

# Interim Hygiene Framework Concept

Guidelines for safe events in Berlin during the corona pandemic

Last updated: 03.11.2020

The following overview presents the basic hygiene framework concept for events and serves as guidelines for conducting a safe event during the current corona pandemic.

These guidelines have been developed by the visitBerlin Convention Partner in its role as a representative of the interests of Berlin's MICE sector and have been agreed with the Berlin Convention Office of visitBerlin.

In the legally binding **Ordinance on Measures Necessary to Stem the Spread of the Novel Coronavirus SARS-CoV-2 in Berlin** as well as the **Ordinance on the Prohibition of Large Events due to the SARS-CoV-2 Pandemic**, the Berlin Senate establishes the framework under which MICE industry events and cultural, sports, and leisure events are possible in Berlin during the pandemic.

The Berlin event sector bears a responsibility for the guests visiting events and those working there. Therefore, these standards have been drafted together with experts for event security, health and safety at work, and representatives of agencies, meeting and event venues, services for technical and catering services and event organisers so that events can be conducted safely during the COVID-19 pandemic.

The present Guidelines for Hygiene Planning only apply for the duration of the validity of the SARS-CoV-2 Infection Protection Ordinance. (Last updated 03.11.2020)

On the basis of these guidelines as well as the valid laws and regulations for the particular business sector, a hygiene concept pursuant to Section 2, Para. 1, Clause 2 of the Containment Measures Ordinance is to be prepared for each event and its implementation monitored and assessed. At a minimum, the hygiene concept has to contain:

- Event description, also detailing the programme schedule, times and spaces
- General hygiene risk assessment
- Definition of measures
- Cleaning and disinfection plan
- Instructions on implementing the hygiene measures
- Definition of requisite briefings

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## 1. General

1.1.	The event organiser is to ensure compliance with the hygiene regulations, the valid social distancing regulations and further SARS-CoV-2 (BMAS) health and safety standards for the entire duration of producing the event. The relevant regulations here are Section 2 of the Containment Measures Ordinance for Basic Regulations on Distancing and Hygiene ( <i>Eindämmungsverordnung für die grundsätzlichen Abstands- und Hygieneregeln</i> ), Section 5, Para. 3 for MICE events and Section 6 for the food and beverage services for such events.
1.2.	People at a higher risk ( <a href="http://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogruppen.html">www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogruppen.html</a> ) of developing a severe illness from COVID-19 (respiratory illnesses) are advised not to participate in the event.
1.3.	The event organiser and as a result all downstream trades and services are to inform visitors and the employees in question in writing and specifically on all the relevant protective measures taken which must be complied with by all those involved during the set up, implementing and dismantling phases of the event.
1.4.	In addition, the event organiser and as a result all downstream trades and services are to inform visitors and the employees in question in writing and specifically on the regulations and procedures in the case of a COVID-19 case occurring.
1.5.	At all neuralgic points of the event venue, information panels are to provide easily understandable and accessible details on the valid codes of conduct under the event's hygiene concept (entrances and exits, sanitary facilities, event area).
1.6.	The wording "simultaneously present" in the Containment Measures Ordinance refers to all persons present and includes both employees and visitors.

## 2. Hygiene measures

2.1.	Before the event starts, a cleaning and disinfection plan shall be prepared clearly identifying which areas are to be cleaned, how often, and the cleaning and disinfectant agents to be used. For multi-day events, cleaning and disinfection must be carried out at the end of each day of the event.
2.2.	All hand contact surfaces must be disinfected prior to the start of the event (in particular, door handles, handles/grips, lift buttons and grips, table surfaces, etc.). Hand contact surfaces with intensive contact over the course of a day are to be disinfected repeatedly.
2.3.	Floors must be cleaned on every working day; with large numbers of guests, the floors are to be cleaned additionally as required by the level of visible soiling. These surfaces do not require disinfection.
2.4.	Before starting work, all employees must disinfect their hands. All visitors to the event must clean or disinfect their hands during the accreditation process.
2.5.	For the entire duration of producing the event, clearly visible disinfectant dispensers must be installed at all the venue's entrances and exits and at neuralgic points.

