

Hygiene and Infection Protection Concept

pursuant to §2b of the Corona Protection Ordinance –
CoronaSchVO Last Updated: 28/08/2020



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This concept serves the purpose of holding events upon submission to the regulatory authority.

1. Measures for Limiting the Maximum Number of Visitors

1.1. Trade Fair Operations

To limit the maximum number of persons present, the visitors and exhibitors' employees (groups of persons) are calculated in accordance with the following keys for surface areas:

- a) **Visitors:** 1 visitor per 7 m²
of accessible gross exhibition space

- b) **Exhibitors' employees:** 1 employee per 35 m²
of accessible gross exhibition space

The quota for visitors available each day results from the visitor numbers calculated in this way minus the difference between the number of employees actually working for exhibitors in the hall and their calculated number.

Visitor quota = calculated no. of visitors (minus actual employees minus calculated employees)

Exhibitors' increased staffing needs result in a reduction of visitor numbers.

As other circulation areas (e.g.: entrance areas, toilet facilities, etc.) in the halls and entrances are not taken into consideration, the number of other persons involved, e.g. staff of Messe Düsseldorf and its service providers, is disregarded.

To ensure the maximum daily number of visitors is observed, only day-specific visitor tickets are offered in a limited number.

1.2. Congresses and Conferences

Congresses and conferences at the Congress Centers of the fairgrounds are governed by the Protection and Hygiene Concept of Düsseldorf Congress GmbH (Last Updated: 17/06/2020)

1.3. Event-Specific Parameters

For each event event-specific data sheets will be drawn up that contain information on the following event-specific data:

- Occupied halls
- Occupied outdoor area
- Indication of gross areas
- Indication of freely accessible net area (70% not accessible)
- Number of visitors established according to the NRW key
- Number of exhibitors' employees established according to the NRW key
- Determination of area required to observe the hygiene distance (1 person/3.8 m²)

2. Observance of the Minimum Distance of 1.5 m (also in queues)

In all areas the prerequisites for compliance with the required minimum distance are created by structural and organisational measures. Observance on common areas will be monitored by members of Messe Düsseldorf staff and security service staff. In addition to stationary staff at the entrances, there will be patrols and staff at the video direction unit monitoring compliance with distancing rules. At the exhibitors' stands this will be performed by their employees. In the event of violations attention will be drawn to the observance of the minimum distance for the protection of other people in a friendly but firm manner.

Another measure foreseen in the event of overcrowding or persistent violations of the distance rules is temporary closure of halls.

2.1. Ratio Value, Area Planning Principles

To ensure the hygiene distance of 1.5 m and sufficient freedom of movement for visitors and employees a freely accessible area of at least 3.8 m² is foreseen per person based on the total number of persons calculated and limited according to 1.1.

Considering the existing gross space, the aforementioned parameters result in a ratio value that leads to the maximum net areas that can be occupied.

Exploiting the maximum number of persons, the areas made available for stand construction and ancillary areas (net areas) must not exceed 0.5 times the amount of exhibition space (gross space)!

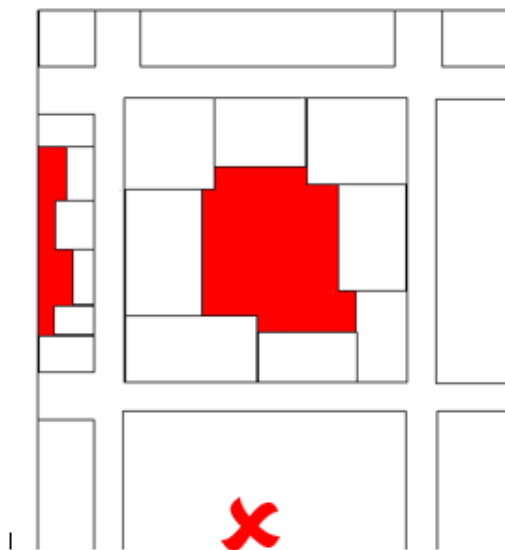
	Bruttofläche Ist [qm]	Besucher in der Halle nach NRW-Schlüssel (1/7)	Personal in der Halle nach NRW-Schlüssel (1/35)	Summe Personen in der Halle nach NRW-Schlüssel	erforderliche frei zugängliche Fläche (1P/3,8qm)	max. Nettofläche (70% nicht betretbar)	Verhältnis- wert Netto/Brutto
Halle 1	11.996	1.714	343	2.056	7.815	5.974	0,50
Halle 3	20.279	2.897	579	3.476	13.210	10.098	0,50
Halle 4	11.880	1.697	339	2.037	7.739	5.916	0,50
Halle 5	11.483	1.640	328	1.969	7.480	5.718	0,50
Halle 6	25.276	3.611	722	4.333	16.466	12.586	0,50
Halle 7a	3.938	563	113	675	2.565	1.961	0,50
Halle 7.0	3.883	555	111	666	2.529	1.934	0,50
Halle 7.1	6.650	950	190	1.140	4.332	3.311	0,50
Halle 7.2	6.324	903	181	1.084	4.120	3.149	0,50
Halle 8a	12.850	1.836	367	2.203	8.371	6.399	0,50
Halle 8b	12.850	1.836	367	2.203	8.371	6.399	0,50
Halle 9	12.409	1.773	355	2.127	8.084	6.179	0,50
Halle 10	16.296	2.328	466	2.794	10.616	8.115	0,50
Halle 11	16.251	2.322	464	2.786	10.586	8.092	0,50
Halle 12	12.120	1.731	346	2.078	7.895	6.035	0,50
Halle 13	16.256	2.322	464	2.787	10.590	8.095	0,50
Halle 14	10.822	1.546	309	1.855	7.050	5.389	0,50
Halle 15	13.148	1.878	376	2.254	8.565	6.547	0,50
Halle 16	16.721	2.389	478	2.866	10.893	8.326	0,50
Halle 17	8.298	1.185	237	1.423	5.406	4.132	0,50
Brutto gesamt	249.730	35.676	7.135	42.811	162.681	124.355	0,50

Outdoor areas are to be established for each event and factored in additionally.

