

**CORONAVIRUS / COVID-19
V2.0 / 23 FEBRUARY 2021**

**SAMPLE HANDBOOK ON HYGIENE AND SAFETY MEASURES
USING SHOPPING CENTERS IN GERMANY AS AN EXAMPLE**

A WORKING TOOL FOR CITIES, MUNICIPALITIES, AND OFFICIAL POLICY MAKERS AS WELL AS
CENTER OPERATORS, OWNERS, AND TENANTS

V2.0

CITIES NEED THRIVING MARKETPLACES WITH PROMISING FUTURES

A year of living through a pandemic, with partial or complete shutdowns of the economy, and the associated, ongoing critical situation faced by the retail sector, retail real estate, and city centers, calls for new stabilizing concepts and strategies.

Hitherto familiar retail structures and concepts, and thus retail real estate, are being called into question to a certain extent.

The desire for an eclectic variety of shopping, culture, encounters, lingering opportunities, and experiences is undeniable. Responsibility on the part of all parties involved is required in order to revive and stabilize the life of the marketplaces under the „new conditions“, and things must be done at the right time.

The vibrant culture of marketplaces and, by extension, of city centers will thus take on a new dimension. Retail, shopping malls, and gastronomy are of particular significance in this context. Long-lasting measures to contain the pandemic, which cannot be constrained in terms of time, underscore the economic and sociological importance of vibrant marketplaces.

The development of economic and political strategies to keep malls, retail stores, and downtown areas alive must be combined with effective economic development measures and binding stabilizing regulations.

Against this backdrop, and with the knowledge that containment measures will continue to be necessary after the current lockdown ends, the task at hand is to develop and provide programmatic recommendations on how to quickly ramp up brick-and-mortar retail while effectively employing current hygiene concepts.

Shopping centers, associated gastronomy facilities, brick-and-mortar retailers, and city centers have implemented tried-and-tested hygiene concepts to mitigate the impact of the pandemic and are able to ensure safe business operations.

The tested, updated, and widely practiced recommendations for action demonstrate that retail and gastronomy facilities should not be viewed as potential sources of infection transmission.

The purpose of this document is to support owners, operators, cities, municipalities, and official decision makers in the course of their work by means of current best-practice examples.

In a factual and exemplary manner, it illustrates how the risk of infection can be minimized via documented solutions featuring high standards, and how the necessary requirements can be met.

The range of solutions demonstrates the variety of options that are available to meet the requirements, depending on the respective local regulations as well as on to what extent the pandemic has been contained.

The corporate initiatives relating to compliance with the protective measures against the coronavirus and the stabilization of business operations are presented as examples and are intended to serve as recommendations. They are by no means exhaustive and must always be compared with the current legal and regulatory requirements.

The sample handbook can be used to compare and review the individual measures offered as solutions and, if necessary, to optimize them. As part of our work toward further development, updates will be made and suggestions or advice that can be used to support and protect companies as well as individuals

in the best possible manner on this road to the „new normal“ are very welcome as they will help ensure that the vibrancy of our marketplaces is safeguarded.

We believe in common sense, discipline, and creativity – and we are confident in our ability to prove that with permanent application and updating of the defined hygiene and safety measures, retailers and gastronomy facilities do not pose any risk of infection or further spread of the pandemic.

The analysis and evaluation of the current situation, with regard to the behavior of the population, clearly shows that the control of and active exertion of influence on compliance with the necessary rules of conduct is significantly more successful in shopping centers, in the retail industry, and in restaurants than in other public areas.



The Board of Directors of the German Council of Shopping Places (GCSP)



Christine Hager Harald Ortner Markus Trojansky

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The **German Council of Shopping Places (GCSP)** is the only nationwide association representing the interests of retailers and the retail real estate industry. Approximately 750 member companies in the fields of retail, development and analysis, financing, center management, architecture, and retail real estate as well as retailers, marketing specialists, and representatives of cities and municipalities form an active association of interests, thereby serving as an ideal networking base for all retail and retail real estate players. With roughly one million employees and directly connected service providers, the member companies of the GCSP represent a significant branch of industry nationwide.

1.1 GENERAL HYGIENE AND SAFETY STANDARDS



All measures concerning the gradual reopening of shopping centers and the relaxation of the restrictions imposed shall be preceded by rules governing conduct, control, and hygiene.

These are to be understood as necessary regulations to ensure the steady and gradual reactivation of the retail sector.

The operation of named objects shall also include, under specific conditions, the continued minimization of contact to the extent possible for an undefined period of time. All necessary measures and activities shall be geared to that end.

Each shopping center operator, including its stores, gastronomy facilities, and stationary retailers, shall submit a separate safety concept for its respective jurisdiction that demonstrates that safety and specified, proven guidelines aimed at minimizing contact and infection risks are adhered to with a maximum degree of certainty.

