

CATALOGUE OF MEASURES PROTECTION AGAINST INFECTION IMPLEMENTATION OF GASTRONOMIC SERVICES AT EXHIBITION STANDS

2

With immediate effect and until further notice, the **Technical Regulations** of Deutsche Messe AG and Fachausstellungen Heckmann GmbH will be supplemented by a catalogue of measures for infection protection.

The catalogue of measures currently comprises the following elements:

- 0: General Information about the Event
- Part 1: Design, Construction, Organisation of Exhibition Stands
- **Part 2: Catering and Hospitality at Exhibition Stands, Delivery**
- Part 3: Set-Up and Dismantling of Exhibition Stands, Site Logistics
- FAQ: Frequently Asked Questions on the Event

General information

With this information sheet, we would like to inform you about hygiene and procedural requirements for catering facilities within the framework of your participation in the exhibition. This information takes into account the regulations valid at the present time (subject to modifications).

Please check whether the planning of your trade fair appearance is based on the current version of the catalogue of measures.

Measures and conditions

1. Access situation to the stand

There is a forced guidance, which leads from the order to the serving of the restaurant. The space required for this is part of the aisle area and is provided by the organizer. The stand operator makes sure that visitors in this waiting area keep the marked minimum distance from other visitors.

2. Furniture, routing, stand construction

Please submit a stand plan to us as the organizer for approval up to two weeks before the start of the event, which includes the planned deployment of personnel, hygiene and distance measures and, if necessary, seating arrangements. It is not permitted to change the seating and table positions of the rooms as specified in the approved plans. A spitting protection is to be provided in cash desk or dispensing areas.

- The distance between the tables is at least 2 metres.
- The distance between the seats is at least 1.5 metres.
- The distance between the seats and the hall aisle is at least 1.5 metres.
- The aisle width in the guest area is 2 metres.
- Tablecloths and table decorations are not permitted.
- (Seasoning) Additions or similar (e.g. sugar, salt, pepper, mustard, ketchup, sweetener, coffee milk, etc.) are provided exclusively in sachets.

CATALOGUE OF MEASURES PROTECTION AGAINST INFECTION IMPLEMENTATION OF GASTRONOMIC SERVICES AT EXHIBITION STANDS

2

3. Cleaning and hygiene

- Handrails and possibly door handles in the guest area must be cleaned frequently.
- Table surfaces and handle surfaces of chairs are cleaned by the service personnel after each use by guests in a disinfecting manner.
- All working areas and surfaces are cleaned in accordance with the applicable hygiene regulations.
- Hand disinfectants are permanently available at the guest entrance, before the order acceptance, the cash desk and at the waiter exit to the guest area.
- All working areas and surfaces are cleaned in accordance with the applicable hygiene regulations.

4. Mandatory rules for stand personnel

- The stand personnel in the guest area must wear a mouth and nose covering and disposable gloves continuously. In case of contamination, the gloves must be replaced immediately. Acrylic glass visors are also permitted as mouth and nose cover, but a textile covering that fits tightly to the nose and chin is recommended for better protection.
- Disposable gloves must also be worn when carrying out work before/after opening hours.
- The stand personnel always ensure that the minimum distances between themselves and to the guests are observed.
- Coughing/sneezing etiquette will be observed by all stand personnel.
- If service personnel are deployed, they will use the same tray throughout. If the tray is changed, it has to be cleaned with surface disinfection. This is also required if a guest touches a glass tray, for example.
- After eating or visiting the toilet, the hands must be soaped and washed for at least 30 seconds. This is also recommended when changing disposable gloves.
- In the kitchen, work is carried out at the posts with minimum distance. The working procedures must be set up accordingly.
- At the hot stove the mouth and nose cover can be omitted.
- A mouth and nose cover must also be worn during the rinsing process.
- The stand management strictly observes the personal hygiene of the stand personnel - also by mentioning it repeatedly.
- Employees who show respiratory symptoms (e.g. coughing, sore throat) or similar symptoms may not continue to work and must leave the workplace unless they present a medical certificate stating that the respiratory symptoms are not of an infectious nature (e.g. asthmatics with coughing symptoms).

5. Order process, wait, food distribution

A queue management system in the aisle area in front of the stand area ensures a clean guidance and the maintenance of minimum distances and hygiene standards among waiting visitors. Standard procedure:

- Hand disinfection of the visitors at the beginning of the queue tour, immediately before placing the order, at the cash desk - with cashless payment if possible - as well as at the waiter exit to the restaurant

CATALOGUE OF MEASURES PROTECTION AGAINST INFECTION IMPLEMENTATION OF GASTRONOMIC SERVICES AT EXHIBITION STANDS

2

- The waiting visitors move up according to the floor markings to the issuing point at the end of the queue, receipt of orders
- Consumption in one of the areas provided for this purpose, or in the exhibitors' guest room

FH provides areas for queue management in the areas adjacent to the stand areas, as well as separate areas for the consumption of food.

Should exhibitors offer their own areas for consumption, it is the responsibility of the exhibitor to ensure that the hygiene and distance regulations are observed. Furthermore, it is the responsibility of the exhibitor to ensure a controlled, separate entrance and exit of the guest area.

6. Registration

All guests fill out a registration form, preferably with their own writing utensils. Each guest must be registered on the forms and sign them. The forms are handed out when ordering food and drinks and are handed in by the visitor at the exit when leaving the stand or the designated areas provided for consumption. If visitors wish to consume their food on the open-air grounds, the form must be handed in to the security staff. A form template will be provided by FH.

Each caterer has to keep a folder in which the registration forms are filed chronologically and handed over to FH immediately after the event. The documents will be kept by FH for at least 3 weeks and destroyed after 4 weeks at the latest.

This ensures that any necessary follow-up of Category 1 contact persons as defined by the RKI can take place.

7. Mandatory rules for guests

Rules of conduct for guests are posted at least bilingually before the order is placed and in numerous other places. Templates will be provided by the organizer.

We ask for your understanding that we cannot disregard any of the rules that generally apply to contain the pandemic on our event premises and we count on your cooperation. It is in all our interests to design an event together, which is so attractive due to its safety that it attracts many visitors.

For more detailed information on infection prevention measures and requirements for the design, construction and organisation of exhibition stands as well as for the erection and dismantling of exhibition stands and site logistics, please refer to the relevant parts of the catalogue of measures.

FACHAUSSTELLUNGEN HECKMANN
HANNOVER / BREMEN