

Protection and Hygiene Concept

Annex to the Safety Concept of
CCD Congress Center Düsseldorf

Düsseldorf, 03 November 2020

With a view to protecting our customers and members of staff 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 at the 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 concepts of the forthcoming events 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 relevant organiser (party to the contract). By this transfer these duties become an integral part of the event contract (also see the attached chart of the Definition of the Responsibilities for Protection and Hygiene Measures).

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

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For the time being the following measures will be taken for operating events at CCD Congress Center Düsseldorf:

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

Capacity numbers inside the CCD building will be limited to 1,792 persons. This top limit includes the participants of the respective event incl. the persons required for its operation and organisation. The new top limit for persons present simultaneously ensures that the mandatory safety distances can be maintained at all times. The maximum capacity stated is below one third of the capacities approved by the authorities (standard occupancy rate pursuant to §2b(1a) Corona Protection Ordinance).

Capacities were re-calculated on the basis of 1 person per 10 square metres of event area in the entrance concourses and foyers as well as maintaining a safety distance of at least 1.5 m in the visitors' spaces inside the event rooms. Furthermore, the event rooms with seating were included in the calculation with 30% of their surface in order to account for the non-simultaneous use. The required 10% of additional capacity for service staff and technicians has been factored in.

The number of persons present is permanently monitored. This is ensured by access control complete with the capture of the name of all event participants at the check-in controls. The persons required for operating and organising the event will have been accredited and commissioned beforehand 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 persons present are called upon to wear face masks. This applies to the waiting zones in front of, and to all areas inside the building. Wearing the mouth and nose protector at the respective seat is mandatory. If the participant takes a meal, the mouth and nose protector can be removed. The information will be provided by the organiser in the run-up to the event and on site by the respective facilitator/host of the event.

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

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 organisation terms and implemented by event security staff.

3. Hand Hygiene

In addition to the sanitizer dispensers available at all sanitary facilities there will be hand sanitising dispensers for contactless operation placed in the entrance areas and foyers.

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

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

4. Structural Measures

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

On top of this, the waiting zones in front of them 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. (Also see plans and photos)

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

5. Organisational Measures

The number of persons 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 will 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 cannot be granted access to the venue if they show any cold symptoms. Each participant shall make a self-imposed commitment at registration that he/she will forego travelling to the venue if they identify such symptoms in themselves. This rule is highlighted via noticeboards in the entrance areas.

The waiting zones are adapted to the situation by means of construction measures and will be accompanied in organisational terms by event security staff during operations.

Event rooms will be accessed, occupied and cleared via separate routes. These will be clearly marked by unambiguous signs over the doors as well as floor markings. These measures will also be supported and controlled by staff. (also see plans)

Arrival and Departure Information (only applicable to events with over 500 participants):

The organiser gathers information from each registered participant about their individual arrival and departure plans in good time before the event starts. Here the planned time of arrival and departure as well as the planned means of transport shall be communicated. Based on this data the organiser will calculate a modal split and communicate the result to the operator. The capacities for local public transport, parking lots and any shuttle buses, if need be, will be adapted to these needs.

Indoor Air Handling Systems: at CCD the indoor 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 one hour on average.

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

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

6. How to Act in the Event of Suspected Cases

All persons located at the 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 of Quality Management responsible and appointed for the Concept.

Communication with event participants is up to the respective organiser and supported by Düsseldorf Congress by, for instance, 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.

8. Latest Corona Protection Ordinance from 02.11.2020 (valid until 30.11.2020)

Events and meetings are currently prohibited according to §13 of the Corona Protection Ordinance.

Düsseldorf, 11/03/2020
Place, Date

Signed for CCD Markus Demuth
Director Quality Management

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