As a result of the ongoing updating of knowledge and experience gained by shopping center operators, active measures have been optimized and, based on analyses, solutions have been developed and implemented that demonstrate a high degree of safety for customers and employees.

Such solutions offer customers purchasing security, stabilize the economic situation, and prove that shopping centers and their associated gastronomy facilities do not pose any infection risks.



1.2 PHASE MODEL AND LEGAL REQUIREMENTS

The following suggestions and recommendations for action contained in the Sample Handbook on Hygiene and Safety Measures are preceded by the following: The pandemic and the dangers posed by SARS – CoV2 are still present.

The degree of containment of the pandemic is highly dependent on the widespread implementation of key public health measures as well as compliance with hygiene and protection measures in all sectors.

The gradual reopening and revitalization of shopping centers, retail outlets, and gastronomy facilities is preceded by the Code of Conduct as well as monitoring and hygiene rules.

- These are to be understood as necessary regulations to ensure the steady and gradual reactivation and stabilization of the aforementioned companies and to enable the gradual relaxation of the restrictions imposed. As a result, strict compliance with the defined standards is essential.
- A stable and long-lasting reduction in the risk of infection is imperative in terms of the desired economic stabilization and approach to the "new normal".

Observance of the following principles is recommended: Different packages of measures are to be implemented in different phases for operators and those responsible.

The relaxations made possible in phases one and two shall be contingent upon a positive development in the incidence of infection. They shall be derived from the central and regional assessments of the pandemic. That shall include a reversion to phase one or zero measures in the event of a negative development.

In addition to known legally binding federal and regional principles, our recommendation for all operational measures is that continued reference be made to the phase model.

- **Phase Zero** describes the basic and strict containment of the pandemic in terms of a strict lockdown.
- **Phase One** allows for incremental relaxations based on and derived from regional regulatory requirements.
- **Phase Two** allows for a gradual return to a new normality, which shall also be determined by the Code of Conduct and hygiene in order to protect the population.



Hygiene measures and their updating or adaptation to the current infection situation must be coordinated with the competent authorities as a matter of principle. That shall include timely responses to locally occurring hot spots and local concentrations of coronavirus mutations.

Operators of shopping centers, integrated stores/tenants, brick-and-mortar retail, and gastronomy facilities shall submit a separate, officially coordi-

nated safety or hygiene concept for their areas of responsibility in accordance with current standards and proven guidelines for the minimization of infection risks.

The concepts are and shall be coordinated with and confirmed by the responsible local authorities. They shall be updated as soon as the legal framework permits further openings or if new findings become available.

1.3 COMMUNICATION OF THE CODE OF CONDUCT

Evidence shows that, after one year, basic hygiene standards have been thoroughly implemented. Nevertheless, the sustained communication of basic measures specifically tailored to each property and each region is vital, both prior to a visit and on site.

In addition to the requirements relating to the safety of customers, employees, and service providers, legal aspects must be considered in terms of enforceability and liability.



OBJECTIVE:

To educate and inform all customers with regard to all measures at regular intervals and via various communication channels



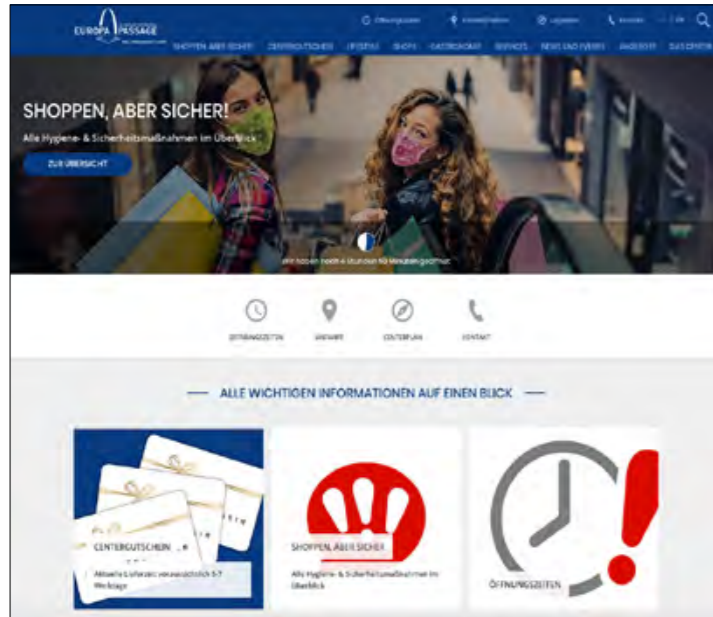
MEASURES:

- notices posted at center entrances
- notices posted along shopping promenades (mall)
- notices posted in restrooms
- information displayed on digital screens inside malls
- information provided on the home pages of the center websites as well as detailed explanations in the news sections of the respective websites
- use of social media (e.g., Facebook)
- publication of newsletters
- center announcements
- radio spots
- print / use of press (regular frequency) and image ads



