



HYGIENE AND SAFETY

FAQ for Exhibitors [10 November 2020]

How is Messe Berlin protecting exhibitors and visitors from the possibility of infection by Covid-19?

The safety and health of our exhibitors, partners and visitors have the utmost priority for us. Therefore, in coordination with the relevant public health authorities, Messe Berlin has developed a comprehensive [safety and hygiene concept](#). The concept is based on the following principles: hygiene, physical distancing and contact tracing. Based on these principles we are establishing an individual concept for each event, which takes the characteristics of the respective event into account and the current situation regarding the coronavirus pandemic.

As an exhibitor, what can I do to afford the best possible protection to visitors and employees on the stand?

As an exhibitor you can implement numerous measures to protect participants. They include stand structures that make distancing easier, wearing face masks and regularly disinfecting areas. Many of these measures can be easily achieved without spending large sums.

A hygiene concept is required for the construction and dismantling period and for the actual event which defines the hygiene measures on your stand and takes on-site circumstances into account. Internal and external employees are to be instructed accordingly. We also request that you name a contact to act as the person responsible for ensuring the rules are observed.

However, the measures you take yourself are particularly important: washing hands regularly and thoroughly, giving people a smile instead of a handshake – for most of us this is certain to have become the norm over the last few months.

How is Messe Berlin ensuring that the 1.5 metre physical distancing rule is observed?

In our general [safety and hygiene concept](#) we set out comprehensive measures to ensure that the physical distancing rule is observed. They include separate entrances and exits, one-way traffic in the halls, a reduction in seats in front of stages and

corresponding aisle widths. The hygiene concept pertaining to an individual event defines specific measures for that particular event.

Who is responsible for enforcing the minimum physical distancing rule on the stand? What precautions must I take as an exhibitor?

Exhibitors are responsible for enforcing minimum physical distancing on the stand. Furthermore, all exhibitors must observe the safety and hygiene rules of the event in question. To facilitate this task we recommend modifying stands and furniture accordingly (cf. Recommendations on Stand Construction). e.g. spacing seats in meeting rooms further apart, and using floor markings and perspex screens at the information counter. In addition, everyone working on the stand should be instructed accordingly and if possible always be employed in the same location.

Making appointments in advance is also a good idea in order to better organise the flow of visitors. Please use the tools we have provided for you, such as the Virtual Marketplace. These are included in your media package and are free of charge depending on the event.

How about hygiene? What measures is Messe Berlin taking here?

A specific cleaning and disinfection plan forms part of the safety and hygiene concept pertaining to an individual event. In addition to regular cleaning and disinfection of toilets, door handles and handrails it includes installation of mobile hand sanitiser dispensers at the entrances to the grounds and inside bathrooms. Furthermore, we urge participants to observe hand hygiene and avoid coughing and sneezing.

How can I guarantee a maximum degree of hygiene on the stand? What support is Messe Berlin providing here?

After registering as an exhibitor you can book a stand cleaning service in the usual way. Based on your individual requirements and subject to an additional charge you can also order an additional cleaning (e.g. disinfection) service. This includes regular cleaning of table and counter surfaces, equipment such as writing utensils or microphones, which should be disinfected each time after use. We also expressly recommend keeping an

adequate supply of hand sanitiser for stand personnel and visitors. We also request that as an exhibitor you name an employee to act as the contact responsible for ensuring hygiene and distancing rules are observed.

Must I wear a face mask at the event?

Yes! Face coverings must be worn in enclosed spaces and halls by everyone on the grounds of Messe Berlin, initially until 31 March 2021. This applies in equal measure to exhibitors, stand construction companies, service providers, visitors and employees at Messe Berlin GmbH. Masks must be worn in offices and lifts in accordance with the [Berlin Infection Control Directive](#).

Can I provide catering on the stand?

Catering on the stand is permitted subject to the provisions of the [SARS-CoV-2-Infection Control Directive of the Land Berlin](#). The [advice provided by DEHOGA](#) as well as the BGN document titled [Supplement to the risk assesment of the hospitaliy industry](#) must also be observed. Multiple food collection points must also be organised to avoid larger gatherings. If this is not feasible spatially then table service is to be allowed only.

A minimum distance of 1.5 m between the seats of one table and those of the next table must be observed. Groups of up to two persons may be seated at one table without observing the 1.5 m distancing rule. HOWEVER, this only applies to the consumption of food and beverages and not to the seminar and conference areas, including meetings and workshops. Time spent in the seated catering area should therefore be restricted to eating and drinking only. Face masks may be removed on this occasion.

How effective is the ventilation system in the exhibition halls? Is it not possible that the virus will spread in the hall?

