AWARENESS PROTOCOL

Open source reporting protocol

This document describes how Intercell receives, assesses, and follows up on reports of misconduct. it applies to everyone present at or connected to our events: visitors, artists, and crew. Based on the Dutch government's Handreiking Meldingen van seksueel grensoverschrijdend gedrag op de werkvloer, adapted for the live events industry. This protocol is reviewed at least once per year.

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Scope and definitions

Who does this protocol apply to?

This protocol applies to everyone present at or connected to an Intercell event. Visitors, artists, DJs, crew, staff, volunteers, suppliers, and partners. It covers behaviour before, during, or after an event including travel, accommodation, and hospitality arranged by or on behalf of Intercell.

What can be reported?

Any behaviour that makes someone feel unsafe or unwelcome. This includes, but is not limited to: sexual harassment or misconduct, unwanted physical contact, intimidation or threats, discrimination (based on gender, sexuality, gender identity or expression, origin, ethnicity, age, disability, appearance, religion, or any other identity), verbal abuse or hate speech, bullying, stalking or persistent unwanted attention, and any other behaviour that violates our Code of Conduct.

On consent

Consent is a clear and conscious ”yes,” given freely and not assumed. It is continuous and can be withdrawn at any moment. The absence of a ”no” is not consent. No exceptions.

Key terms

Term	Definition
Report	Any communication describing experiencing or witnessing misconduct. No proof is required,
Reporter	The person making the report, either the person who experienced the behaviour or a witness.
Accused	The person whose behaviour is the subject of the report.
Confidential advisor	A trained, designated person who supports the reporter. Acts with strict confidentiality and shares nothing without consent, unless legally required.
Decision table	The internal body that assesses reports and decides on follow-up. See dedicated section below.

How to report

Every report, in person or by message to the awareness number, reaches the same dedicated awareness team: trained people whose only role is the safety and wellbeing of everyone at the event. They handle every report confidentially, and their focus is support, not enforcement, so you always know who you are dealing with.

Every report receives a confirmation of receipt within 24 hours, with an explanation of the process and expected timeline. One fixed contact person is assigned and does not change during the process.

During an event

Channel	How it works
Awareness team	Recognisable by their vests with AWARENESS printed on them. Approach them anywhere on site.
Awareness WhatsApp	The number is shared in the final info mail and on QR-code posters throughout the venue (toilets, awareness post). Send a message any time.
Awareness post	A dedicated, quiet space on site where you can talk in private. You can come here not only to report something, but also to calm down and recover, for example if you feel overstimulated, are having a panic attack, feel unwell, or simply need a quiet moment away from the crowd. Stocked with drinks and snacks.
Any crew member	Every crew member is briefed to refer you to the awareness team or event manager immediately.

After an event

Channel	How it works
Email	awareness@intercell.events
WhatsApp	Awareness number (shared in event communications)
Social Media	DM via Instagram or other Intercell channels

Every report receives a confirmation of receipt within 24 hours, with an explanation of the process and expected timeline. One fixed contact person is assigned and does not change during the process.

Severity Assessment

Severity assessment

This route applies when a report is made about the behaviour of any crew member, staff member, volunteer, or contractor on site, at the office, or in any work-related context. Labour law note: because crew and staff have an employment or contractual relationship with the organisation, this route carries additional legal obligations under Dutch labour law (Arbowet) and duty of care as an employer. The confidential advisor plays a central role in this route.

ACUTE

The reporter is in danger, there is aggressive behaviour, or a suspected criminal offence.

Response: **IMMEDIATELY**

- Ensure physical safety first
- Security / emergency services
- Decision table within 24h
- Police if criminal offence suspected
- Remove accused from event

SERIOUS

Clear boundary-crossing behaviour, a pattern of reports, or direct violation of values. No immediate threat.

Response: **24 HOURS**

- Support and document
- Decision table within 24h
- Temporary measures possible
- Monitoring / separation
- May lead to removal

SIGNAL

Uncomfortable situation without clear incident or intent. Register it. Patterns only emerge when tracked.

Response: **WITHIN 48 HOURS**

- Support the reporter
- Register in reporting register
- Flag for pattern recognition
- No immediate measures
- Decision table if pattern emerges

The decision table

The decision table is the internal body that assesses reports and decides on follow-up. It convenes within 24 hours for acute and serious reports.