↑ Animated communication of the Code of Conduct on all digital info screens in the mall

1.4 COMMUNICATION OF THE RULES AND MEASURES VIA SOCIAL MEDIA



↑ Website Europapassage HH

OBJECTIVE:

to utilize all channels

MEASURES:

- information provided on the home pages of center websites
- newsletters
- Facebook / Instagram



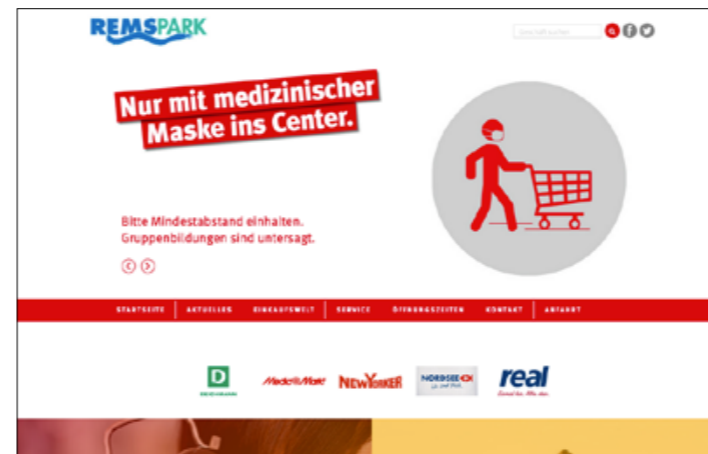
↑ Website Beetzsee Center Brandenburg



↑ Website Centro



↑ Facebook Centro



↑ Facebook Remspark



↑ Attention-grabbing web teasers and Facebook posts

2.1 OBSERVANCE OF SOCIAL DISTANCING RULES

Danke,
dass Sie sich immer an die Verhaltensregeln halten.

Halten Sie bitte immer **2 Meter Abstand** zu anderen Besuchern ein.

Danke,
dass Sie sich immer an die Verhaltensregeln halten.

Bitte nutzen Sie die Aufzüge nur mit maximal **2 Personen**

OBJECTIVE:
to clarify the social distancing rules that must be followed inside malls

MEASURES:

- use of gaffer tape for marking purposes
- use of black tape to mark walking routes and red tape to mark distance spacing lines (checkerboard pattern)