During events, optimum control of the ventilation in all enclosed spaces/halls is fully guaranteed by Messe Berlin's room ventilation systems. These ensure an adequate air exchange rate and dehumidification while maximising the air inflow rate, depending on outside conditions and temperatures. The risk of airborne viral transmission can thus be reduced to a minimum, which is in line with current virological assessments.

What hygiene measures must be observed during construction and dismantling?

A hygiene concept is required for the construction and dismantling period (and for the event itself) which defines the hygiene measures on your stand and takes on-site circumstances into account. Internal and external employees are to be instructed accordingly. We also request that you name a contact to act as the person responsible for ensuring the rules are observed.

During construction and dismantling working at different times is also helpful in order to minimise the number of potential contacts. Ideally, small teams can be organised with fixed personnel. Disinfectant, gloves and masks should also be kept in sufficient supply¹.

Is contact tracing required?

The contact data of service providers, employees and other persons and the times during which they attended the entire event, including the construction and dismantling period, will be collected by Messe Berlin, i.e. first and last name, telephone number on which the person can be easily reached, full address or email address, district or municipality of residence or place of fixed abode, attendance times and place/table numbers, if available.

Exhibitors are requested to provide the names of their stand personnel (including contractors such as construction firms etc.) on the Beco Shop page. These persons will subsequently be issued with the necessary IDs which will be scanned and registered upon entering and leaving the exhibition grounds.

As an exhibitor you are responsible for keeping a contact list on the stand and making it available to the public health authorities so that they can trace the contacts of persons infected by Covid-19. This also applies to employees, suppliers, service providers, contractors and self-employed workers constructing the stand. All information must be stored for a period of four weeks in accordance with the Data Protection Directive (DSGVO) and be deleted thereafter.

¹ Source: Recommendations by [FAMAB](#) e.V. Precautionary hygiene/contact measures during construction and dismantling, and construction concepts in the age of the coronavirus

Terminals and information counters are useful for making appointments at short notice and registering the arrival and departure of visitors on the stand. As a rule, you must only collect the data of visitors with whom you are in close contact, for instance after a meeting taking place over several minutes. Persons with whom you have only brief contact, when you distribute information brochures for example, need not be registered.

What precautions must I take during stand construction?

Many exhibitors will presumably employ existing stand structures. However, these can be modified relatively easily to meet the amended requirements. A few tips for setting up your stand can be found below:

- Ensure your stand features ample open space so that minimum distancing can be observed at all times during activities there. No cramped areas should exist.
- Reception counters and presentation areas must take a minimum distance to the aisles into account.
- Install exhibits and presentation areas (e.g. walls with LEDs) to ensure that visitors can observe minimum distancing and that gatherings can be avoided.
- Two-tier stands should feature wide staircases and one-way traffic (if necessary by using floor markings).
- Spaces that are covered above are not recommended. Rooms frequented by visitors should feature an open-plan design to enable an adequate exchange of air, at minimum thorough ventilation of the room.
- Ensure adequately dimensioned areas for breaks and visitors.
- Ensure generously sized seating areas and meeting rooms.
- Install partitioning as a hygiene precaution where minimum distancing of 1.5 m is not possible.
- Provide hand sanitiser on the stand, and if necessary disposable face masks.
- Items and areas such as counters, tables and door handles where physical contact takes place should if possible be avoided. Partitioning is advised in order to maintain distancing.
- Smooth surfaces are easiest to wipe and clean.²

² Source: Recommendations by [FAMAB](#) e.V. on precautionary hygiene/contact measures during construction and dismantling, and stand construction concepts in the age of the coronavirus

How many people are allowed on the stand at any one time?

Attendance numbers are not specifically defined, however exhibitors are responsible for enforcing the minimum distancing rule of 1.5 m at all times. If minimum distancing cannot be enforced in certain cases or areas, then stricter hygiene conditions and measures apply. They include the installation of screens in all counter areas to protect against airborne transmission and mandatory wearing of face masks.

Where I can get help if an employee suddenly feels unwell?

Messe Berlin guarantees that qualified personnel and corresponding facilities are available on site to provide immediate medical help at every event. Please refer to the hall plan of the relevant event to determine the exact location of the first aid room.

In the event that symptoms such as coughing or high temperature are detected before visiting the fair we instruct all participants, exhibitors and service providers not to enter the exhibition grounds and to consult a doctor immediately.

In an emergency on the exhibition grounds:

- Erste Hilfe durch First aid is available from a doctor of the DRK (German Red Cross), telephone: +49 30 3038-2222

In an emergency outside the exhibition grounds:

- Berlin hotline for suspected Covid-19 cases: +49 30 90 28 28 28 8 (8 a.m. - 8 p.m.)
- Medical on-call service (hotline): +49 116 117
- Ambulance service (emergencies only): 112
- Local doctors in Berlin (mostly English-speaking)

Remember: please call ahead to notify of a suspected Covid-19 infection before obtaining medical assistance in person.