Other Prerequisites:

- Exhibition areas are designed so that at least 30% of them are accessible.
- All other areas not occupied must be accessible to visitors.
- Unoccupied hall areas are integrated into the space allocation or have to remain unconsidered for establishing the maximum number of visitors and distances.
- It should be possible for visitors to use all areas in a meaningful way.

Featured in the picture are two examples for non-accessible areas at the perimeters of row stands and inside the centres of island stands. All areas have to be made accessible to visitors!



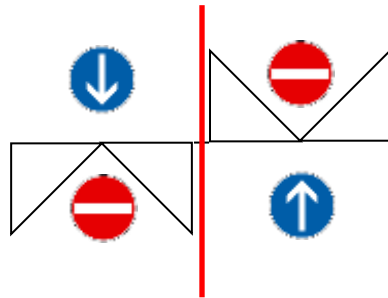
Randflächen und Kernflächen nicht zugänglich und für Besucher nicht verwertbar!!!



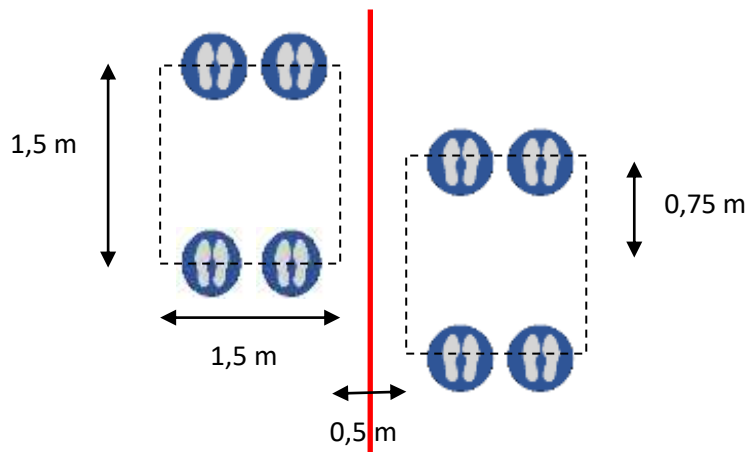
Randflächen und Kernflächen erschließen. Stände an die Fassaden rücken und Kernflächen an Gänge anbinden!!!

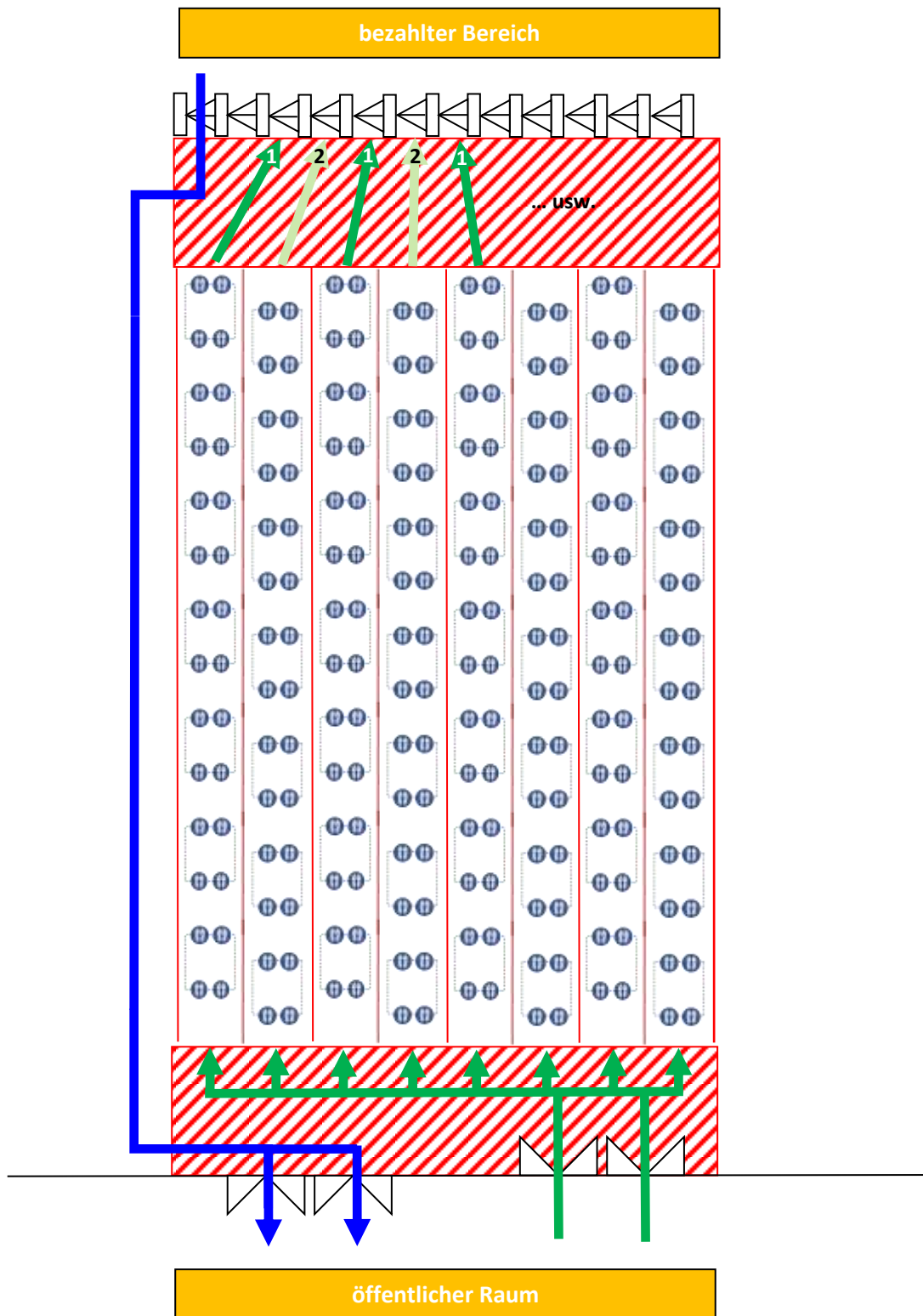
2.2. Entrance Areas (Markings, Minimum Distance)

