will meet on a regular basis at operational and management levels to review the rules, procedures and measures in place. If need be, they will update them.

Applicability of and Responsibility for Adherence to the Protocol

The protocol applies to all users of the Peace Palace and all activities on the premises of the Peace Palace. The following users are identified:

1. Residents (staff and judges)
2. Regular providers of facility services
3. Participants in hearings / deliberations
4. Business visitors

All users of the Peace Palace are called upon to exercise caution and to respect the rules of the protocol. Each institution is responsible for monitoring and enforcing the protocol rules if necessary, in respect of its own activities.

General rules of behavior are communicated throughout the premises using simple pictograms and clear language, in English and French. In addition, posters with specific health questions will be fixed at eye-level onto the walls of the Security Lodge / Gate House.

General Preventative Health & Safety Measures

Basic Rules of Behavior

1. Anyone with signs of a cold, shortness of breath, temperature and/or other COVID-19 symptoms will be strongly advised not to come to the Peace Palace premises.
2. Anyone who needs to come to the Peace Palace to fulfil his/her responsibilities may enter the Peace Palace premises *only* if he/she does not have any of these symptoms.
3. All users on the premises are expected to follow routing and signage.
4. General hand and hygiene rules apply: disinfect hands upon entry and exit, do not shake hands, avoid touching face, and sneeze in your elbow.
5. Disinfectant gel dispensers will be placed by all entrance and exit doors.
6. A minimum distance of 1.5 meters must be observed between any two people at all times.

Presence on the Peace Palace Premises

1. Individual institutions will continue to encourage residents to work from home and will encourage remote meetings, until further notice.
2. Residents who wish to come to the office are welcome to do so.
3. Individual institutions may ask residents to report their presence to avoid congestion in their offices.
4. It is up to each institution to decide whether it wishes to set a maximum number of people to come to work at any given time.
5. Individual institutions may require additional precautionary measures for residents who have been away / out of the Netherlands.

Access to and Exit from the Peace Palace Premises

1. Residents arriving on foot will be asked to use the protocol gate / turnstile on the side. They will not use the main security gate.
2. Security will be asked to monitor the flow of people arriving through the protocol gate / turnstile.
3. Residents arriving by bicycle or car will go through the speed gate.
4. Markings will be placed on the ground between the gate and the entry to the Security Lodge / Gate House to ensure people keep distance outside the Peace Palace.
5. Umbrellas will be available at the security gate in case of bad weather. If necessary, umbrellas will be extended to people standing outside in the rain, to avoid congestion. Umbrellas will be sterilized after each use.
6. Business visitors arriving in cars or vans must report to the Security Lodge (except dignitaries, registered embassies and regular service providers). These persons must identify themselves with a valid ID by holding it up against the window.
7. Business visitors will exit the premises through the speed gate. Signs at the speed gate will direct pedestrians and cars into separate lanes, to ensure their safety.
8. Business visitors are invited to drop their passes in the drop box by the speed gate. Security will clean and disinfect them.

Security Lodge / Gate House

1. Perspex screens have been placed at the reception desk in the Security Lodge / Gate House and by the scanner.
2. Two people maximum will be allowed in the Security Lodge / Gate House at any time, excluding security officers working in the Gate House.
3. A sanitizing gel dispenser is available upon entry to the Security Lodge / Gate House.
4. The scanner tray will be disinfected with wipes after every X-ray scan.
5. All visitors will be asked to read the poster on the wall with the RIVM health check questions. If any of the questions is answered with a YES, Security will inform the visitor that entry is not permitted and will call the contact of the visitor. The visitor will be asked to leave and make a new appointment when the questions can be answered by NO.
6. When larger groups are expected, time slots will be allocated, where feasible.
7. If multiple groups are arriving at the same time, the second security lane will be considered in order to channel participants through safely.

Entrance to and Exit from the Peace Palace Building

1. The main door will be for entry and exit, unless larger groups are expected for hearings or other activities.
2. In case of hearings, the main door can be made entry-only and one of the side or back doors will then be designated as exit. This will be decided on a case to case basis.
3. Exceptions will be made for people needing the ramp:
 - Deliverers of documents and goods on trolleys
 - Disabled persons
4. Sanitizing gel dispensers are available by the entrance and exit doors.

Entrance to and Exit from the Library and Academy Building

1. Entry and exit is through the revolving doors.
2. There is an alternative entry/exit by the mail expedition room.
3. Sanitizing gel dispensers are available by the entrance and exit doors.

