

Hygiene and Infection Protection Concept

pursuant to §2 of the Corona Protection Ordinance –
CoronaSchVO Last Updated: November 2021



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

1. Measures for Managing Persons

1.1. Access to Premises

Access to trade fairs, congresses, other events and food services offered at the Exhibition Centre is restricted to immunised or tested persons (VRT principle). This applies to stand construction and dismantling times as well as to the duration of events. Controls are performed at the accesses to the premises. Here proof of immunisation or a negative test and official identification papers are checked on a random basis.

The following proof is recognised:

- Digital or written proof of **vaccination** in the national language and in English provided the last required shot was received **14 days** before and performed with a vaccine or vaccine combination permitted within the EU or published by the Paul-Ehrlich-Institute.

www.pei.de/impfstoffe/covid-19

- Digital or written **proof of recovery** in the national language and in English (**positive PCR test**), that is **at least 28 days and max. six months** old.
- Digital or written negative **POC antigen quick test** or **PCR test** not older than **24 h after sample taking** in the national language and in English.

List of tests recognised within the EU:

https://ec.europa.eu/health/sites/default/files/preparedness_response/docs/covid-19_rat_common-list_en.pdf

The following groups of persons do not require any further proof:

- Children below the age of six,
- School children and youths below 16 years of age, outside the holiday season.
- School children from the age of 16 with a certificate issued by the school, outside the holiday season.

Digital proof (**CORONA WARNING APP**, digital vaccination certificate) are preferred. To accelerate access please enter your vaccination and/or test proof into the **CORONA WARNING App**.

Should you experience such **disease symptoms** as cough, fever, cold or an altered sense of smell and/or taste on the day of the planned visit to the event, you are prohibited to attend the event. In the event of typical symptoms you would have to have a COVID test performed as quickly as possible.

These access requirements shall apply to both visitors and staff.

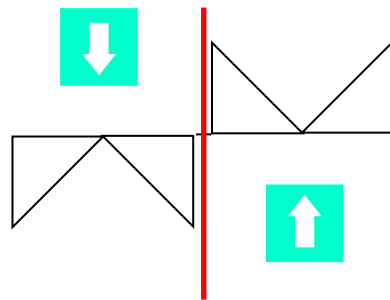
1.2. Congresses and Conferences

Congresses and conferences at the Congress Centers are governed by the Protection and Hygiene Concept of Düsseldorf Congress GmbH as amended from time to time.

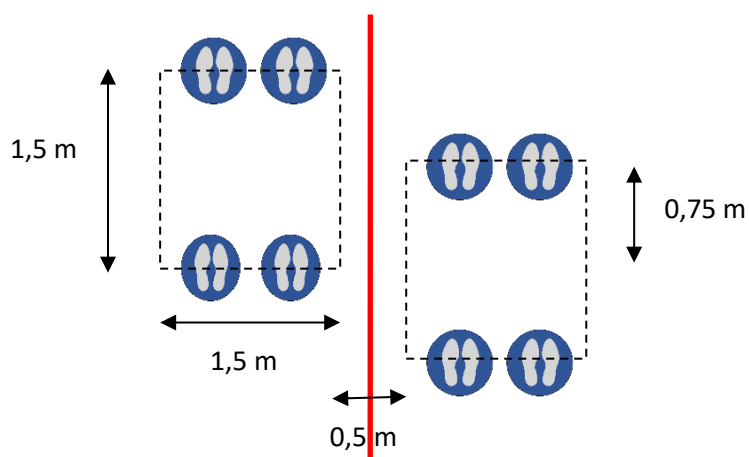
2. Observance of the 1.5 m Hygiene Distancing Requirement (also in queues)