Composition

Role	Responsibility
Decision-maker	Has the authority to make final decisions about measures and follow-up.
Expert	Has knowledge of boundary-crossing behaviour: its forms, consequences, follow-up options, and legal aspects. Can be internal or external. Must NOT be the confidential advisor.
Process guardian	Monitors the process, ensures fairness, and supports the decision-maker together with the expert.

Three roles one person may not hold two roles simultaneously. The composition may vary per case to ensure independent assessment.

Who fills these rolls

Who fills each role is decided per case, based on availability and the absence of any conflict of interest. The decision-maker has the authority to act on behalf of the organisation, typically a senior organiser or member of management. The expert has demonstrable knowledge of boundary-crossing behaviour, either a trained internal team member or an external specialist. The process guardian knows this protocol well and has no personal stake in the case.

Principles

The reporter’s needs are central, but not the only factor. Doing nothing is never an option. Every decision is documented with reasoning. The table acts with strict confidentiality. Members with a personal connection to the case recuse themselves.

The decision table weighs

- Severity and nature of the behaviour.
- Needs and wishes of the reporter.
- Previous reports about the same person (check reporting register).
- Available evidence (witnesses, messages, camera footage, etc.).
- Response of the accused (if informed).
- Potential impact of measures on all parties involved.
- Legal obligations and risks.

Route 1: reports about visitors

This route applies when a report is made about a visitor’s behaviour towards another visitor, a crew member, an artist, or any other person present.

Step 1: receive the report

The awareness team member approaches or is approached by the reporter. Bring them to the awareness post or a quiet place. Offer water or a soft drink. Listen without judgement. Do not push for details let the reporter set the pace. Ask: What do you need? (recognition, action from Intercell, professional support referral, police involvement). Register the basics: who is reporting, what happened, when, where on site, description of the accused, any witnesses.

Step 2: assess severity

Apply the severity framework above. Communicate the assessment to the event manager via direct call (complex/escalation) or group chat (straightforward situations).

Step 3: take immediate action

Apply the severity framework. Communicate the assessment to the event manager via direct call (complex/escalation) or group chat (straightforward situations).

ACUTE

Contact security immediately via walkie-talkie.

Locate and remove the accused from the event (always with security, never alone). If a criminal offence is suspected, facilitate contact with the police.

Support the reporter in deciding whether to file a police report never pressure either way.

Notify the office awareness contact by WhatsApp.

Keep the reporter informed throughout: tell them what you are going to do and why, so they feel heard and know what to expect.

SERIOUS

Locate the accused. Depending on the situation: give a formal warning (together with security) or remove from the event.

The decision to remove always goes through the event manager. If the accused is identifiable, add them to the incident log for future reference. Tell the reporter what you are going to do and why.

Even if the reporter prefers that no action is taken, the safety of other attendees also takes priority, so the accused may still receive a warning or be removed.

Explain this to the reporter as well, so they understand why the step is taken regardless.

SIGNAL

Support the reporter. Register the signal. If the accused is identifiable, maintain awareness of their behaviour for the remainder of the event

Step 4: register

The awareness team leader writes a factual summary during the post-shift debrief. The event manager ensures the report is forwarded to the office awareness contact within 24 hours for entry into the reporting register.

Route 2: reports about artists
during an event

This route applies when a report is made about an artist's or DJ's behaviour towards a visitor, crew member, other artist, or any other person. This includes behaviour during and around performances, travel, accommodation, and hospitality. Every artist contract includes a morals clause requiring adherence to Intercell's Code of Conduct. Violation can result in immediate contract termination and fee reclamation.

Route 2: reports about artists during an event

Step 1: receive the report

Same approach as Route 1. Additionally: identify which artist is involved and whether they are currently performing, backstage, or elsewhere on site. Inform the office awareness contact AND the event manager immediately by WhatsApp. Artist situations always involve the office.

Step 2: assess and act

Every report is assessed on its seriousness, its urgency and the risk it poses to the people involved. Based on this assessment, the report is classified as acute, serious or a signal, and the matching course of action is followed.

Route 2: reports about artists during an event

ACUTE

The performance is stopped immediately if the artist is on stage. The head of security will be involved. The artist will be removed from the venue. The booking is cancelled with immediate effect. The morals clause will be activated: all paid fees (artist fee, booking commission, management fees) will be reclaimed. The police is contacted when a criminal offence is suspected.