2.2 AVOIDANCE OF CONTACT



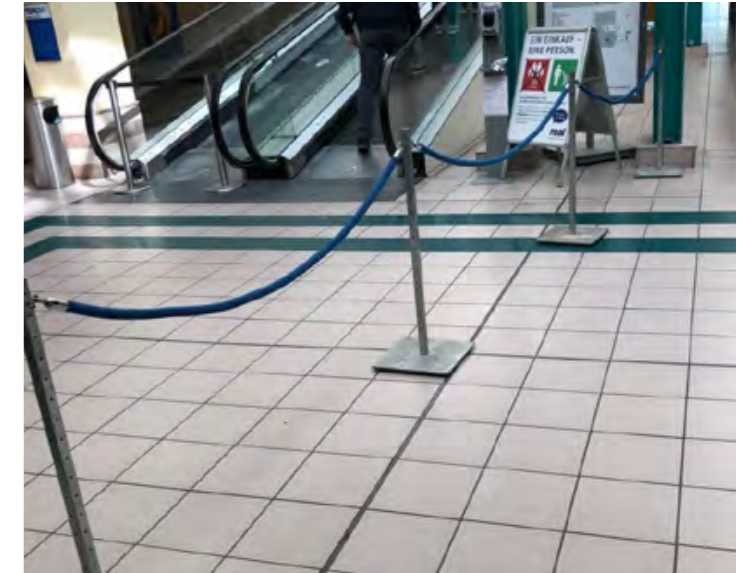
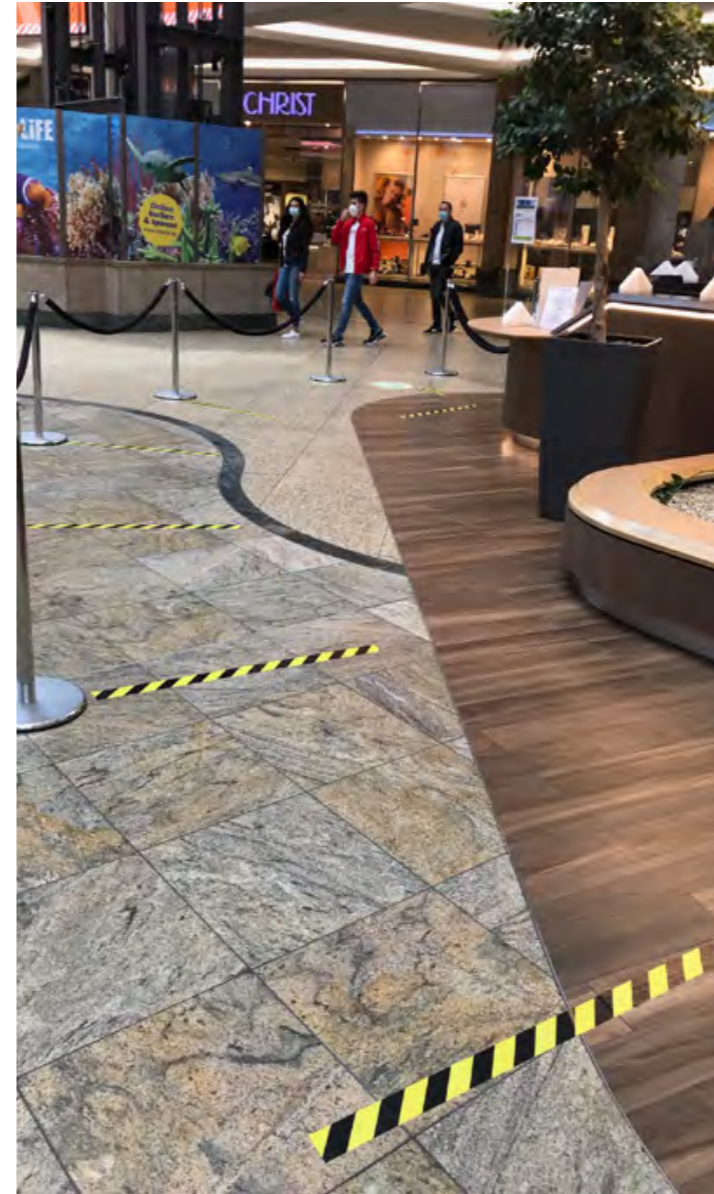
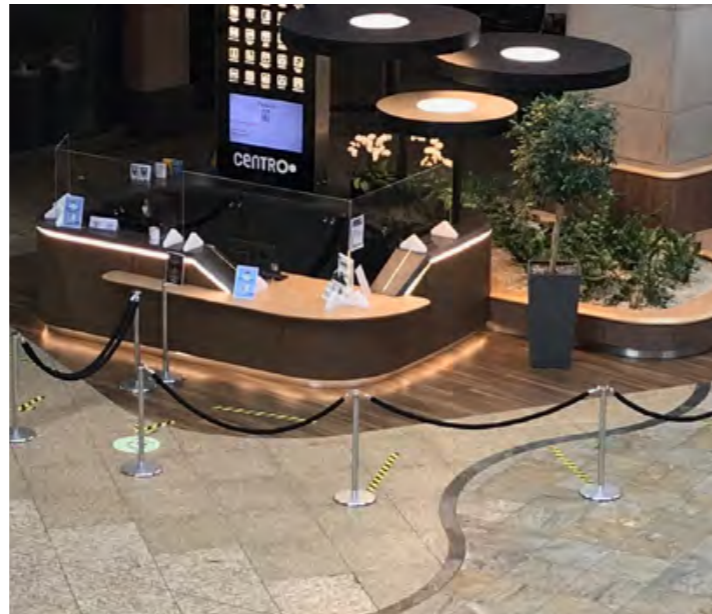
OBJECTIVE:

to provide clear directional instructions that automatically keep visitors at a distance



MEASURES:

- establishment of right-hand / left-hand traffic
- use of Tensator barriers (people guidance systems)



2.3 REGULATION AND RESTRICTION OF MALL ACCESS



OBJECTIVE:

to comply with the maximum number of visitors per center as agreed with the authorities and to ensure compliance with the rules

MEASURES:

- digital footfall counting
- video surveillance
- security personnel



2.3 REGULATION AND RESTRICTION OF MALL ACCESS

EXPENDITURE WITHOUT DIGITAL ACCESS CONTROL

(average values taken from the retail/ food segment)

- deployment of at least two security guards per entrance
- partial deployment of security personnel on the sales floors as well
- use of security personnel as parking lot attendants
- use of „shopping cart management“, including hygiene measures

OBJECTIVE:

to replace checks by security personnel with digital access controls



↑ „Separation systems“ reduce personnel costs in controlled areas by up to 35%

ONLY FEVER-FREE ACCESS TO SHOPPING CENTERS
New “Coronacontrol” Security System Installed at Forum Schwanthalerhöhe: G2K's „Parsifal“ camera innovation ensures greater safety at shopping centers and other public areas by means of its automatic fever and mask detection capability – field-tested on the property and positively assessed by policymakers and local decision-makers.

For additional information, please contact:
 Forum Schwanthalerhöhe, Munich



↑ „No Mask Detected?“ or 38.2 degrees? Do not enter. The coronavirus control system detects fevers and the non-use of masks.

Digital Control of the Access Control System

APPLICATION

- Wireless or battery-operated sensors detect “detect the direction” of people entering and leaving reference surface areas. (Reference surface areas with several entrances and exits can also be counted using multiple sensor units.)
- Each visitor is automatically shown whether or not he/she is allowed in the reference surface area.