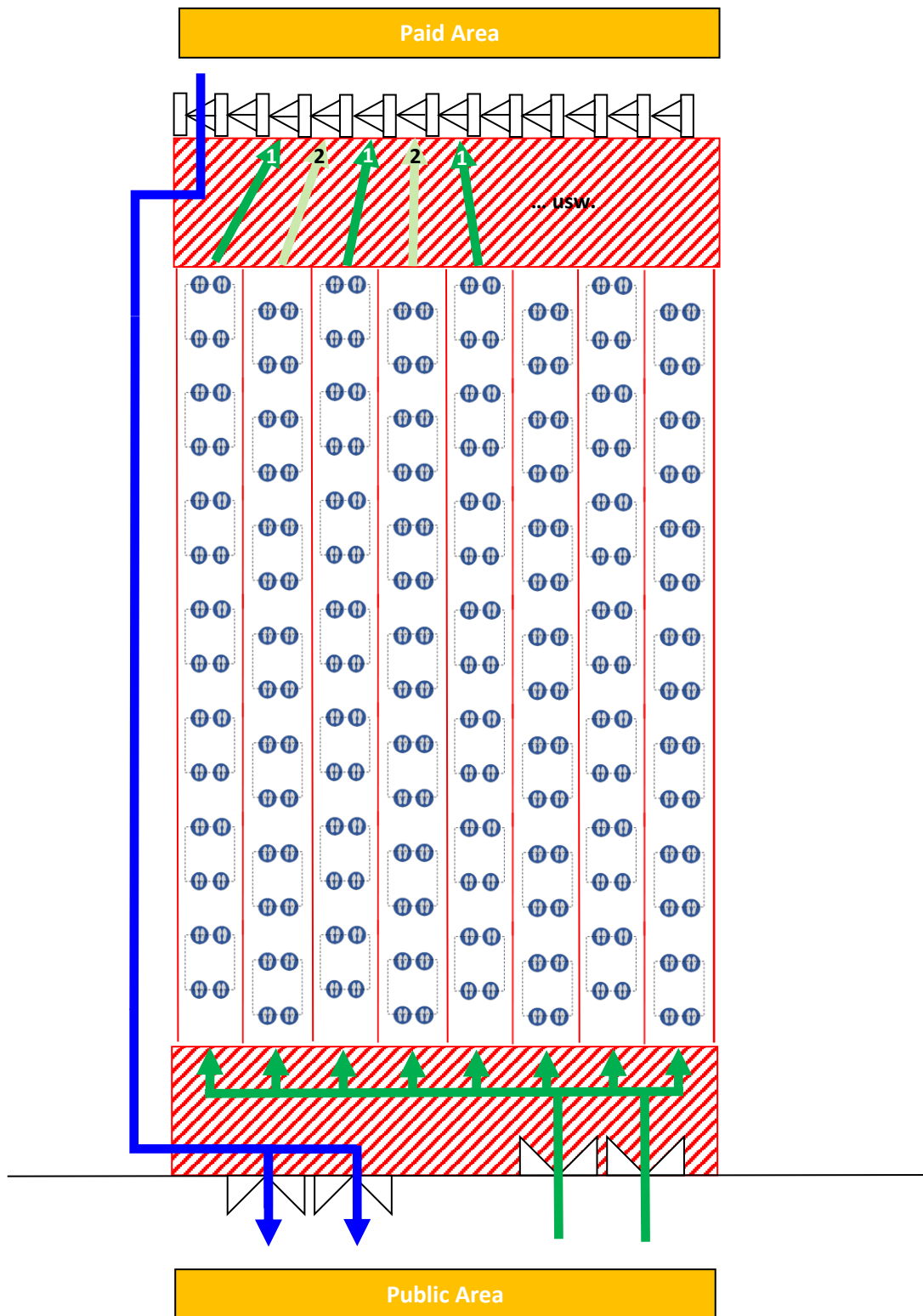
2.1. Entrance Areas (Markings, Minimum Distance)

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 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.