All **doorway systems** along the traffic route – unless they are fire protection doors – are left wide open for contactless use. Access is only permitted via the right-hand half of the doorway system, exit is only permitted via the adjacent half of the doorway.



In the **entrances** to the paid area of the event organised queues will be grouped at a distance of 4m behind the access door (decompression zone). Each individual line is 1.5 m wide and located at a 0.5m distance from the neighbouring line. The queues are separated by red floor markings at an offset of 2.0 m each. Within these lines are markings indicating where to stand, so that a maximum of two visitors can stand next to each other in line. The standing places of neighbouring lines are offset by 0.75 m so that the distance from the front, back (1.5 m) and from the side (1.6 m) can be maintained.



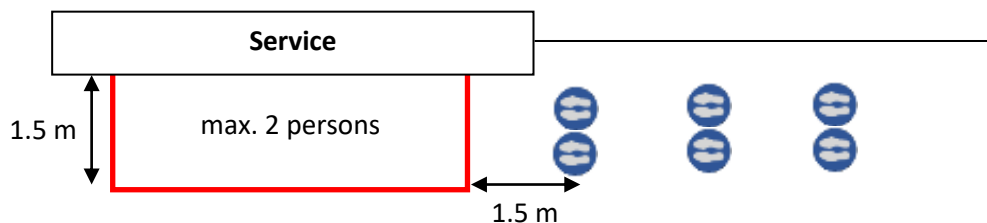


There is a 4m deep decompression zone located between the waiting areas organised in lines and the turnstiles at the entrance. The turnstiles will be passed alternately by waiting visitors after being invited to do so by security service staff. This ensures that only every second turnstile is passed simultaneously and the ones in-between a short while later. This arrangement allows the minimum distances to also be observed when checking admission tickets and a sufficient flow of visitors and fast check-in by the operation of all turnstiles.

At least one turnstile will be open for leaving the premises. As the need for entries decreases more turnstiles will be operated in exit direction. There will be a visible segregation between the waiting area and the exit route by traffic cones or Tensa barriers.

2.3. Service Counters, Lifts, Escalators, Route Guidance

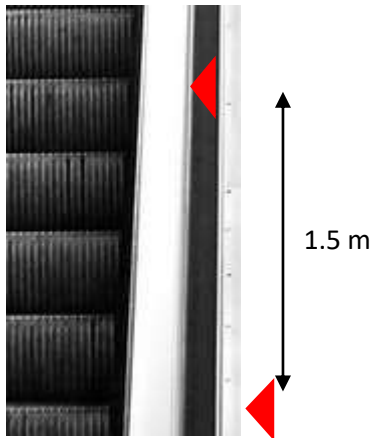
Waiting areas are marked in front of **service desks, collection counters, payment stations** (e.g. parking ticket terminals) and the like which can be entered while complying with distancing measures. Simple distance markings will be applied for people waiting in front of these areas. The type of marking corresponds to the design described above for the entrances.



Access to the waiting zone is limited to max. 2 persons.

Lifts will have a marked entry/exit area like the waiting area in front of service counters. The maximum number of users is limited to 2 persons per lift and signposted accordingly.

Escalators feature a standing space marking at an offset of 1.5 m on the moving grip tape.

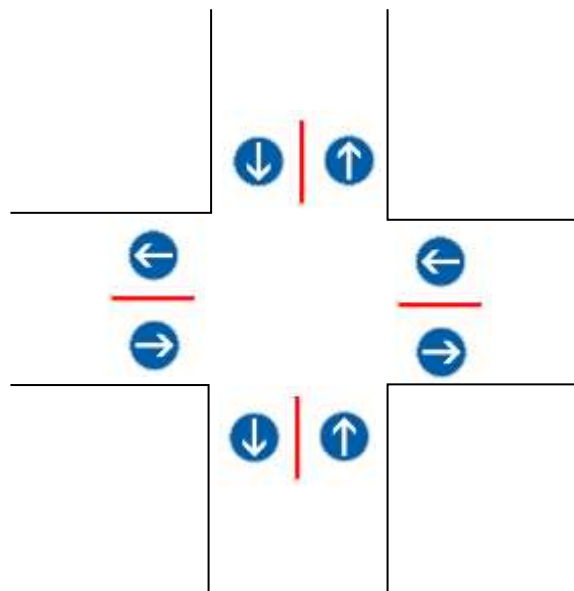


Escalators located next to stationary staircases will only be operated in upward direction.