Digital Control of the Access Control System

FUNCTION

- The „count“ is shown via various displays, customer stoppers, or simply „on demand“ by means of an app for tablets or smartphones.
- The system displays „Advance Warning“ and „Warning“ when defined reference values are exceeded. The values for „maximum number of people“ (red) and „number of people for advance warning display activation“ (yellow) can be freely defined in the settings.
- The technology has been developed as a plug&play solution and can be put into operation in a matter of minutes.



↑ Economics Minister Hubert Aiwanger proudly presents the new „Coronacontrol“ technology at Forum Schwanthalerhöhe.

2.4 MEASURES TO LIMIT THE NUMBER OF CUSTOMERS IN STORES (NUMBER OF SQ M/CUSTOMERS)



OBJECTIVE:

to control the number of visitors in individual stores through various counting systems



MANUAL COUNTER / COUNTING APP

- employees count visitors at entrances and exits, thereby determining the total number of visitors
- exact control of the number of visitors is ensured
- low costs for app or counter
- heavily favored by the public order office, as binding visitor numbers can be given
- labor cost-intensive for stores with more than one entrance (hypermarkets, etc.)

CUSTOMER COUNTING SYSTEM

- visitors are counted by means of an automated counting system
- optimum solution, but used by only few stores
- system indicates when maximum visitor number is reached
- fairly expensive retrofitting



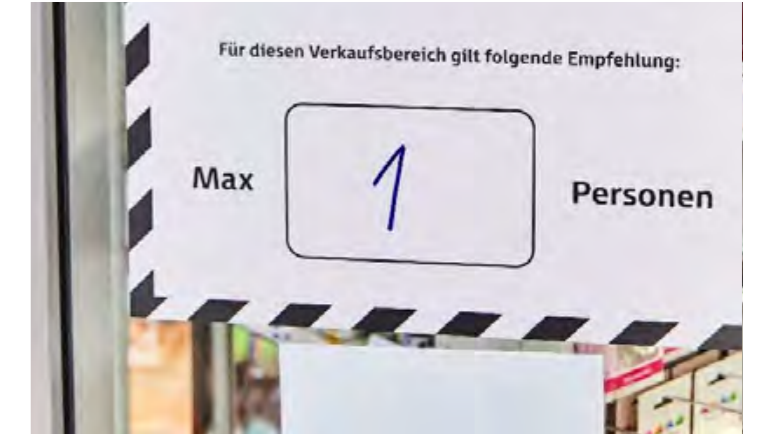
CHIP FOR CUSTOMERS

- visitors are issued a chip/token upon mall entry
- number of visitors in the store can be counted
- very low costs for chips
- heavily favored by the public order office, as binding visitor numbers can be given
- labor-cost intensive for small stores since one staff member must always be present

ADMISSION CONTROL

- admission of individual customers
- suitable for small stores: only one customer is permitted, others wait in the entrance area
- low costs for necessary notices
- customers might be dissatisfied with waiting times (hairdresser, travel agency, cellphone store)

2.5 MEASURES TO LIMIT THE NUMBER OF CUSTOMERS IN STORES, CENTER LEVEL



Branche	Vermietfl. 18.04.2020 M2	Verkaufsfläche	<800 m2	qm/Person im Shop
Bank SB-Filiale	38,1	32,4		2
Bank SB-Filiale	60,3	51,3		3
Technik FM	3.783,0	3.215,6	800,0	40
SB-Warenhaus	11.424,5	9.710,8	Systemrelevant	486
Obst / Gemüse	99,1	84,2		4
Textilgeschäft 300 bis 1000m²	388,7	330,4		17
Textilgeschäft 300 bis 1000m²	460,8	391,7		20
Schuhe ab 200m²	579,0	492,2		25
Schuhe ab 200m²	344,3	292,6		15
Textilgeschäft bis 300m²	101,2	86,0		4
Textilgeschäft ab 1000m²	2.204,6	1.873,9	800,0	40
Drogerie	549,5	467,0		23
Textilgeschäft ab 1000m²	4.430,5	3.765,9	800,0	40
Parfümerie	167,9	142,7		7
Telekommunikation	17,0	14,5		1
Textilgeschäft bis 300m²	93,8	79,8		4
Haushaltswaren und Geschenkartikel	119,8	101,8		5
Uhren und Schmuck	87,4	74,3		4
Textilgeschäft bis 300m²	226,0	192,1		10
Telekommunikation	47,6	40,5		2
Bäckerei, Konditorei	200,7	170,6		9
Optiker	202,0	171,7		9
Buchhandlung	277,0	235,5		12
Textilgeschäft ab 1000m²	1.292,9	1.099,0	800,0	40
Uhren und Schmuck	122,6	104,2		5
Floristik	85,5	72,6		4
Tabak, Lotto, Zeitschriften	69,5	59,0		3
SB-Warenhaus	954,7	820,0	800,0	40
Apotheke	206,4	175,4		9
Optiker	128,9	109,6		5
Mallbereich 1. OG	786,0	786,0		39
Mallbereich EG	3.491,0	3.491,0		175
Gesamt	34.751,1	29.538,4	<i>maximale Kunde</i>	1.170