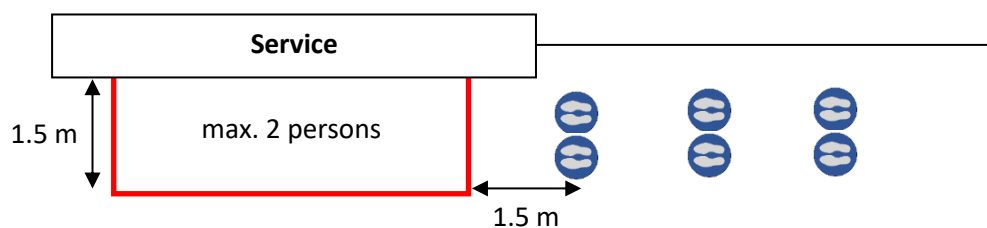


There is a 4m deep decompression zone located between the waiting areas organised in lines and the turnstiles at the entrance. The turnstiles will be passed alternately by waiting visitors after being invited to do so by security service staff. This ensures that only every second turnstile is passed 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.

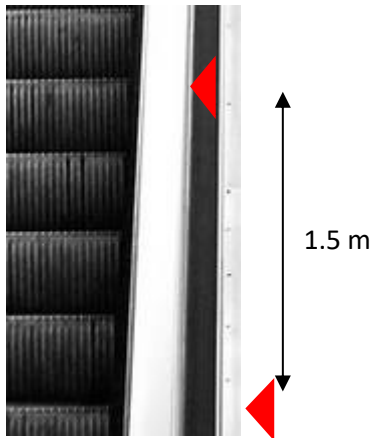
2.2. Service Counters, Lifts, Escalators, Route Guidance

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 by max. two people. 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.



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.

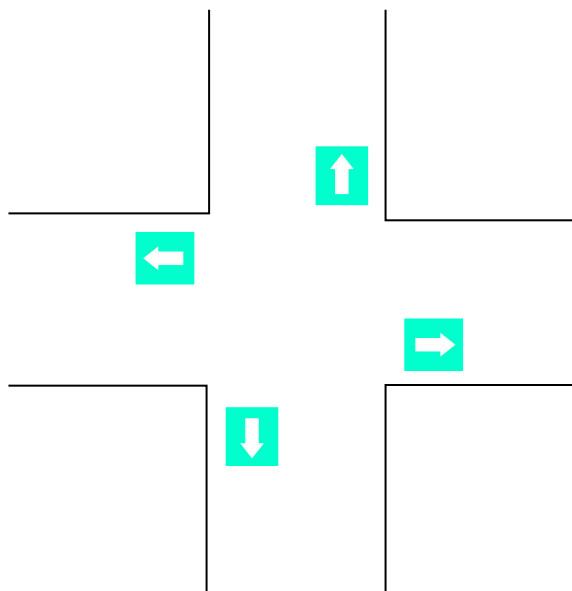


Escalators located next to stationary staircases are preferably operated in upward direction.

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 main aisles there will be corresponding floor markings.

Example:



2.3. 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.

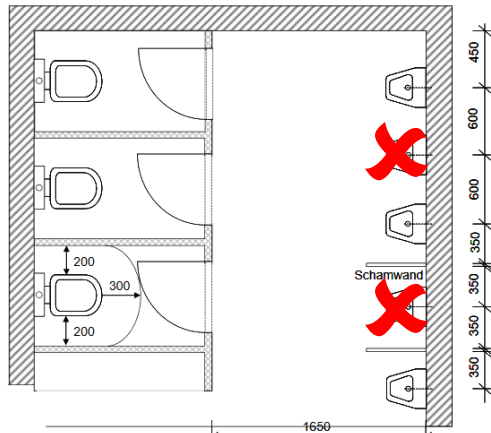


Abb. 3.2: Einbündige Toilettenanlage mit Urinalen, Türanschlag nach innen (Maße in mm)

Source: ASR A4.1 Toilet Facilities

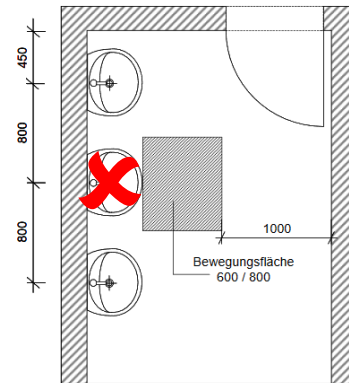


Abb. 5: Waschraum (Maße in mm)

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. WCs, handles, washbasins and taps will be cleaned and disinfected at shorter intervals. The toilet facilities will be closed for cleaning periods.