2.6.	All the staff and those involved in the event shall be informed in advance by their respective employer of the need to personally carry with them and, where appropriate, wear a mouth and nose covering. The face mask must be carried with them at all times inside the venue and worn whenever there is a risk of the required minimum distances not being maintained. Those personnel with contact to guests are required to wear a covering for the nose and mouth, see Section 5, Para. 3, Clause 4 in conjunction with Section 2, Para. 4, Nr. 9 of the Containment Measures Ordinance. Those acting contrary to these requirements can be required to leave the premises.
2.7.	At events there is no obligation for visitors to wear a mask covering mouth and nose (Section 2, Para. 3 of the Containment Measures Ordinance and 2.3.5 of the information guide for business and trade (Orientierungshilfe für Gewerbe). However, wearing it is strongly recommended. The event organiser is therefore encouraged to provide sufficient suitable mouth and nose coverings if visitors do not carry their own.

### 3. Event venue / Use of space

3.1.	<p>In or at the event location, distancing definitions and controls are differentiated for the following areas:</p> <ul style="list-style-type: none"> <li>■ <b>Event / social areas</b></li> <li>■ <b>Traffic areas</b></li> <li>■ <b>Special areas</b></li> </ul> <p>Where possible, the event venue is to be subdivided into areas/zones/rooms to ensure the controlled distribution of visitors. In applying this model, overcrowded areas, queues and a high density of visitors are to be avoided. Here, advance capacity planning can provide a helpful support (for instance, with advance registration for individual presentations or talks).</p>
3.2.	<p><b>Event / social areas</b> = areas where visitors may remain for longer periods and so a risk of longer-term personal contact must be assumed, i.e., areas for events and presentations, catering, accreditation, cloakrooms, and sanitary facilities. In these areas, the requisite measures are to be taken to ensure the minimum distance of 150 cm between those present is maintained and, to the greatest possible extent, the maximum number of persons for the particular area is not exceeded.</p> <p>Seating plans in event areas are to include setting the required distances between seated participants and the width of aisles. Three square metres of space per visitor is recommended or, at events with fixed row seating, the use of every third seat in every second row ('zipper seating'). Up to two people may be seated together at a distance of less than 150 cm. The distance to the next group or single individual must always measure at least 150 cm.</p> <p>In areas where queues can form (e.g. access to event or catering stations), stewards or security personnel and/or signage (e.g., floor markings, belt barriers) are to ensure the prescribed minimum distance is maintained as far as possible.</p> <p>The access to sanitary facilities must be controlled by personnel and/or signage (e.g., floor markings, belt barriers) to ensure the prescribed minimum distance is ensured as far as possible. Where possible, the number of toilet stalls, urinals and washbasins must be divided to ensure the prescribed minimum distance is maintained.</p>

3.3.	<b>Traffic areas</b> = areas of an event venue where visitors move to and from the various programme points and sections, e.g., corridors, stairs, and emergency escape routes. In these areas, the event organiser shall require visitors to observe the distancing and hygiene recommendations of the Robert Koch Institute (RKI) generally valid at the time of the event.
3.4.	<b>Special areas</b> = entrance, admission, accreditation, and cloakroom areas as well as areas for smokers. Additional measures are required here to ensure a minimum distance of 150 cm is maintained at all times. Such measures include access flow management by security guards and stewards and/or the requisite 'technical' equipment (floor markings, room partitions, automated gate systems or other pedestrian flow systems to control access, signal light systems, etc.).
3.5.	As far as possible given the available space, the event moderators and performers (artists, musicians, talk show guests, etc.) must be assigned separate and marked dressing rooms/spaces.
3.6.	In accordance with Section 2, Para. 1, Nr. 7 of the Containment Measures Ordinance events may only be held where adequate indoor ventilation is ensured. Air conditioning units are to be permanently switched from circulation to full fresh air mode. In all rooms with air conditioning, the devices are to run on the maximum setting for full fresh air. To ensure aerosols are minimised, rooms are to be thoroughly aired at regular intervals on a needs basis.
3.7.	Avoid whirling up air that has been breathed since this may include aerosolized particles.

## 4. Visitor management

4.1.	Where possible, participant invitations/confirmations should be organised via digital/electronic means to allow contactless access to the event (using personalised tickets/IDs with QR codes/barcodes/RFID).
4.2.	In advance, the event organiser is to document all visitors by listing their contact data (1. First and last name, 2. Telephone number, 3. The district or municipality where domiciled or permanently resident, 4. Full address or email address, 5. Time and duration the person is present and 6. If applicable, their seat or table number) to allow possible chains of infections to be later traced and contained. The existing data from the ticket booking can be used, if necessary supplemented by other necessary data. In the case of a justified need, the data shall be provided exclusively to the public health authorities. Consent for the storage of such data is to be obtained from each person (in accordance with the General Data Protection Regulation (GDPR)).
4.3.	For larger numbers of guests, the option of providing individual admission times should be considered to avoid larger queues in the entrance area (time slot tickets similar to museum admission systems).