Aisles in the halls should be used as in road traffic and pedestrian zones, i.e. by keeping to the “right-hand lane”.

Before and after crossing aisles there will be corresponding floor markings.

Example:



2.4. Toilet Facilities

Easy-to-read distance markings are affixed for persons waiting in front of **toilet facilities**. The number of users is determined by the number of open WCs and urinals.

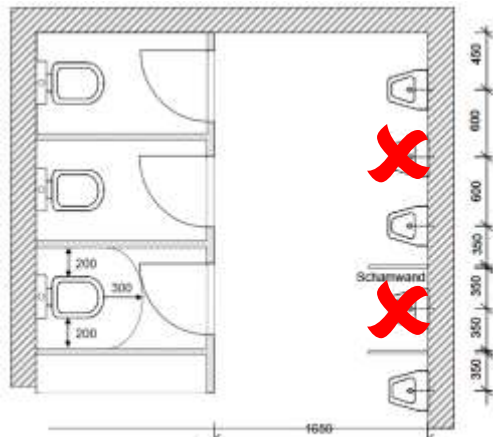


Abb. 5.2: Einbändige Toilettenanlage mit Urinalen, Türanschlag nach innen (Maße in mm)

Source: ASR A4.1 Toilet Facilities

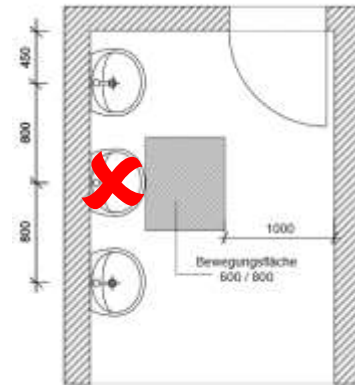


Abb. 5: Waschraum (Maße in mm)

In the toilet facilities every second urinal is blocked off and every second washbasin has a cover labelled with a pictogram. With four neighbouring installations only the two exterior ones can be in operation. WC cubicles will remain accessible without restrictions.

The toilet facilities will be permanently staffed. In addition to cleaning tasks the staff will also monitor the number of users standing in front of the doors. WCs, handles, washbasins and taps will be cleaned and disinfected at shorter intervals. The toilet facilities will be closed for cleaning periods.

2.5. Exhibition Stands, Stand Formats

At stands a freely accessible area of at least 4 m² shall be foreseen per person to ensure sufficient freedom of movement for visitors and employees and to maintain the hygiene distance of 1.5 m.

2.6. Food Service and Catering

Regardless of the infection protection regulations listed below food hygiene and food safety rules shall be complied with.

The **food service and catering providers** draw up their own hygiene and infection protection concept for their business on the basis of the following specifications.

The **simple serving of drinks while in conversation at exhibition stands** is governed by the following summarized minimum requirements:

Seating must be provided for all guests. The number is limited to **max. 10 chairs per table**. The same applies to benches.

Prior to being served guests must be able to **wash their hands** and/or upon demand to sanitize their hands ("partially viricidal" disinfectants have to be available).

Guests' contact data as well as length of stay for each table shall be recorded with the guests' consent. To this end a simple list placed on the table (including declaration of consent of data capture) is explicitly sufficient for each group of persons using the table.

A minimum distance of 1.5 m (measured from the backrest) shall be maintained from the chairs of neighbouring tables, from the staff working or waiting areas in front of toilet facilities. Right in front of the counter, seating is only permissible with additional barriers (e. g. transparent partitions like in retail).

Guests may only remove their face masks when seated at the table. There is a general obligation to wear face masks (except when seated).

In highly frequented areas/queues (entrance, toilets etc.) distance markings are installed.

Sundry utensils (sugar dispensers, toothpicks etc.) shall not be openly placed on tables.

Self-service buffets are not permitted.

Waste has to be removed immediately in closed containers.

After each use all contact areas such as work tops, upholstery, chairs, tables have to be cleaned with a degreasing household detergent.

Tablecloths and napkins have to be exchanged after use for each new guest. These have to be washed at a minimum of 60°C prior to renewed use.

Crockery and glasses should if possible be cleaned in a dishwasher at temperatures of at least 60°C.

Employees must wash/sanitize their hands after each customer, at least every half hour.

Hand sanitizer, liquid soap and disposable towels have to be available in sufficient amounts.

Guests are informed about the rules to be observed by means of notice boards, posters and the like.

2.7. Exemptions from Contact Restrictions

Non-compliance with the 1.5 m distancing measures is only permissible for the groups described in §1, Sec. (2) of the CoronaSchVO as follows.

Several persons may only meet in the public sphere if

1. they are directly related, brothers and sisters, spouses, domestic partners,
2. these persons come from a maximum of two different households,
3. they accompany minors and persons in need of assistance,
4. the meetings are urgently needed for care-related reasons or
5. in all other cases the **group encompasses a maximum of ten persons.**

3. Measures for Special Infection Hygiene

3.1. Measures to avoid Droplet Infections and Vehicle-Born Transmission (Smear Infections)

Technical Measures:

- All **service desks, collection counters, ticket counters, cloakrooms, information counters, bar counters** are equipped with transparent partitions as hygiene guards.