SERIOUS

The artist is located and monitored. The performance may be stopped if required. The office awareness contact is informed. The decision table convenes within 24 hours. The booking is cancelled and the morals clause is activated.

SIGNAL

The reporter is supported and the signal is registered. There will be no immediate cancellation, however the artist is flagged for monitoring during the remainder of the event and at future bookings.

Route 2: reports about artists during an event

Route 2: reports about artists

after an event

This route applies when a report is made about an artist's or DJ's behaviour towards a visitor, crew member, other artist, or any other person. This includes behaviour during and around performances, travel, accommodation, and hospitality. Every artist contract includes a morals clause requiring adherence to Intercell's Code of Conduct. Violation can result in immediate contract termination and fee reclamation.

Route 2: reports about artists after an event

Step 1: receive, acknowledge and map

Same approach as Route 1. Additionally: identify which artist is involved and whether they are currently performing, backstage, or elsewhere on site. Inform the office awareness contact AND the event manager immediately by WhatsApp. Artist situations always involve the office.

Step 2: inform artist management

For ALL reports, regardless of severity, the artist's management and/or booking agency is informed. Communication is factual, without judgement, and always in writing (email).

ACUTE

Management is informed that the booking is cancelled and the morals clause is activated. Fee reclamation is initiated in writing (14-day contractual term).

SERIOUS

Management is informed that a report has been received. Intercell expects management to address it with the artist and disclose awareness of any previous reports.

SIGNAL

Convenes within 24 hours for acute and serious reports. Weighs: severity, reporter’s needs,
previous reports, available evidence, and management’s response.

Route 2: reports about artists after an event

Step 3: decision table

Convenes within 24 hours for acute and serious reports. Weighs: severity, reporter's needs, previous reports, available evidence, and management's response.

Step 4: measures

The decision table chooses from:

- A formal warning to the artist (via management).
- A temporary exclusion from future Intercell events.
- A Permanent ban.
- A morals clause activation: reclaim fees, cancel current and future bookings.
- Supporting with the reporter filing a police report.
- Informing other promoters in the network (for serious or repeated cases).

Step 5: communicate and close

The artist and management are always informed about the report and the decision. The reporter is informed about the decision and follow-up steps, without sharing the artist's private details. A Check-in will be conducted with the reporter within 48 hours and after 2 weeks.

Route 3: reports about crew or staff

during an event

This route applies when a report is made about the behaviour of any crew member, staff member, volunteer, or contractor on site, at the office, or in any work-related context. Labour law note: because crew and staff have an employment or contractual relationship with the organisation, this route carries additional legal obligations under Dutch labour law (Arbowet) and duty of care as an employer. The confidential advisor plays a central role in this route.

Route 3: reports about crew or staff during an event

Step 1: receive the report

Same approach as Route 1. If the reporter is a fellow crew member: be aware of workplace dynamics and ensure they feel safe and not pressured. Inform the event manager immediately.

Step 2: assess and act

Same approach as Route 1. If the reporter is a fellow crew member: be aware of workplace dynamics and ensure they feel safe and not pressured. Inform the event manager immediately.

ACUTE

The accused crew member is immediately relieved of duties for the remainder of the event. Security involvement if needed. The office awareness contact is informed by WhatsApp. Police are contacted if a criminal offence is suspected.

SERIOUS

The accused may be reassigned to a different area or relieved of duties. The office awareness contact is informed. The decision table convenes within 24 hours.

SIGNAL

Register and monitor. The crew member's behaviour is observed for the remainder of the event. Noted for the post-event debrief.

Route 3: reports about crew or staff

after an event or at the office

This route applies when a report is made about the behaviour of any crew member, staff member, volunteer, or contractor on site, at the office, or in any work-related context. Labour law note: because crew and staff have an employment or contractual relationship with the organisation, this route carries additional legal obligations under Dutch labour law (Arbowet) and duty of care as an employer. The confidential advisor plays a central role in this route.

Route 3: reports about crew or staff after an event or at the office

Step 1: receive and acknowledge

Same as Route 1. The reporter is explicitly informed about the role of the confidential advisor and offered the option to involve them.

Route 3: reports about crew or staff after an event or at the office

Step 2: inform the accused

The accused is told that a report has been received and what it concerns (factually, without sharing the reporter's identity unless they consent). The accused is given the opportunity to respond.