2.6 ACCESS CONTROL IN FRONT OF STORES



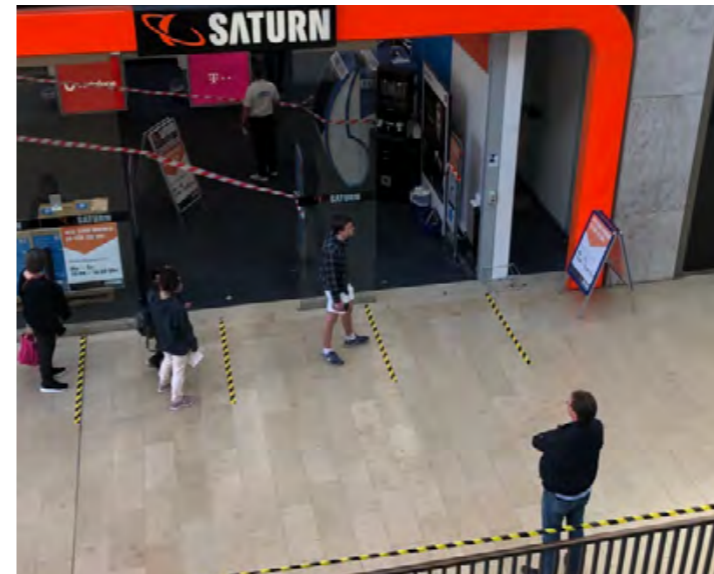
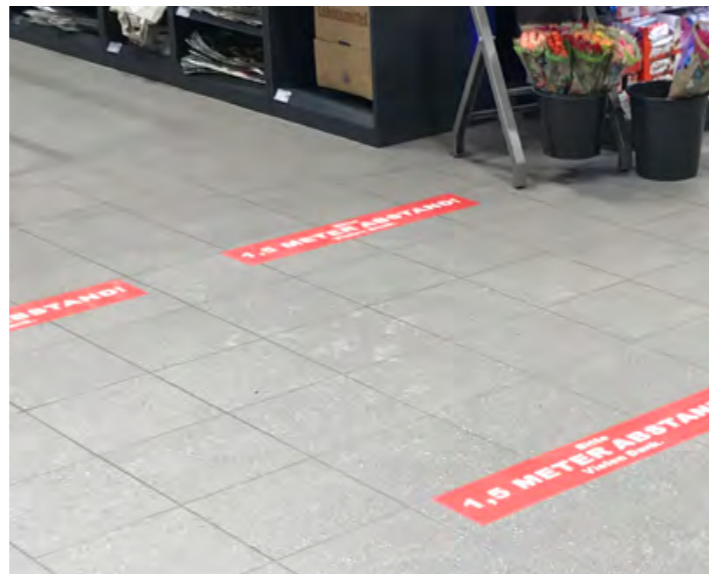
OBJECTIVE:

to comply with the prescribed social distancing rules as well as those governing the allowable number of people per square meter



MEASURES:

- distance marking lines on the floors of malls
- control carried out by personnel



2.7 BARRIERS IN MALLS, IN STORES, AND AT COUNTERS



OBJECTIVE:

to provide service to customers in accordance with the specifications by means of separate routing and, for example, upstream ordering zones



MEASURES:

- spacing markings on the floors of stores
- barriers at checkouts and service counters
- control carried out by personnel



2.7 BARRIERS IN MALLS, IN STORES, AND AT COUNTERS



2.8 ESTABLISHMENT OF SEPARATE ENTRANCES/EXITS



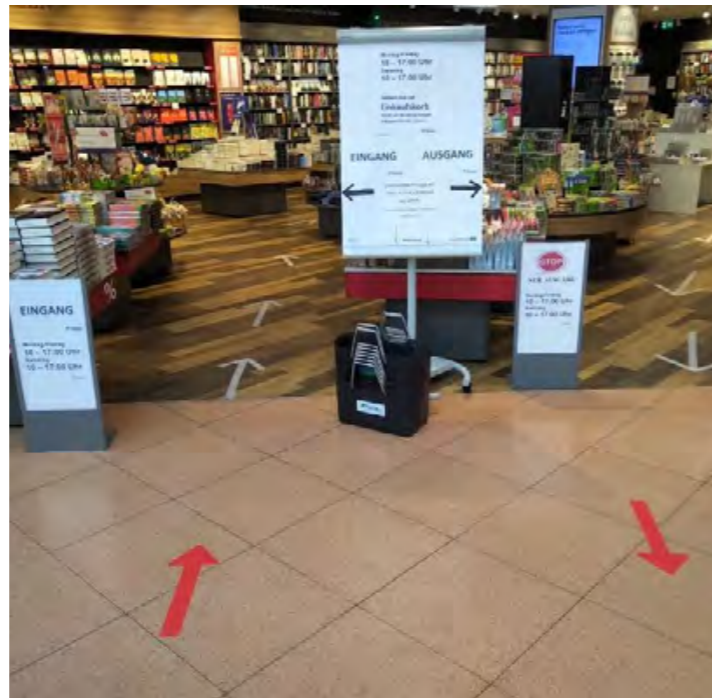
OBJECTIVE:

to avoid contact



MEASURES:

- guidance systems on floors
- installation of Tensator systems (people guidance systems)



2.9 COMMUNICATION OF SOCIAL DISTANCING MEASURES IN SANITARY AREAS

- 1 Nass machen**
Hände unter fließendes Wasser halten.
- 2 Rundum einseifen**
Hände von allen Seiten einschäumen.
- 3 Zeit lassen**
Gründliches Einseifen dauert 20 bis 30 Sekunden.
- 4 Gründlich abtrocknen**
Hände unter fließendem Wasser abtrocknen.
- 5 Sorgfältig abtrocknen**
Hände mit einem sauberen Tuch trocknen.

OBJECTIVE:
to communicate and ensure adherence to the required social distancing rules and hygiene regulations

MEASURES:

- barriers at urinals and sinks
- Anstallation of information boards
- deactivation of electric hand dryers due to the risk of aerosols being spread by air blowers

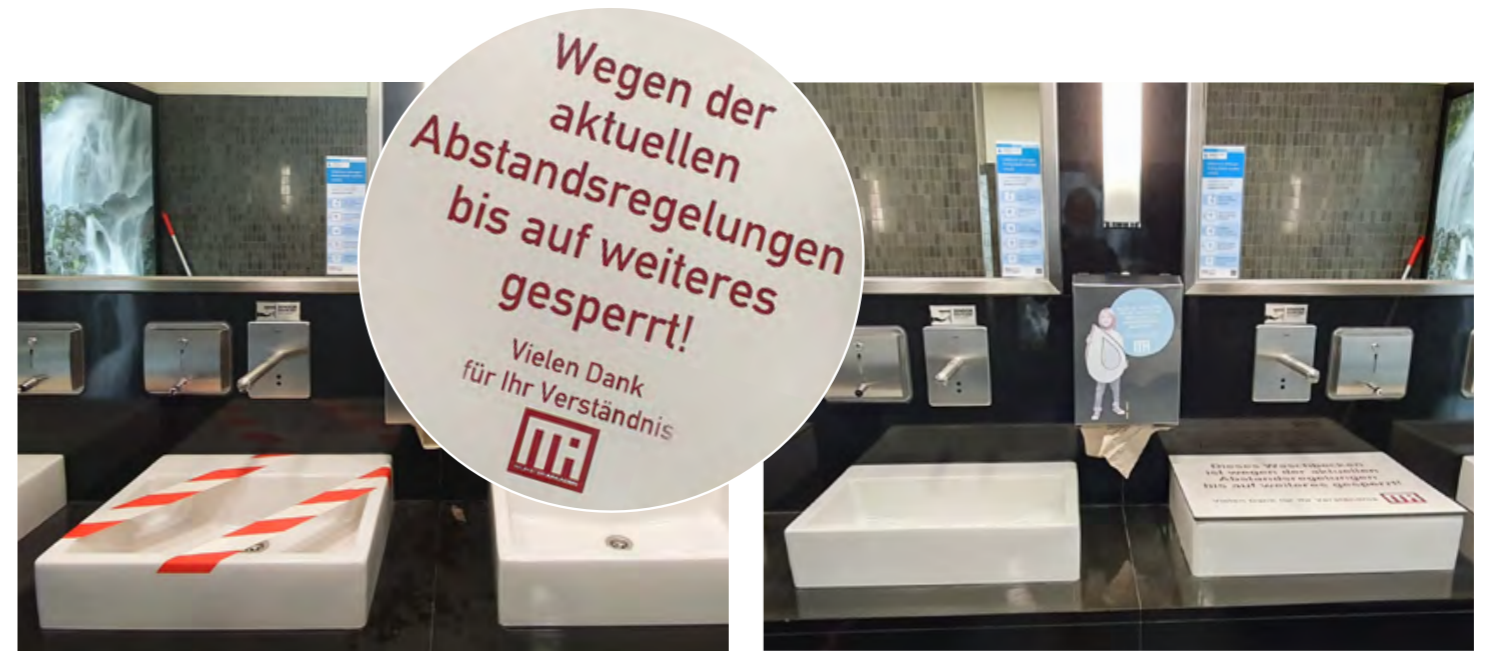
Max. 2 Personen
Die Räumlichkeiten der Toilette dürfen auf behördliche Anordnung nur von zwei Personen gleichzeitig mit einem Mindestabstand von 1,5 m betreten werden.