Organisational Measures:

- All **doorway systems** on the premises – unless these are fire protection doors – are open for contactless use.
- All services rendered are checked for **workflow simplification and acceleration**.
- Change over to **online service** is checked.
- Exchange and handover of objects and materials should be **without direct skin contact**. Make gloves available.
- All **payment transactions** are cashless to the extent possible. With the exception of one emergency ticket office, all ticket offices will remain closed.
- **Admission tickets and add-on services** such as parking vouchers are sold online.
- If individual service areas are highly frequented (e.g. uniform store, trade fair management and the like) **appointments can be made** to avoid queues and physical proximity.
- To the extent possible **tools are personally assigned** to individual employees. If tools have to be handed over to third parties these are cleaned with a degreasing household detergent beforehand.
- **Workplaces** used jointly with other members of staff **are cleaned at service handover**.

- **Common rooms and break-time areas** are occupied in accordance with distancing rules. If need be, fixed times of use must be specified and interim cleaning be carried out.

Personal Measures:

- All members of staff will receive textile face masks. Members of staff in indoor service areas can wear these in addition to the transparent partitions.
For outdoor jobs a visor will be provided in addition to the face mask.
- Jobs that are not performed with personally assigned tools or require an immediate exchange of materials and objects, will be completed with protective gloves.
- Members of Messe Düsseldorf staff can consult the company doctor for medical advice.

3.2. Adjusted Cleaning Intervals

All cleaning measures will be featured in a **cleaning plan** that stipulates the **type** (how, with what) and **frequency** (interval, occasion) of cleaning and documents their **implementation** (performed when).

Tools and workplaces such as cash register stations, information counters, cloakrooms etc. have to be cleaned with a degreasing household detergent for every staff turnover before the following shift starts.

There will be a recurring cleaning with a degreasing household detergent of all following contact surfaces adapted to the footfall but at least twice a day:

- Door handles, control panels of lifts, touchpad monitors, handrails on staircases, people movers, escalators and the like
- Surfaces of service desks, collection counters and the like (Service Center, Trade Fair Management, ticket offices, cloakrooms, information counters, uniform stores, other counters (Presse Club, International Lounge, Kurt-Schoop-Lounge)
- Turnstiles and admission ticket scanners

Contact areas in facilities used for catering purposes such as chairs, tables, menus are, as a matter of principle, cleaned with a degreasing household detergent after each turnover of guests.

Waste has to be removed at short intervals (at least twice daily) and safely (in closed bags).

3.3. Sufficient Hand-Sanitizing Opportunities, at Entrances (hand-washing possibilities, hand-sanitizing possibilities)

	Sanitizer Dispenser	Liquid Soap	Disposable Towels
Toilet Facilities	●	●	●
Food Services	●	●	●
Catering	●	●	●
Exhibition Stands	●	○	○
Hall Entrances	●	○	○
Information Counters	●	○	○
Service Desks	●	○	○
Entrance Building	●	○	○

● = Standard Equipment ○ = Equipment upon demand

In all toilet facilities, food service and catering areas disinfectant dispensers, liquid soap and disposable towels will be made available.

Touch-free washing and sanitizing stations will be offered as a matter of preference.

At the exhibition stands exhibitors will place hand sanitizers at their employees' and visitors' disposal. If needed sanitizer can be procured through Messe Düsseldorf.

On the outdoor premises, mobile units with washing facilities and sanitizer dispensers can be installed upon demand. If these units cannot be connected to existing water supplies, they will be equipped with fresh water and wastewater tanks.

Installation of these units is compulsory for food service and catering suppliers on the outdoor premises.

3.4. Information Boards about Infection-Protection Compliant Behaviour (instructions on compliance with infection protection rules (respiratory etiquette when coughing and sneezing, hand hygiene and distancing rules), national/international – pictograms)

The official distancing and hygiene rules provided by the authorities shall apply, their observance is up to each individual's due diligence. The rules and regulations correspond to the known practice exercised in the public sphere and retail (currently 1.5 m distance, hand hygiene, face mask, sneeze etiquette, no welcoming rituals).

Observance of the measures on the premises is monitored by the Messe. At the exhibition stands exhibitors shall take sole responsibility for this. Messe Düsseldorf will support them in the enforcement.

Messe Düsseldorf will inform all guests, partners and members of staff about the infection-protection compliant behaviour (notes on compliance with infection-protection rules, etiquette when coughing and sneezing, hand hygiene and distancing rules) in several languages and with pictograms.

The websites of Messe Düsseldorf and its affected events provide information on the measures as well as on how people are required to behave at the fairgrounds. Additionally, this information is disseminated to exhibitors, visitors and service providers, via press releases and social media posts.

At the premises boards and posters, flyers as well as the Digital Visitor Information System (D:VIS) of Messe Düsseldorf will be used to this end.