Step 3: temporary measures

While the report is assessed, the decision table may decide on precautionary measures. These measures are precautionary and do not constitute a judgement. The measures include:

- Reassignment to different duties or events.
- Temporary suspension (with pay, in accordance with employment law).
- No-contact directive between reporter and accused.
- Adjusted schedules to avoid overlap.

Step 4: decide on follow-up

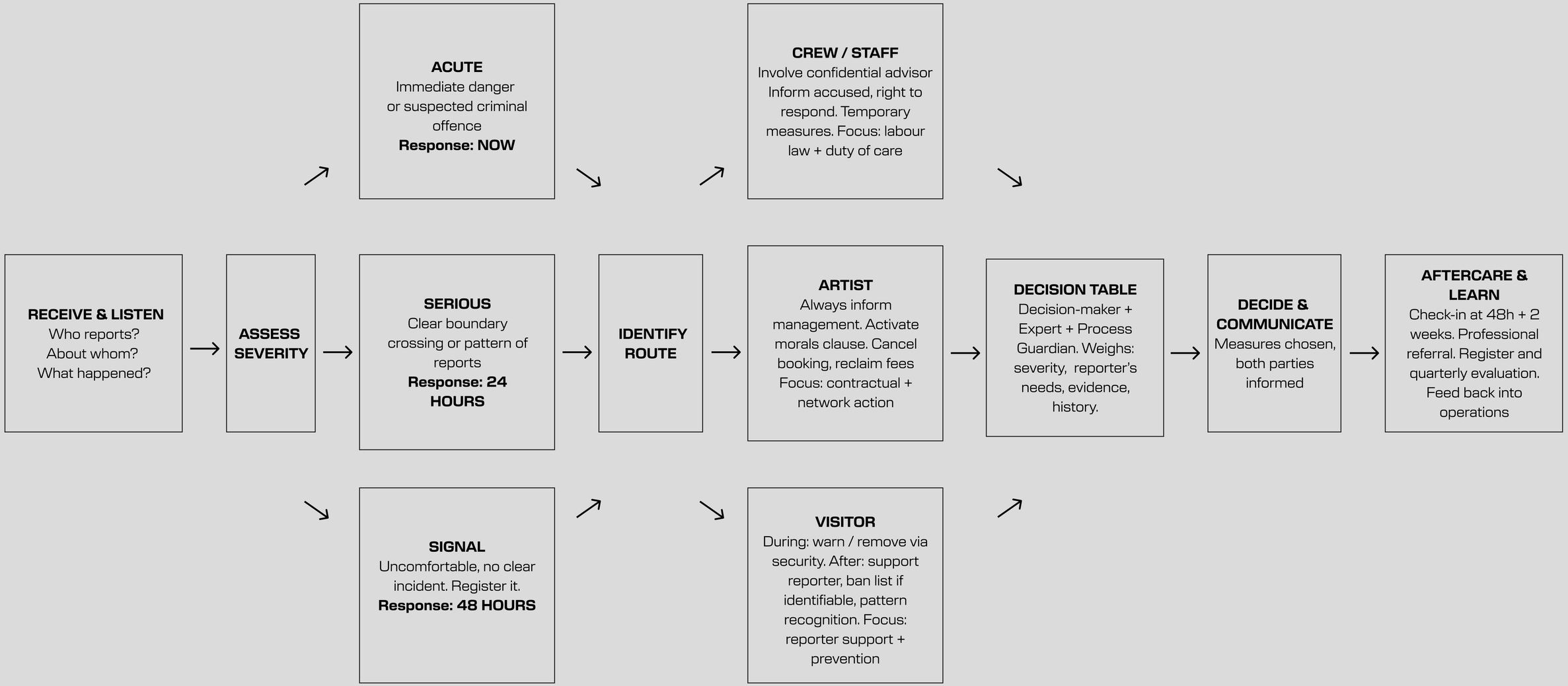
The decision table chooses from:

- A formal conversation with the accused.
- A written warning.
- Mediation (if the reporter consents and the power dynamic allows it).
- Reassignment or change of duties.
- Suspension or termination of employment/contract.
- Support the reporter in filing a police report.
- Referral to professional support for both parties.

Step 5: communicate and close

Both the reporter and the accused are informed of the decision. The reporter is never pressured to confront the accused or participate in mediation. A check-in will be conducted within 48 hours and after 2 weeks. The confidential advisor remains available.

