

Protection and Hygiene Concept

Last updated: 02nd_May 2022

Protection and Hygiene Concept

Last updated: 02/05/2022

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.

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

Markus Demuth, Director Quality Management
Telephone: +49(0)211-4560-8403, Demuthm@duesseldorfcongress.de

Until further notice the following measures will be implemented in event operations at CCD Congress Center Düsseldorf according to the current CoronaSchVO dated 01/04/2022::

1. Masks covering mouth and nose

All attendees are recommended 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. Even if the participants are in their assigned seats within an approved seating arrangement it is strongly recommended. Only if the participant is having a meal, the face mask may be removed. 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 or FFP2 mask).

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

2. 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.

Graphics 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.

3. Structural measures

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.

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

4. Organisational measures

The number of people present is permanently monitored.

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.

Air-conditioning systems: The air-conditioning systems in the CCD are equipped with HEPA Filters (H13, H14) and 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.

5. 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.

**6. Current Corona Protection Ordinance in force from April 29th, 2022
(valid until 29.05.2022)**

Events and meetings are possible by implementation of the above mentioned measures. If an Hotspot-area is declared by the Ministry of Labour, Health and Social Affairs of NRW at the time of the event within the scope of this Ordinance, additional measures can be prescribed..

Düsseldorf, 02nd May 2022

signed by proxy Markus Demuth

Place, Date

Director Quality Management