

# Protection and Hygiene Concept

Last updated: 15 October 2021

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We undertake to comply with the following Infection Protection Principles and Hygiene Rules to protect our customers against a further spread of the COVID-19virus. This Protection Concept becomes an integral part of the existing Safety Concept at CCD Congress Center Düsseldorf, on which agreement with the competent authorities was achieved on 15 September 2015.

All of the measures described in this concept are aligned with the forthcoming event concepts and implemented accordingly. Should measures described here not fall directly within the realm of authority of Düsseldorf Congress GmbH, these duties will be transferred in writing to the relevant organiser (contract partner). By their transfer these duties become an integral part of the given event contract (also see the attached table for delimiting responsibilities for Protection and Hygiene Measures).

### Our contact person for Infection and/or Hygiene Protection is:

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### Until further notice the following measures will be implemented in event operations at CCD Congress Center Düsseldorf:

#### 1. Measures to ensure infection protection by means of access restrictions and mandatory testing.

The basic requirement for access to the event area for all participants and contributors present at the event is proof of a negative test or that of immunisation through vaccination or recovery.

**Immunisation** can be proven with a digital proof of vaccination (Corona-Warn App or CovPass App) or the vaccination certificate. The vaccination must have taken place more than 14 days before.

**Recovery** can be evidenced with a positive PCR test result. The test must have been performed between 28 days and 6 months ago.

Proof of **negative testing** with a rapid antigen test must be presented, preferably in digital form (Corona-Warn App or CovPass App), at the checkpoints of the respective organiser at the entrance to CCD Congress Center Düsseldorf. The test result is valid for a maximum of 48 hours.

The number of people present is permanently monitored. This is ensured by an access control with registration of the names of all event participants. The persons necessary for operation and organisation have already been accredited and commissioned in advance and are also known by name to Düsseldorf Congress GmbH.

During operations, all measures are accompanied and implemented in organisational terms by security service staff.

## **2. Masks covering mouth and nose and Personal Protective Equipment (PPE)**

All attendees are requested to wear a face mask covering mouth and nose. This applies to the waiting areas outside the building and to all areas inside the building. If the participants are in their assigned seats within an approved seating arrangement or if the participant is having a meal, the face mask may be removed. If the participant leaves his/her seat, he/she must wear the mask again. Information shall be provided in advance by the organiser and on site by the respective moderator of the event.

All staff working at touchpoints (counter, reception, cloakroom, toilets) wear face masks covering their mouth and nose and, depending on the activity, disposable gloves and goggles.

Sufficient face masks (hygiene kits) are kept on hand to ensure that each participant can wear protection. The face mask must at least comply with the specification for a medical mask (so-called surgical mask).

During operations, all measures are accompanied and implemented in organisational terms by security service staff.

## **3. Hand hygiene**

In addition to the sanitiser dispensers available in each toilet facility, hand sanitiser dispensers for contactless use have been set up in the entrance areas and in the foyer zones.

Information posters in the entrance concourses and in all toilet facilities inform visitors about the necessary regular hygiene measures.

Videos with recommendations for hygiene rules of conduct are played on continuous loop on monitors in the waiting areas. These inform, for example, about social distancing and hand hygiene.

## **4. Structural measures (also see attached photos, plans)**

All areas where staff come into direct contact with participants (touchpoints) are fitted with acrylic glass panels (droplet guards) across the board. This applies to all reception counters, cloakrooms and catering facilities.

In addition, the waiting areas in front of them are organised with Tensa-Barriers and floor markings so that people waiting can also maintain the safety distances. This also applies to parallel queuing. (See also plans and photos)

During operations, all measures are accompanied and implemented in organisational terms by security service staff.

## **5. Organisational measures (also see photos and plans)**

The number of people present is permanently monitored. This is ensured by access control measures with registration of the names of all event participants. The persons required for the operation and organisation of the event have already been accredited and commissioned in advance and are also known to Düsseldorf Congress GmbH by name.

The participants of the event will be informed by the organiser in advance that in the event of a participant displaying symptoms typical of an infection with the COVID SARS-CoV 2, admission to the venue cannot be granted. Each participant declares, by means of a self-commitment statement drawn up during registration, that they will not travel to the venue if they recognise such symptoms in themselves. This rule will be indicated on a notice in the entrance area.

The waiting areas have been adapted to the situation using structural measures and are supervised by security service staff.

Access to, filling and clearing of the event premises is organised via separate routes. These are indicated by clear signage above the doors and by floor stickers. These measures will also be supported and monitored by staff. (Also see plans).

**Air-conditioning systems:** The air-conditioning systems in the CCD are maintained according to the specified maintenance cycles and inspected by independent institutes (TÜV Rheinland). In normal operation, the systems achieve a complete air exchange within 1 hour per building unit on average.

**Cleaning cycles:** The cleaning of all contact surfaces such as door handles, counter surfaces, toilet areas, table-tops, catering areas, etc. is carried out and documented within the framework of an adapted cleaning concept using biocidal cleaning agents. Also see the attached separate Disinfection Plan.

**Catering:** The catering companies at CCD have adapted their food service concepts to the current situation and these are described in a separate protection concept.

## 6. Instructions for action in suspected cases

All persons visiting the CCD Congress Center as part of events are known by name to the respective organiser and can be traced and contacted for up to four weeks after the end of the event in case of suspected cases. The persons responsible for operation and organisation and those involved are known to Düsseldorf Congress GmbH and can be named to the health authorities on request.

## 7. Instruction of employees and active communication

All participants will be instructed about the measures described here prior to the start of the event. The instruction shall be provided by the respective project manager of Düsseldorf Congress GmbH with the support of the named Director Quality Management responsible for the concept.

Communication to the event participants is the responsibility of the respective organiser and is supported by Düsseldorf Congress. This is done, for example, by publishing the Protection Concept on the website of Düsseldorf Congress GmbH or the CCD Congress Center Düsseldorf.

Furthermore, Düsseldorf Congress ensures the flow of information to event participants by means of additional signage (distancing rules), information posters (hygiene measures) and the display of information on monitors in the foyer area.

## 8. Current Corona Protection Ordinance in force from 20 August 2021 (until 29 October 2021)

Events and gatherings are possible subject to implementation of the aforementioned measures. If an incidence <35 is determined by the Ministry of Labour, Health and Social Affairs of NRW at the time of the event within the scope of this Ordinance, the above measures shall be advisory in nature.

Düsseldorf, 20 August 2021

signed by proxy Markus Demuth

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Place, Date

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Director Quality Management

Updated:

Düsseldorf, 15 October 2021

signed by proxy Philipp von der Heyden-Rynsch

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Place, Date

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Technical Management

Annexes

- The seating plans approved by the building authority of the City of Düsseldorf apply.
- Photos of the organisational measures at the touchpoints
- Delimitation of Responsibilities for Protection and Hygiene Measures
- ISS Disinfection Plan

### Checklist for the organisational preparation of the event between the operator and the respective organiser.

- ✓ The organiser is informed that they must turn away any participant with obvious symptoms of illness. The participants shall be informed of this by the organiser in advance.
- ✓ If necessary, the organiser shall provide hygiene kits with mouth and nose protection in sufficient quantities in the event that their participants do not have their own protection.
- ✓ The organiser has discussed and agreed the annex "Delimitation of Responsibilities for Protection and Hygiene Measures" with the operator.
- ✓ Use of the German government's Corona-Warn App is appropriately endorsed by the organiser and installation is recommended to participants.
- ✓ The organiser is informed of the option to offer streaming and knows that they can use this medium for participants no longer able to secure a place on the premises.