2.4. 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:

Fixed seating or standing room must be provided for all guests. The recommended number is max. **10 chairs per table**. This applies accordingly 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 are allowed to remove their mouth-nose covering when seated. Outside of seated or standing areas, the general obligation to wear a mouth-nose covering (medical masks (surgical masks) or respirators (FFP2, KN95, N95) without a valve applies. Visors do not provide an equivalent substitute and are not permitted).

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

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.

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.
- **Admission tickets and add-on services** such as parking vouchers are sold online.
- 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**.

Personal Measures:

- All members of staff will receive medical masks. Members of staff in indoor service areas can wear these in addition to the transparent partitions.
- 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)

Messe Düsseldorf will inform all guests, partners and members of staff about the infection-protection compliant behaviour in several languages and with pictograms.

- Notes on compliance with infection-protection rules
- Etiquette when coughing and sneezing
- Hand hygiene and
- Distancing rules

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.

- EN: <https://www.messe-duesseldorf.com/protaction>
- DE: <https://www.messe-duesseldorf.de/hygiene>

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.

3.5. 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.

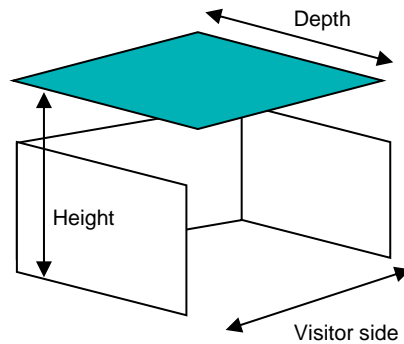
Complementing this stand construction and presentation by way of walk-in exhibits are adapted to the extent possible. **Closed conference rooms or ground floors of multi-storey stands may only be erected and operated in an open layout.**

Rooms used by few persons for a short duration only and by max. one person at a time, such as storage rooms, technical rooms, unstaffed cloakrooms, locker rooms are not governed by these requirements and are excluded from this.

In Halls 3 to 5, 7a and 9 to 14 closed ceilings up to 15.0 m deep are possible with a ceiling height of 6.0 m. The minimum ceiling height amounts to 2.5 m and increases up to 6.0 m as the ceiling depth increases.

Ceilings up to 20.0 m deep are possible in Halls 1, 6, 8a, 8b and 15 to 17. The required ceiling height is 8.0 m.

For permitted ceiling depths and correspondingly required ceiling heights refer to the following table.



Ceiling Depth [m]	Required Ceiling Height [m]	Free Opening to the Aisle [m ²] per 1 m Front Length
1	2.5	0.35
2	2.5	0.7
3	2.5	1.05
4	2.5	1.4
5	2.5	1.75
6	2.5	2.1
7	2.8	2.45
8	3.2	2.8
9	3.6	3.15
10	4	3.5
11	4.4	3.85
12	4.8	4.2
13	5.2	4.55
14	5.6	4.9
15	6	5.25
16	6.4	5.6
17	6.8	5.95
18	7.2	6.3
19	7.6	6.65
20	8	7

CHART1: Unilateral Ventilation acc. to ASR A3.6 Ventilation, Room Occupancy acc. to SBauVO

To ensure sufficient ventilation closed ceilings can only be installed with a façade open to the visitors' side across its full height and width. The open portions can also be divided up to the other façade sides.

Closed ceilings larger than 30 m² must be equipped with a sprinkler system. For the rest please refer to the provisions listed in the Technical Guidelines.

Rooms that are not sufficiently integrated into hall ventilation must be mechanically ventilated or fitted with **air-filtering devices** (HEPA filter H13 or H14) according to DIN EN 1822 suited to the room size. Furthermore, the access doors to these rooms when not in use must be kept open.