## 5. Arrivals and departures

5.1.	Where applicable, the currently valid entry restrictions for people from abroad need to be taken into account.
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5.2.	At present, the recommended mode of travelling to the event venue is by private transport – the event organiser waives the requirement of group transport and provides information in advance of the event on the valid travel regulations (rail services, flights, public transport in Berlin).
5.3.	Taxi companies ought to be informed about the event in advance and given details of the expected number of visitors.
5.4.	When using shuttle buses, the number of guests must not exceed the maximum allowed (hygiene concepts of the transport companies) and the valid minimum distances must be maintained.
5.5.	In general, the arrival of visitors must be planned to be staggered as far as it is feasible – where possible with waiting areas provided in front of the event venue with floor markings and/or, bands, barrier tapes, etc. to ensure compliance with the currently valid distancing requirements.

## 6. Entrances / exits

6.1.	As part of the entrance and exit controls, steps must be taken to ensure the maximum density of people in any particular area is never exceeded for any longer than a brief period of time. The area does not necessarily have to be monitored by stewards or security staff, providing a means of limiting access to the area can be guaranteed at the requisite times. Unauthorised persons or those without accreditation are not allowed to enter the event premises.
6.2.	Where possible, separate entrances and exits should be provided and should be adequately signed.
6.3.	Suitable measures are to be implemented to ensure the flow of visitors at entrances and exits comply with the required distances (floor markings, room partitions, automated gate or other pedestrian flow control systems, signal light systems, pull principle). The traffic paths are to be defined and marked to steer the flow of visitors smoothly (one-way system where possible, distance markers or spacers). Flows of people in opposite directions are to be avoided.
6.4.	Sufficient space for queues is to be provided in the event areas and methods of controlled access set up (e.g., controls by stewards or security personnel).
6.5.	Persons with symptoms may not enter the event venue. If a person inside the event venue should develop symptoms, the affected person(s) must leave the venue.
6.6.	When planning exits, it may be necessary to include other doors or emergency exits in the process of controlling visitor flows (including stewards or security staff at those exits).

## 7. Check-in (accreditation, ticket checks, cloakroom)

7.1.	Ticket or entry controls must be contactless and electronic. In the case of late registrations at the venue during the course of accreditation, the event organiser must also record the private contact data of these visitors (see 4.2.). Here too, consent for the storage of such data is to be obtained from each person (in accordance with the General Data Protection Regulation (GDPR)).
7.2.	Ideally, participants are provided with cloakroom tokens in a contactless form (e.g. digital cloakroom tokens). Alternatively, disposable paper tokens can be used. The required minimum distances must be maintained from and by the cloakroom and accreditation personnel and/or they are to be provided with the requisite sneeze guards.
7.3.	The number of cloakroom personnel is to reflect the floor area and is based on the valid social distancing regulations. Where this is not possible, a cloakroom service cannot be provided.
7.4.	The following protective equipment is to be provided for all those working in the accreditation, ticket control, and cloakroom areas: face masks, disposable gloves, and a higher frequency of regular hand disinfection.

## 8. Production

8.1.	To facilitate the tracing of possible chains of infection, all the trades and services and their employees are to be electronically documented. All the relevant private data (see 4.2.) shall be recorded / documented and, in the case of a justified need, this data shall subsequently be provided exclusively to the public health authorities (in compliance with data privacy provisions). Here too, consent for the storage of such data is to be obtained from each person (in accordance with the General Data Protection Regulation (GDPR)).
8.2.	To reduce the number of those working inside the event venue at the same time, tasks are already to be staggered in the set-up and dismantling phases and smaller working groups established with areas and operations for fixed defined times.
8.3.	Accreditation for the production area shall be solely granted to those persons whose work place is directly located there. The issuing point for work passes is to be located in a spatially separate/protected area.
8.4.	After registration, each employee (bundled in the smallest group possible for the organisation of this operation) shall receive an induction – written + visual (accessible) – on the prescribed hygiene measures at the event venue, the codes of conduct, responsibilities and contact partners.