The visual decision tree


RECEIVE & LISTEN
Who reports?
About whom?
What happened?
ASSESS SEVERITY
ACUTE
Immediate danger or suspected criminal offence
Response: NOW
SERIOUS
Clear boundary crossing or pattern of reports
Response: 24 HOURS
SIGNAL
Uncomfortable, no clear incident. Register it.
Response: 48 HOURS
IDENTIFY ROUTE
CREW / STAFF
Involve confidential advisor Inform accused, right to respond. Temporary measures. Focus: labour law + duty of care
ARTIST
Always inform management. Activate morals clause. Cancel booking, reclaim fees Focus: contractual + network action
VISITOR
During: warn / remove via security. After: support reporter, ban list if identifiable, pattern recognition. Focus: reporter support + prevention
DECISION TABLE
Decision-maker + Expert + Process Guardian. Weighs: severity, reporter's needs, evidence, history.
DECIDE & COMMUNICATE
Measures chosen, both parties informed
AFTERCARE & LEARN
Check-in at 48h + 2 weeks. Professional referral. Register and quarterly evaluation. Feed back into operations

The reporting register

Every report is documented in the reporting register, regardless of severity. Documenting matters for several reasons: it builds a case file on each situation, it lets the team look back when a comparable situation arises later, and it makes patterns visible over time, such as repeated reports about the same person or recurring issues at a particular location or event. The register is confidential and accessible only to decision table members and the confidential advisor.

What is recorded

Field	Description
Date and time	When the report was received
Event and location	Which event and where on site
Reporting channel	Awareness team, email, WhatsApp, DM
Route	Visitor / Artist / Crew
Incident summary	Factual description of what was reported
Severity	Acute / Serious / Signal
Persons involved	Reporter, accused, witnesses (with privacy measures)
Actions taken	Immediate actions and decision table outcome
Aftercare	Support provided and check-ins completed
Status	Open / In progress / Closed
Lessons learned	What can be improved for future events

Ban list

A separate ban list is maintained for individuals banned from future events. It contains only the information necessary for identification: name, photo (if available), date of ban, and reason category (without incident details). The list is shared with security teams before each event.

Data retention

Reports are stored in accordance with GDPR requirements. Personal data is retained only as long as necessary. The register is reviewed annually, and data no longer needed is deleted or anonymised.

Aftercare, evaluation and prevention

Aftercare for the reporter

- Check-in within 48 hours of the decision
- Follow-up check-in after 2 weeks
- Referral to professional support at any point in the process
- The reporter is never judged for how they choose to proceed

Aftercare for the accused

- Informed about the decision and any measures taken
- If a crew member: offered access to professional support
- Treated with fairness a report does not equal a conviction

Aftercare for the awareness team

- Debrief offered after every event
- Team members can step back from a case if personally affected
- Regular awareness training includes self-care and boundary-setting

Quaterly evaluation

- The decision table evaluates all reports every quarter:
- Identify patterns (same person, same type of incident, same location, same event)
- Assess whether the protocol worked as intended
- Identify gaps or areas for improvement
- Update the protocol where needed

Feeding back into operations

Lessons from reports are incorporated into:

- Crew briefings and security briefings before events.
- Awareness team training.
- Venue design and layout decisions (lighting, camera placement, awareness post location).
- Artist booking decisions (the booking team is informed of relevant patterns, not personal details).
- Contractual agreements (updating the morals clause if needed).

Support resources

Do you need immediate help or want to talk to someone?

Organisation	Contact	Availability
Centrum Seksueel Geweld	www.seksueelgeweld.nl / 0800 0188	Free, 24/7
Slachtofferhulp Nederland	www.slachtofferhulp.nl / 0900 0101	Daily
Nightlife Care Network Amsterdam	nachtburgemeester.amsterdam	
Police	112 (emergency) / 0900 8844 (non-emergency)	24/7
Intercell Awareness	awareness@intercell.events	Daily

Protocol governance

- Version: 1.2
- Last updated:*June 2026
- Based on: Handreiking Meldingen van seksueel grensoverschrijdend gedrag op de werkvloer (Rijksoverheid, 2024) Handreiking+Cultuurverandering+op+de+werkvloer.pdf
- This protocol is reviewed at least once per year and updated after every half year evaluation if needed.
- It is shared publicly and is part of the onboarding for all new crew, staff, and awareness team members.

Feedback

Do you have feedback on this protocol, or ideas on how we can do better?
Mail us at: awareness@intercell.events.