Notice Boards - Content & Place	Limitation of Capacity	Hygiene Rules	Rules for Minimum Distance of 1.5 m
Toilet Facilities	● (open WC's and urinals)	●	●
Exhibition Stand	● (1 person/4 m ²)	●	●
Entrance Areas	n.a.	●	●
Service Desks	● (max. 2 persons)	●	●
Area in front of Lifts	● (max. 2 persons)	●	●
Bus Stops BUS Shuttle	● (no standing places)	●	●

DE

**Infektionen vorbeugen:
DIE WICHTIGSTEN HYGIENETIPPS**

Die wichtigste Maßnahme zur Vermeidung von Infektionen sind Hygiene und Abstandhalten. Durch diese Hygienemaßnahmen können diese, die sich leicht vermeiden lassen, vermieden werden. Bitte beachten Sie die folgenden Tipps:

- 1. REGELMÄßIG HÄNDE WÄSCHEN**
 - wachen Sie nach Fliesenkontakt
 - vor und während der Zubereitung von Speisen
 - vor dem Nahrungskonsum
 - nach dem Besuch des Toilets
 - nach dem Husten, Niesen oder Händeln
 - nach dem Kontakt mit Tieren
- 2. MASS FACHEN**
 - Hände unter fließendem Wasser halten
- 3. RUNDUM EINSEIFEN**
 - Hände von allen Seiten gründlich einseifen
- 4. ZEIT LASSEN**
 - Gründliches Einseifen dauert 20 bis 30 Sekunden
- 5. GRÜNDLICH ABSPÜLEN**
 - Hände unter fließendem Wasser abwaschen
- 6. SORGFÄLTIG ABTROPFEN**
 - Hände mit einem sauberen Tuch trocknen

- 2. HÄNDE AUS DEM GESICHT FERNHALEN/ HAUTKONTAKT VERMEIDEN**
 - Lassen Sie sich andere keine Hände streicheln
 - Augen nicht reiben
 - Bei Husten für weitere Abstand auf Begrüßungen durch Handstöße oder Händeschütteln
- 3. RICHTIG NIESTEN UND NIESEN**
 - Halten Sie Ihre Hande auf Niveau
 - Wenden Sie ein Taschentuch oder Ellenbogen
 - Halten Sie die Hande vor Mund und Nase
- 4. AN ABWANDERUNGSPUNKTEN ABSTAND HALTEN**
 - Verlassen Sie nicht zu schnell
 - Verwenden Sie auf lange Abstände
 - Halten Sie sich in einem separaten Raum auf und vermeiden Sie einen Kontakt mit anderen
 - Benutzen Sie Einwegtaschentücher oder Handtücher, die mit einem sauberen Tuch
- 5. WUNDEN SCHÜTZEN**
 - Bedecken Sie Wunden mit einem Pflaster oder Verband

EN

**PREVENT INFECTIONS:
MOST IMPORTANT HYGIENE TIPS**

The most important measure to avoid infections is hygiene and distance. Through these hygiene measures, these, which can be easily avoided, can be avoided. Please observe the following tips:

- 1. WASH YOUR HANDS REGULARLY**
 - when you touch tiles
 - before and after the preparation of food
 - before meals
 - after visiting the toilet
 - after sneezing or coughing
 - before and after being in contact with animals
 - after contact with animals
- 2. SOAP HANDS THOROUGHLY**
 - Wash hands on all sides
- 3. TAKE YOUR TIME**
 - Thorough lathering takes 20 - 30 seconds
- 4. RINSE THOROUGHLY**
 - Rinse hands under running water
- 5. DRY THOROUGHLY**
 - Dry hands with a clean towel

- 2. KEEP HANDS AWAY FROM FACE/ AVOID SKIN CONTACT**
 - Don't let your hand touch your face
 - Avoid eye contact
 - Don't let your hand touch your face
 - Avoid eye contact
- 3. COUGHING AND SNEEZING CORRECTLY**
 - Keep a distance and use a tissue
 - Use a handkerchief or place the front of your sleeve over your mouth and nose
- 4. KEEP A DISTANCE WHEN IT**
 - Don't be too close
 - Avoid physical contact
 - Stay in a separate room and avoid contact with others
 - Use disposable tissues or handkerchiefs
- 5. PROTECT WOUNDS**
 - Cover wounds with a plaster or bandage

3.5. Information on the Ban on Access for Persons with Symptoms of Acute Respiratory Disease

When purchasing tickets online the associated registration as a visitor contains an instruction on the prohibition to participate in the event of an infection with COVID-19 a follows:

Note on the ban on access to the event in case of a suspected COVID-19 infection:

With cold symptoms there will be no access to the event!

If you:

- Were knowingly **in contact with a confirmed case** of COVID-19 over the past 14 days, or
- Detect such **disease symptoms** as: coughing, fever, cold or compromised sense of smell and/or taste in yourself on the day of the planned visit to the event

you are not allowed to visit the event.

There will be a visual inspection at the entrances to the event. Visitors showing obvious disease symptoms at the entrance will be denied access to the event. There will be no entitlement to reimbursement.

3.6. Sufficient Ventilation of Indoor Premises

Regular air exchange inside the halls is ensured by the operation of air-handling systems. The quality of the fresh air supplied here corresponds to the air quality outside on the outdoor premises. The volume of air repeatedly exchanged within a very small time window exceeds the actual operative requirements many times over. All plant components are regularly checked on our behalf by independent inspectors to ensure they are in perfect hygienic condition.

Complementing this stand construction and presentation by way of walk-in exhibits are adapted to the extent possible. **Closed conference rooms or ground floors of multi-storey stands may only be erected and operated in an open layout.** For walk-in exhibits it is mandatory to **keep doors, windows and roof hatches permanently open**, in order to integrate them into the air exchange cycle of the halls.