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.

3.6. Mandatory Wearing of Face Masks

The wearing of a surgical mask is compulsory inside the buildings of the entire exhibition grounds and in queues and waiting areas. Alternatively, respiratory masks (FFP2, KN95, N95) without valves are permitted. Visitors do not ensure an equivalent replacement and are therefore not permissible. Wearing a face mask can be dispensed with:

- At fixed seating or standing places
- In food service establishments at fixed seating and standing places
- For the necessary intake of food and drink
- For persons who cannot wear face masks for medical reasons who provide proof of this with a doctor's certificate. In such cases a visor shall be worn instead of a face mask.
- Children up to school age are excluded from wearing face masks.
- Outside the building in the open area.

If required, face masks covering mouth and nose 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.

3.7. 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:

3.7.1. Tasting of food samples, e.g. wine tasting

Tastings shall be conducted in compliance with catering and hospitality rules. Seating/standing places will be allocated to participants. Any crockery/glasses used shall be cleaned in a dishwasher at min. 60°C. Residual wine containers/spittoons will be allocated personally and not used jointly.

3.7.2. Operation of the CARAVAN Center

Visitors will only be admitted to the premises with proof of immunisation or negative tests. Negative test certificates must be renewed and presented every 4 days for longer stays.

Negative corona test results (PCR or rapid test) from an official testing centre that are not older than 24 hours will be accepted. Self-tests brought along will not be accepted.

Vaccination certificates must prove that the vaccination has been completed for more than 14 days.

The presentation of a positive PCR test result is accepted as proof of recovery if the test was performed between 28 days and 6 months ago.

Digital proof (**CORONA WARNING APP**, digital vaccination certificate) is preferred. For expedited admission, enter your vaccination records, or proof of testing, into the **CORONA WARNING App**.

Visitors with **symptoms of illness** such as: Cough, fever, cold or disorders of the sense of smell and/or taste, are not allowed to use the facilities of the CARAVAN Center.

3.7.3. Hairdressing (hairdressing services), podiatric treatments, podiatry, chiropody, application or demonstration of activities from beauty salons, nail studios, tattoo studios, piercing studios, manicure studios, massage, application or demonstration of activities from massage studios

Before all applications, customers and staff must **wash or disinfect their hands** (disinfectant at least "limited virucidal").

The obligation to wear a **mouth-nose covering** also continues at the treatment with the following exceptions. For:

- Hairdressing services and
- cosmetic services

the mouth/nose covering may only be removed temporarily if this is absolutely necessary for the provision of the service.

The staff always changes the mouth/nose covering when it becomes soaked and after each service to a client.

For all body-related services, the wearing of **disposable gloves** is compulsory from the beginning of the service until the end of the treatment. Gloves must be changed after each client. Exceptions to this are made for:

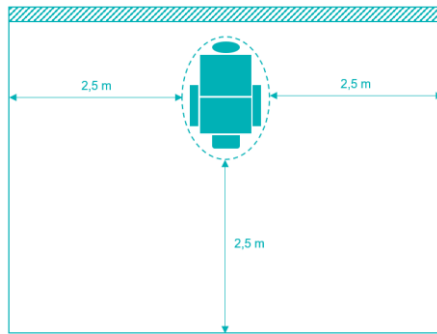
- services provided as part of a massage
- **Hairdressing services** after the **hair has been washed**. Washing the hair prior to hair colouring using disposable gloves may be dispensed with.

Before providing **foot care** services, the **feet** to be treated must be **washed or disinfected**. During the entire treatment, workers must wear **disposable gloves**, which must be changed after each client.