Elevators and Stairs

1. General rule: Keep right!
2. Signage reminds people of this rule.
3. Stickers in the elevators indicate the maximum number of persons per elevator and where they should stand.
4. In narrow stairs, further measures may apply (uni-directional rule, extra signage).

Corridors

1. General rule: Keep right!
2. Signage reminds people of this rule.
3. Additional measures may apply (e.g. uni-directional/additional signage) in corridors which are too narrow to ensure 1.5 m, respecting the monumental character of the building.

Doors

1. Cleaners have been instructed to pay extra attention to cleaning doors, including door handles.
2. Doors which are *not* fire prevention doors may be left open, in order to limit touching them when moving through the Peace Palace.

Signage & Routing

1. General rule: keep right.
2. Routing through the Peace Palace and adjoining buildings has been put in place where needed.
3. Uniform signage has been used across the Peace Palace and adjoining buildings.
4. Signs are clear, using simple language and pictograms.
5. Signs have been posted in various places throughout the buildings, reminding people to respect the 1.5m distance rule, to keep right and to instill good habits.

Cleaning

1. Handles on all connecting doors, elevator buttons and toilet door handles are cleaned 3 times a day.
2. Handrails in stairwells are cleaned twice a day.
3. All public toilets are cleaned twice a day.
4. When hearings take place, cleaners may be asked to intensify cleaning of the toilets. This will be determined on a case by case basis.

Masks

1. Masks are not obligatory in the Peace Palace.
2. ICJ strongly recommends Judges and staff to wear protective masks and will put them at the disposal of participants in hearings.

Air Quality

1. The climate installations in the Academy Building, the Judges Wing and in the attic on the 3rd floor of the Peace Palace use fresh outside air and do not recycle the air.
2. Filters are changed once a year and the stations are disinfected twice a year, in accordance with Dutch standards.

First Aid

1. First responders at the Peace Palace are aware of the Red Cross protocol for delivering first aid during COVID-19.
2. First responders are available throughout working hours (9 am-5 pm).
3. Before and after working hours, Security takes on the responsibility of first response.

Specific measures

Hearings and Deliberations

1. Participants in hearings and deliberations will enter the Peace Palace premises through the Security Lodge / Gate House, so as to be separated from residents.
2. Room layouts will be determined to ensure that hearing rooms, break-out rooms and other spaces used by participants are safely set up.
3. Each institution will organize the flow of participants in the hearing and party rooms as they see fit. They may decide themselves on how participants enter and exit (e.g. first-in, last-out) and on their seating.
4. Sanitizing hand gel dispensers will be by the doors of all meeting rooms.
5. Institutions will determine extra cleaning of rooms and toilets with the CF in relation to hearings and/or deliberations on a case by case basis.
6. In order to limit the number of people at the Peace Palace, the ICJ does not plan to invite press to its hearings for the moment.

Business Visitors

1. All business visitors must announce their visit to the Peace Palace in advance.
2. Business visitors will hold up their ID against the plastic screen. In case of doubt, they will be asked to place their ID on the ID-scanner.
3. Business visitors who do not wish to be checked by the metal detector, will be checked using a hand scanner on an extendable handle.
4. Upon entering the premises of the Peace Palace, business visitors will be informed of the basic rules as posted on the wall of the Security Lodge / Gate House. They will be told that they are expected to comply with these rules. In the case of dignitaries arriving by car, a short piece of information to this effect may be handed over.

Peace Palace Library

1. Visitors of the Library must make a reservation through the website. Visitors will not be admitted by the Security Officer if they have not registered.
2. Visitors will be given a time slot for arrival at the Peace Palace Library.
3. The maximum number of people allowed in the library is 30 people (excluding Library staff).
4. The Library elevator is primarily for residents of the Peace Palace and participants in hearings and deliberations.
5. Stickers on the floor indicate the stairs to the Library.
6. A sanitizing gel dispenser is available at the entrance for visitors to disinfect their hands.
7. Sanitizing wipes are available in the Library.
8. Perspex screens have been placed at the Library reception desk.
9. Signs in the Library indicate where people may sit.
10. Visitors are required to use their own laptops/devices. Desktop computers have been removed.
11. Returned books must be placed on the information desk, as indicated.
12. Returned books will be quarantined for 72 hours, before being re-issued.
13. The books to be checked out will be handed over by Library staff.
14. Books in the reading room will be available as usual.
15. Over 50% of the seats have been removed from the reading room. Visitors must use the seats as positioned.
16. Payments for renewal of membership card or other transactions will be contactless (via mobile telephones or with payment cards). Cash payments will not be accepted.
17. Library visitors will be asked to exit the reading room in an orderly and timely fashion, especially at the end of the day, in order to avoid queues.