

Protection and Hygiene Concept

Annex to the Safety Concept of
CCD Congress Center Düsseldorf

Düsseldorf, 08 July 2020

With a view to protecting our customers and employees against further spread of the covid-19 virus we undertake to comply with the following infection protection principles and hygiene rules. This Protection Concept will form an integral part of the existing safety concept of CCD Congress Center Düsseldorf, which was agreed upon with the competent authorities on 15 September 2015.

All measures described in this Concept will be harmonised with the upcoming event concepts and put into practice accordingly. Should the measures described here not directly lie in the realm of authority of Düsseldorf Congress GmbH, these duties will be transferred in writing to the respective organiser (party to the contract). By this transfer these duties become an integral part of the relevant event contract (also see the attached chart on the Definition of Responsibilities for Protection and Hygiene Measures).

Our contact person for infection and/or hygiene protection is:

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The following measures will be taken for the event operations of CCD Congress Center Düsseldorf for the time being:

1. Measures to ensure a minimum distance of 1.5 m by adjusting limit capacities.

The capacity of persons located in the CCD building at the same time is limited to 2,107. The top limit includes the participants of the relevant event and the persons required for its operation and organisation. The new top limit for persons present simultaneously ensures that the prescribed safety distances can be kept at all times.

Serving as a basis for re-calculating capacities is a key of 1 person per 7 square metres of event area in the entrance concourses and foyers as well as keeping a safety distance of at least 1.5 m in the respective visitor areas inside the event rooms. In addition, the seated event rooms are included in the calculation with 30% of the area to take into account the non-simultaneous use.

The necessary 10% of additional capacity for service staff and technicians has been taken into account.

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

During operations all measures will be accompanied in organisational terms and implemented by event security staff.

2. Face Masks and Personal Protective Equipment (PPE)

All people present are called upon to wear face masks. This applies to all waiting zones in front of, and to all areas inside buildings. Face masks can only be removed once the participants have taken their assigned seats within the framework of an approved seating plan or if they sit down for a meal. If participants leave their seats they are obliged to wear the masks again. The information will be provided in the run-up to the event by the organiser and on site by the relevant facilitator/host of the event.

All members of staff assigned to Touchpoints (counter, reception, cloakroom, toilets) have to wear face masks and disposable gloves and protective goggles depending on their task.

There will be sufficient face masks (hygiene kits) available to ensure that all participants can wear one.

During operations all measures will be accompanied in organisational terms and implemented by event security staff.

3. Hand Hygiene

In addition to the disinfectant dispensers available at all sanitary facilities, hand sanitising dispensers for contactless operation are installed in the entrance areas and foyers.

Information posters in the entrance areas and at all toilet facilities inform visitors about the required, regular hygiene measures.

Monitors in the waiting zones screen video loops with recommendations for hygiene and behaviour rules. They provide information, for instance, on distancing rules and hand hygiene.

4. Structural Measures

All areas where employees come in direct contact with participants (Touchpoints), are equipped with Perspex droplet guards. This applies to all reception counters, cloakrooms and catering facilities.

On top of this, the waiting zones in front are organised by means of Tensa barriers and floor markings in such a way that even waiting participants can observe safety distances. This also applies to parallel waiting lines. During operations all measures will be accompanied in organisational terms and implemented by event security staff.

5. Organisational Measures

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

The participants of the event will be informed by the organiser in the run-up that they will be denied access to the venue if they show any cold symptoms. Each participant declares by means of a self-commitment declaration made during registration that he/she will forego travelling to the venue if they develop any such symptoms themselves. This rule is highlighted via noticeboards in the entrance areas.

The waiting zones are adapted to the situation by means of relevant construction measures and will be supervised by event security staff during operations.

Venues will be accessed, filled and cleared via separate routes clearly marked by clear signs over the doors and floor stickers. These measures will also be enforced and controlled by staff.

Indoor air-handling systems: at CCD the air-handling systems are maintained in accordance with pre-set maintenance cycles and inspected by independent institutes (TÜV Rheinland). During normal operations these systems achieve a complete air exchange per building unit within 1 hour on average.

Cleaning cycles: cleaning of all contact surfaces such as door handles, counter tops, toilets, table-tops, catering areas etc. is carried out using biocide detergents and documented as part of an adjusted cleaning concept. Also see the attached separate disinfection plan.

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

6. How to Act in the Event of Suspected Cases

All persons located at CCD Congress Center during events are known by name to the relevant organiser and can be traced and contacted in the four weeks following the event where a case is suspected. The persons in charge of, and involved in the operation and organisation are known to Düsseldorf Congress GmbH and can be disclosed to health authorities on demand.

7. Instruction of Staff and Active Communication

All parties involved will be instructed about the measures described here in the run-up to the event. The instruction will come care of the relevant Project Director of Düsseldorf Congress GmbH with the support of the Director Quality Management responsible for the Concept.

Communication with event participants is up to the respective organiser and supported by Düsseldorf Congress GmbH by e.g. publication of the protection concept on the website of Düsseldorf Congress GmbH or of CCD Congress Center Düsseldorf.

Further information flow to event participants will be guaranteed by Düsseldorf Congress through additional signage (distancing rules), info posters (hygiene measures) and the screening of “education videos care of the German government” on monitors in the foyer.

Düsseldorf, 08/07/2020
Place, Date

Signed for CCD Markus Demuth
Director Quality Management

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