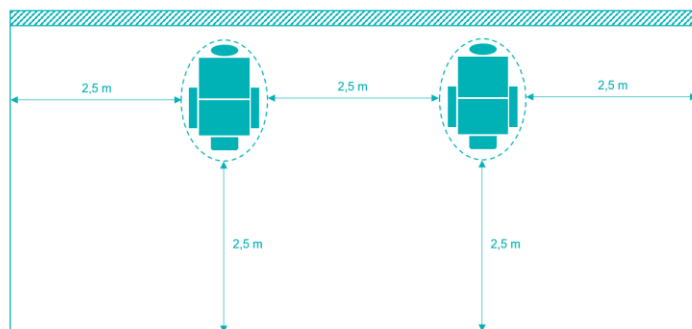
Customers must wear a **cape** covering all contact points, especially with clothing. Used textiles and the like must also be changed with each change of client. Unless they are disposable capes, these as well as used textiles such as towels etc. must be washed at a temperature of at least 60 degrees Celsius.

If **several treatment stations** are set up without a spatial/structural separation, the **distance** between the workplaces must be at least **2.5 m** (secured minimum distance 1.5 m plus space for movement). The distance to the hall aisle is always 2.5 m.

Examples:



1 treatment unit, open on 3 sides



2 treatment places, open on 3 sides

There is no parallel customer care by a staff member.

All **contact surfaces** such as chairs, upholstery and shelves etc. **must be cleaned with a grease-dissolving household cleaner after each use**. In addition, **regular disinfection** appropriate to the frequency of visitors shall be carried out **for work surfaces**, etc.

Waste produced during treatment must be disposed of in closed containers after each service has been provided.

All **materials and tools**, unless they are disposable, must be **properly cleaned and disinfected** after each client. Used textiles and the like shall also be changed with each change of client and **washed at a temperature of at least 60 degrees Celsius**.

Samples of cosmetic products, creams, etc. may only be dispensed in **pre-packed units**. **Handing samples** from a storage container to customers in portions, e.g. creams on a wooden spatula, **is permissible** if this is done exclusively **by staff wearing gloves and face masks** and the storage is only used by individuals. **Access by more than one person to a shared supply is not permitted**.

Employees are instructed in the aforementioned protective measures and rules of conduct (incl. general rules of infection protection such as "sneezing etiquette", classification of cold symptoms, etc.). **Customers are informed** about the rules to be observed by means of signs, notices, etc.

3.7.4. Music and singing in orchestral and theatre operations (including rehearsal operations)

In addition to the general regulations, when singing or playing wind instruments, an extended minimum distance of 2 metres from each other and from other persons must be maintained.

Tested persons need a PCR test which must not be older than 24 hours or a rapid antigen test which must not be older than six hours.

3.7.5. Services in the Church Centre

The regulations of the churches and religious communities for the practice of religion apply. In addition to distancing rules and surgical masks a ban on chanting applies.

4. Organisational Implementation and Avoidance of Contact

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

During the online purchase and the visitor registration included therein, a briefing will be given on the access requirements with negative test or immunisation proof, as well as the prohibition to participate in the event in case of illness with COVID-19 (see also 1.1).

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

Tickets can only be 1-day tickets and purchased online.

4.3. Contactless Payment

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

4.4. 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.

4.5. BUS Shuttle and Individual Parking Lot Transfer

Travel to the trade fair is undertaken by private vehicles and in part via local public transport. Depending on anticipated travel behaviour additional means of transport will be used in consultation with Rheinbahn as the local public transport operator and their frequency increased if need be. As an additional measure taken to spread traffic to the events out from commuter and rush-hour traffic the event opening times will be changed.

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 medical face masks is mandatory already at the bus stops as well as on the buses.
- At bus stops the recommended 1.5 m distancing applies.
- Shuttle buses will only be allowed to convey seated passengers, no standing spaces allowed.
- Front doors will remain closed to protect the drivers unless the driver is protected by a transparent droplet guard.
- 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.

4.6. 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 2.5.

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

4.7. 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.
- Avoid unnecessary contact.

Structural and Organisational Implications:

General Remarks:

- Allow for more space to enable distancing .
 - 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 medical 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.
- 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
 - Two-storey stands should foresee wide staircases or stairs with one-way traffic.
 - Plan exhibits and presentation areas (e.g. LED walls) 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 permissible under certain conditions (see 3.5). 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.
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4.8. 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