## Indications to fill in for the caterer

* Irrespective of the regulations / measures for infection protection listed below, the regulations for food hygiene and food safety must be complied with.
* Under each heading, tick the measures you use to achieve the hygiene objectives for catering at the trade fair stand. If you use other / additional measures not listed here, please also indicate them.
* Print out the completed protection and hygiene concept and have the document signed by the manager or owner of the caterer. Then keep a copy at the trade fair stand for presentation during official inspections.

## Hygiene concept catering at the booth

## [Name of the caterer] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# For the protection of our guests and employees, we undertake to comply with the following infection control principles and hygiene rules.

# Our contact person for infection and hygiene protection

Name: [First and last name of a contact person / person responsible for compliance with infection control or hygiene protection who will be present during the trade fair]

Telephone: [telephone number]

## Measures taken during production to ensure the minimum distance of 1.5 m

* Instructing employees and guests about the distance rules
* Installation of floor markings and wayfinding systems at the entrance area and in the restaurant, marking of movement areas for guests
* Where possible, mark walkways as one-way streets
* Reception of guests at the entrance to the catering area
* Guest instruction by the staff
* Control access/entry. "We'll be happy to show you to your seat" sign in the catering area
* No receipt of the wardrobe; wardrobe remains in place
* Even with low frequency, use all available areas and rooms to ensure as much distance as possible between guests
* Buffet offerings are permitted under certain conditions. If food and beverages are served by a staff member or pre-portioned and pre-packaged food and beverages are taken directly by guests, or if the use of disposable gloves or disposable serving cutlery ensures that dishes and cutlery cannot be touched by more than one person, a buffet may be offered. (Pay attention to solutions in terms of sustainability).
* Use of acrylic glass or other materials if necessary
* Control of compliance with the distance rules

## Mouth and nose coverings

* Guests have to wear a medical face mask. This may be removed at the table.
* Staff also have to wear a medical face mask in the exhibition halls / indoor areas.
* There is no obligation to wear a mask outdoors (Exception: Entrance and meeting areas where a so-called bottleneck situations could occur and the minimum distance of 1.5 m cannot be reliably maintained as a result).
* At workplaces and in situations in which it is difficult to maintain the distances, do not employ employees with pre-existing conditions, in particular with existing respiratory diseases such as asthma, as a matter of priority.
* Train employees on the proper use of mouth-to-nose coverings
* Provision of suitable mouth-nose coverings for employees

1. **Instructions for action in suspected cases**

* Requesting employees with corresponding symptoms to leave the trade fair site or to stay at home
* Requesting affected persons to contact a doctor immediately.
* Making arrangements as part of the company's pandemic planning to identify and inform people who are also at risk of infection through contact with the infected person in the event of confirmed infections

## Hygiene of hands

* Provision of dispensers with disinfectants for hand disinfection.
* Instructing employees on hand hygiene and training them on the proper use and disposal of disposable gloves
* Provision of skin-friendly soap
* Provision of paper towels for single use (no hand dryers)
* Advice on skin care
* Provision of disposable gloves

## At the entrance of the catering area

* Reception of guests at the entrance to the catering area
* The guests are to be informed about the observance of the distance requirement of at least 1.5 m and cleaning of the hands
* Provide disinfection dispensers at the entrance
* Guests have to wear a medical face mask, except at the table.
* Guest instruction by the staff
* Control access/entry, assign seats. We will be happy to show you to your seat" - Post a sign in the catering area.
* No acceptance of wardrobe; wardrobe remains in place

##### **During check-in**

* Contacts between staff and guests and tactile contact with commodities (e.g., pens, sign-in sheet) are limited to what is necessary or cleaned/replaced after each use
* Guest contact information collection. The following contact information must be recorded: Date and time, first name, last name, place of residence and telephone number (or e-mail address). You can capture the contact data manually or digitally, e.g. via QR code.
* The captured data must be kept for one month

##### **In the catering area**

* A distance of 1.5 m must be maintained between guests who are not seated at a table
* A maximum of 10 people are allowed to be at one table
* The service is provided at tables
* If necessary, hand disinfection wipes to the guest at the table
* Use all available areas and rooms even when frequency is low in order to ensure as much distance as possible between guests
* Do not use table linen or change it after each occupancy
* Do not use table decorations or clean after each change of guests
* Use of acrylic glass or other materials where necessary
* Buffet offerings are permitted under certain conditions. If the food and beverages are served by a staff member or if pre-portioned and pre-packaged food and beverages are taken directly by guests or if the use of disposable gloves or disposable serving cutlery ensures that crockery and cutlery cannot be touched by several people, a buffet can be offered. (Look for sustainability solutions here).
* Refrain from using sugar, salt and pepper shakers on the tables; if possible, switch to portion packs
* Do not use multi-page menus; alternatively use chalkboard, laminated menu or placemats with the offer, possibly digital menu (as download via QR code)- Disinfect menus for multiple use after each use
* Offer paper napkins instead of textile napkins
* Set cutlery and glasses with serving gloves; alternatively, bring cutlery to the table on plates
* If necessary, place beverage trays on the table and let guests take their own beverages from the trays; if necessary, dispense with tapped beverages.
* Where possible, use plate dishes instead of plate service and side dishes
* Where possible, offer dishes with serving hoods
* Wash/disinfect hands after clearing plates and glasses before touching clean dishes again
* Provide contactless payment wherever possible
* Regularly disinfect cash register surfaces and EC devices
* Where possible, mark walkways as one-way streets
* Clean tables and hand contact surfaces of chairs after each table occupancy

##### **In the kitchen**

* Keep a minimum distance of at least 1.5 m between employees or wear mouth and nose coverings; if necessary, mark workplaces.
* In the scullery or dishwashing area, care must be taken to ensure that clean and dirty dishes are kept strictly separate
* Clean the work materials more frequently with hot water, as this works against viruses
* During rinse cycles, ensure that specified temperatures are achieved to ensure safe cleaning of dishes and glasses.

##### **Personal contact with the guest**

* No physical contact, no handshakes, no pats on the back as you pass by.
* Communicate with the minimum distance
* When serving and cleaning up, if possible, do not speak (virus is spread through the respiratory tract). Rather give a smile or nod of the head
* Cough/sneeze in the crook of your arm
* Frequent and thorough hand washing

1. **Working processes**

* Keep a distance of 1.5 m, also between employees.
* Where possible, work with fixed teams in shifts, as otherwise there is a risk of the company being closed down if there is a case of
* Where possible, use mobile handhelds for receipting instead of a cash register at which all employees meet
* Optimize receiving/delivery processes to avoid contact with non-employees
* Enable service without frequent inquiries: Create table plans and serve food and beverages without talking

1. **Interaction with employees**

* Set out measures and rules of behavior in writing and post them so that they are clearly visible to employees
* Train employees about hygiene and behavioral rules and minimum distances
* Train employees so that they can also inform guests about the hygiene measures taken and rules of conduct
* Employees are advised to report at the first sign of infection and to seek medical advice
* The minimum distance must also be observed in break and smoking areas
* Separate break times, hand out plate meals
* Provide sufficient protective equipment such as mouth-nose coverings, gloves and adequate washing facilities with liquid soap and disinfectant
* Enable more frequent hand washing and disinfection

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Place, date Signature - owner, managing director

*Template provided by the Nuremberg Chamber of Industry and Commerce for Middle Franconia, based among others on the recommendations of the DEHOGA MV and the Bavarian State Government. Without guarantee for completeness.*