In addition to our indoor air-handling systems, upon demand we can also use natural air flow in the halls by opening access doors and skylights.

Visitors contribute to reducing the infection risk by aerosols in walk-in exhibits by consistently wearing face masks.

In so doing we meet the requirements of the Corona Protection Ordinance and the recommendations of the Robert Koch Institute for responsible operations.

3.7. Mandatory Wearing of Face Masks

Wearing face masks is mandatory throughout the entire fairgrounds used for the event and in the queues in front of it. Exceptions apply to persons while seated in accordance with the separately described regulations (contact form).

If required, face masks will be distributed by service staff at the entrances and on the premises.

Face masks are not required at workstations protected by a transparent guard (Perspex/glass). Here members of staff are free to decide whether they want to use it.

3.8. Presentation Formats subject to Special Regulations of the Corona Protection Ordinance – CoronaSchVO – or its Annex

The services rendered, performances or activities listed in the following require special hygiene and infection protection concepts and can therefore be subject to additional restrictions:

- Food service and catering
- Operation of the CARAVAN-Center
- Hairdressing/Barbers (hairdressing services)
- Podiatry treatments, podiatric pedicure and pedicure
- Application or demonstration of treatments in cosmetic studios, nail design studios, tattoo studios, piercing studios, manicure studios
- Massage, application or demonstration of treatments of massage parlours
- Demonstration of fitness and fitness club equipment
- Music and singing in orchestra and theatre operations (including rehearsals)
- Services at the Church & Prayer Room
- Treatments close to the body

4. Organisational Implementation, Contact Tracing and Avoidance of Contact

4.1. Instruction upon Registration and Observation of Cold Symptoms at Entry (access denied with cold symptoms)

When purchasing tickets online the associated registration as a visitor contains an instruction on the prohibition to participate in the event of an infection with COVID-19 (also see 3.5)

4.2. Contact Tracing: Central Registration of Participants and Parties Involved, Recording of Contact Data

Data for Registration:

- Name, First Name
- Address (Street, Number, Place, Country)
- Phone
- E-mail address (voluntary)

Data Protection Notice:

Messe Düsseldorf GmbH processes your personal data. For further information – in particular regarding your rights – please refer to the data protection regulations of Messe Düsseldorf GmbH. These can be viewed at www.messe-duesseldorf.de/datenschutz. In order to implement the obligation to record contact data pursuant to the Corona Protection Ordinance NRW (CoronaSchVO NRW), we process your name and postal address as well as your telephone number and the period of your stay at our fairgrounds (i.e. the time you enter and leave the premises measured at the entrance turnstile). Upon request by the health authorities, we will transmit this data to the respective requesting health authority for contact tracing. We base this processing of personal data on the legal basis of Article 6 paragraph 1 lit. c. of the European General Data Protection Regulation (Regulation (EU) 2016/679, GDPR). If you have not registered with us electronically for the purpose of purchasing a ticket or have had such registration carried out, we will automatically delete the following types of data after a period of four weeks from the date of your stay at our premises: telephone number and period of your stay at our fairgrounds. You can also object to the processing of your personal data at any time either on the aforementioned website, by e-mail to privacy@messe-duesseldorf.de or by surface mail to Messe Düsseldorf GmbH, VG-R, PF 101006, 40001 Düsseldorf.

Those persons required for operation and organisation will have to be accredited by name in the run-up:

- Exhibitors' employees
- Exhibitors' service providers, stand construction staff
- Employees of MD service providers

Messe Düsseldorf employees are registered by the clocking-in system of the Human Resources department.

The contact data recorded are retained at least up to four weeks after the end of the event and will be made available to health authorities upon demand. Reference is made to the use and retention period of the data in accordance with the GDPR.

4.3. Access Control, Consecutive Admission (admission tickets for restricted time slots, individual days)

Depending on the areas occupied by the event the maximum number of persons admitted is limited according to the NRW key. The number of visitors established this way determines the number of 1-day tickets available. Tickets can only be purchased online.

Visitors and exhibitors will be registered by name (full registration). As they enter the premises they will be counted and registered by name so that evidence of the persons present is possible at all times.

4.4. Contactless Payment

Admission tickets will only be offered online. Services and products can be predominantly paid for cashless.

4.5. Contactless Checking of Admission Tickets

Admission tickets are checked with stationary scanners at the turnstiles of the entrances. From a distance visitors will be directed to free turnstiles and checked visually.

4.6. BUS Shuttle and Individual Parking Lot Transfer

As before Messe Düsseldorf will spread visitors from the parking lots across the entrances by means of buses. Buses will be operated in accordance with the hygiene provisions of local public transport:

- We use notice boards to draw attention to the key hygiene rules.
- Wearing face masks is mandatory (surgical mask, scarf, neck scarf) already at the bus stops as well as on the buses.
- At bus stops the 1.5 m distancing rule applies.
- Shuttle buses will only be allowed to convey seated passengers, no standing spaces allowed.
- Front doors will remain closed to protect the drivers.
- Sanitizer dispensers will be available at all bus stops.

To avoid “oncoming traffic” when getting on/off the bus, separate areas for waiting and getting off are installed at the bus stops.

Buses can only be boarded after all passengers have gotten off the bus. Passengers getting off the bus are guided past waiting passengers at a minimum distance of 1.5 m. At bus stops without sufficient space the bus will first stop before the bus stop to allow passengers to get off and then at the actual stop allowing passengers to get on.