## 9. Technical equipment

9.1.	The set-up/dismantling of technical equipment and in particular the arrangement of the work places (control room, followspots, etc.) shall be positioned to comply, as far as possible, with the valid distancing regulations.
9.2.	If the control room is too small to comply with the valid distancing regulations, protective shields are to be installed or mouth and nose coverings are to be worn. Work spaces opposite each other are to be arranged in an offset pattern.
9.3.	Only those persons directly involved in working in the production areas shall be admitted during rehearsals and the event itself.
9.4.	Personal items, tools, PPE, radio devices, etc. are to be personalised and not passed on to third parties.

## 10. Event schedule / Programme planning

10.1.	In planning the programme design and sequence of events, close contact should be reduced as far as possible (podium, stage artists, etc.). On show stages and other presentation areas, the layouts, seating plans, aisles, etc. have to be planned as far as possible with sufficient distances.
10.2.	Interaction between/with visitors is only possible under the very strict conditions described in the individual hygiene concepts. The main focus must be on presenting rather than interactive involvement. The displays and devices necessary for demonstrating equipment are to be cleaned and disinfected after each use. The currently valid regulations on social distancing must be applied at stands (merchandise, sponsors, etc.) as well as at showcase events, attractions, and so on.
10.3.	Organisers have to ensure that visitors are also informed about the hygiene and protection measures even during the event (if appropriate, via announcements).
10.4.	Singing together in closed rooms is not permitted. Dance events in closed rooms are not permitted.

## 11. Catering

11.1.	At MICE events, all catering services must cease from 11pm, including bar services, and the supplying and selling of alcoholic drinks. Measures should be taken to prevent an excessive consumption of alcohol, since this may lead to breaking the regulations on social distancing. Anyone who is clearly drunk should be warned and, if necessary, escorted from the premises.
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11.2.	Due to contact restriction regulations and the infection risk from the uncovered food usually provided at self-service buffets, this style of catering is not permitted (Section 6, Para. 2, Containment Measures Ordinance). Self-service buffets with prepacked portions of food are permitted providing measures are taken to ensure the guests comply with the required minimum distance to one another and wear a mouth and nose covering when they are not seated at the table. When offering food and beverages, care is to be taken that groups do not form. In addition, the valid distancing regulations are to be observed (floor markings).
11.3.	To accelerate the serving of food and beverages, these are to be labelled clearly and legibly. Where appropriate, provision should be made for cashless payments.
11.4.	To avoid the excessive density of guests and staff at a single location, decentralized serving points shall be planned and set up (the maximum number of people allowed in the catering area is to be determined in advance). Alternatively, food and beverages may be provided in sealed packaging and placed on the chairs/tables in the event area or via specific forms of serving (e.g., vendor's tray).
11.5.	Reusable dishes and cutlery as well as glasses must in principle be cleaned in high-temperature dishwashing systems (> 70°C). Handwashing dishes in sinks is not permitted. During transport and storage, suitable packing must be employed to exclude the possibility of contamination.
11.6.	The following protective equipment is to be provided for all those working in the catering services: face masks, disposable gloves, and a higher frequency of regular hand disinfection.
11.7.	All catering area employees must be regularly instructed on all the necessary additional hygiene measures. Regular handwashing and disinfection must be planned and coordinated
11.8.	On a needs basis, crew catering for all trades and service providers is to follow a planned staggered schedule for the available/envisaged areas.

## 12. Stewards and security personnel

12.1.	Stewards and security personnel shall supervise compliance with the valid social distancing regulations in the guest areas (if required, by additional mobile patrols), ensure people do not bunch up to form larger groups in the waiting areas, in the breaks, in front of the sanitary facilities and in/at the catering facilities, and disperse such groups if they should form. Should a dangerous situation arise where the valid social distancing regulations cannot be complied with, all persons present are to put on the personal face mask they are required to carry with them at all times.
12.2.	Where possible the security processes and procedures for admission are to be changed to contactless checks (body scanners / metal detectors).
12.3.	Access to all areas/zones/rooms is to be checked by stewards and security staff. Where necessary, ushers are to assist in controlling the flow of guests taking or leaving their seats in seating areas.

12.4.	For the entire duration of the production of the event, stewards and security personnel are to ensure that no unauthorized person can enter the event premises.
12.5.	Should a bag check be required, sufficiently large spaces are to be provided with separate pedestrian flow systems to control access.
12.6.	The actual checking process has to be spatially/temporally staggered. The guests are to empty their bags themselves. The security personnel shall conduct a visual check. Guests are responsible for repacking the objects after the check and to hand in objects/bags for safekeeping.
12.7.	The following protective equipment is to be provided for all those working as stewards or security staff: face masks, disposable gloves, and a higher frequency of regular hand disinfection.

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