At each stop all vehicle doors are centrally opened for ventilation purposes. The buses used will be cleaned at short intervals. Additionally, the vehicles and in particular such elements as handles and buttons that passengers touch, will be cleaned more thoroughly at the most important final stops.

The parking lots close to the event are used as a matter of preference. Lots further away are occupied to a lesser extent as and when required.

Walking routes for pedestrians with distance information will be signposted from the parking lots.

4.7. Measures for Food Service pursuant to the Provisions of the CoronaSchV

Stand catering offered by professional food service and catering suppliers is subject to a dedicated hygiene and infection protection concept. Content and independent implementation are up to the entrepreneur.

Simplified catering can be provided under the conditions described under Item 2.6.

For the duration of the Corona pandemic there is a general ban on stand parties/exhibitor parties on the premises.

4.8. Stand Construction / Service Partners

The “SARS-CoV-2-Arbeitsschutzstandard” H&S standard of the Federal Ministry for Labour and Social Affairs shall be complied with.

We support the recommendation for action issued by FAMAB e.V. on 15/06/2020 and reproduce some extracts here:

Practical Notes:

- Draw up a hygiene concept for construction/dismantling and have the print-out with you at the stand during construction/dismantling. Designate a responsible person.
- All members of staff must be instructed about the measures provided by the “SARS-CoV-2” H&S standard.
- Complement the risk assessment in terms of SARS-CoV-2.
- Improve workflows, schedule jobs in detail. Trades are to work consecutively. Each skilled trade will be assigned its own time slot (consecutive workflow).
- Observance of hygiene rules. Face masks, sanitizer and gloves must be available on site in sufficient amounts also for external companies (PPE).
- Avoid working in a team. Unless not otherwise possible, form small fixed teams. Wearing face masks is mandatory if a safety distance of 1.5m cannot be maintained.
- Register and document the names and length of stay of employees, suppliers, service providers, external companies, self-employed persons that are involved in stand construction.
- Avoid unnecessary contact.

Structural and Organisational Implications:

General Remarks:

- Allow for more space to enable distancing rules to be observed.
 - The number of persons present at the event is managed by the organiser. Exhibitors manage the number of visitors at their stands themselves by planning and designing the accessible open spaces in the run-up (1 person per 4 m² of freely accessible space).

- The Technical Guidelines of the trade fair companies shall remain unaffected. Additional guidelines for stand design issued by the organiser regarding SARS-CoV-2 shall be observed.
- General mask obligation during the runtime. A general obligation to wear a mouth-and-nose mask also applies in the construction and dismantling operations. Only if the hygienic distance of 1.5 m can be maintained and heavy physical work has to be performed, the wearing of a mouth and nose protector can be waived for the moment of the actual work. In principle, voluntary use is always possible. Observe hygiene protection standards.
- The number of visitors at a stand is determined by the freely accessible area considering the distance rule of 1.5 m. The more freely accessible space is factored in, the more visitors can access the exhibition stand (1 person per 4 m² of freely accessible space).
- Factor in distancing rules when planning the stand concept and its zoning.
 - Plan for partition walls.
 - For reception counters and exhibits account for minimum distance from hall aisles.
 - Install hygiene walls if the minimum distance of 1.5 m cannot be kept.
 - Two-storey stands should foresee wide staircases or stairs with one-way traffic.
 - Plan exhibits and presentation areas (e.g. LED walls) considering distancing rules to avoid gatherings of trade fair participants. Sufficiently dimensioned common and/or visitor areas must be factored in.
- Design seating areas and conference rooms to be spacious.
- Use smooth, wipeable surfaces.
- Make hand-sanitizing possible at the exhibition stand, if need be provide disposable face masks at the stand.
- Rooms with closed ceilings are not permissible. Complete ventilation must be ensured – this is why encapsulated rooms with visitor traffic must be avoided.
- Catering areas and kitchens must be planned pursuant to the valid Corona Protection Ordinance of the federal state of NRW for hospitality. The stand operator is obliged to submit a hygiene concept.

4.9. Responsibilities

As the operator of premises Messe Düsseldorf assumes all the tasks related to the infrastructure and technical operation of the buildings and the grounds. These result in framework conditions for event operations that the organiser is obliged to fulfil.

Unless Messe Düsseldorf also acts as an organiser, the organiser's duties are assumed by the guest organiser.

The exhibitors are responsible for the construction and operation of the exhibition stands. They are responsible for compliance with the specified framework conditions and for supervising the contract partners they have commissioned and the operation of the exhibition stand.

Departments of Messe Düsseldorf and Third Parties Involved:

- Planning and Holding of the Event
 - Event-related project management/ guest organiser

- Information and Communication, Public Relations
 - VG-UK, Corporate Communications
 - U-DK-PR, Press
 - U-DK-MS, Marketing Services

- Technical Support
 - U-DK-IT, Information Technology
 - UT, Technology
 - UT-G, Site and General Services
 - UT-B, Fairground Facility Management
 - UT-VL, Event Technology and Logistics
 - UT-VS, Sales & Distribution
 - UT-DS, Design and Stand Development
 - UT-S, Occupational Safety and Health

- Data Protection and Event Staff
 - VG-P, Human Resources
 - VG-R, Legal and Insurance Department

- Installation and Operation of Exhibits
 - Exhibitors of the event