Mehr als zwei Personen ist die Benutzung nicht erlaubt.

www.plaeremarkt.de

5 Schritte zu sauberen Händen!

- 1 Hände unter fließendes Wasser halten.
- 2 Hände mit allen Seiten einschäumen und mindestens 20 Sekunden einwirken lassen.
- 3 Hände unter fließendem Wasser gründlich abwaschen.
- 4 Hände mit einem sauberen Tuch sorgfältig abtrocknen.
- 5 Hände gründlich desinfizieren.



2.10 LIMITATION OF STAY OPTIONS



OBJECTIVE:

to reduce the length of stay at malls and in stores and to create spaces for movement



MEASURES:

- blocking of Wi-Fi
- blocking off of seating
- blocking off of massage chairs
- removal of product displays
- removal of decorations



↑ restricted places to rest at fountains



↑ blocking off of seating / rest areas in malls



↑ children's play areas and lockers closed off



↑ blocking off of seating / rest areas in malls



2.11 PARKING MANAGEMENT

For safety-related reasons, many people are opting to drive their own cars instead of using public transportation. In addition, the amount of delivery traffic has increased. A new need for temporary drop-off / pick-up zones has arisen. As a result, strategies for the use of parking areas allocated to shopping centers need to be adapted. Control of the overall visitor footfall as well as the management of traffic routes can be achieved in a targeted manner by means of parking management.

The social distancing rules and instructions on the use of masks should also be displayed in the parking areas.

The increase in delivery and pick-up traffic caused by the severe restrictions imposed on retailers have contributed to the decision to establish temporary loading zones / parking areas for Click and Collect. Basic hygiene standards are also applicable in this case, which should be clearly communicated with the order and at the point of goods pickup.



OBJECTIVE:

to control the total number of visitors to each center via the limitation of parking spaces



MEASURES:

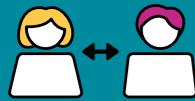
- use of floor stickers, screens, posters
- the number of parking spaces should be adapted to the permitted footfall
- closed parking areas should be marked, partial closures if necessary
- separate parking areas for customers, tenants, and staff are recommended
- indication should be provided in parking areas regarding the fact that access to grocers / food discounters is only possible with shopping carts
- separate entrance and exit from the parking garage / parking area to the shopping street to avoid direct, oncoming contact. If necessary, open revolving drum doors at times of high footfall.
- separation of walking areas (in/out) by markings on floors, if necessary with construction site markers, barrier tape, and signage at intersections and high-footfall points, such as the transition from the parking area / parking garage to the mall
- control of staff traffic routes on busy sales days, on both the center side and the tenant side



2.12 SPECIAL MEASURES IN STORES TO ENSURE COMPLIANCE WITH SOCIAL DISTANCING RULES AND HYGIENE STANDARDS

Gemeinsam sorgen wir für unsere Gesundheit

So schützen Sie sich selbst, andere Kunden und unsere Mitarbeiter:



Abstand halten: mindestens 1,5 Meter Distanz



Mund und Nase mit einer medizinischen Maske (OP-Maske oder FFP2)



Hust- und Niesregeln einhalten: in die Armbeuge oder in den Ellenbogen



Bitte betreten Sie den Markt bei **Anzeichen einer Covid-19-Erkrankung, wie Erkältungssymptomen oder Fieber, nicht.**

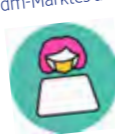


OBJECTIVE:

to ensure that all requirements are met within each store by means of a suitable hygiene and route guidance concept



dm
Liebe Kundinnen, liebe Kunden,
damit wir weiterhin für Sie da sein können, gibt es behördliche Vorgaben, die wir beachten müssen. Aufgrund dieser Vorgaben ist das Betreten unseres dm-Marktes ab sofort nur noch gestattet, wenn Sie **eine medizinische Maske (OP-Maske, Maske der Standards KN 95/N95 oder FFP2) tragen.**



Gerne können Sie für den Einkauf eine **eigene medizinische Maske** verwenden.
Sollten Sie keine eigene medizinische Maske dabei haben, können Sie für 0,50 EUR eine **neue medizinische Maske* bei uns erwerben.**

Vielen Dank, Ihr dm-Team



↑ Internal communication of hygiene standards in the stores

↑ Provision of masks at central points

↑ Targeted and separate hygiene rules in front of and in the stores are intended to strengthen and support protection against infection

3.1 MEASURES IN STORES

The current principle of the nationwide use of medical masks on public transport and when shopping is applicable.

Service providers, craftsmen, and employees must also wear medical masks that cover their mouths and noses to set an example in customer areas.



OBJECTIVE:

to ensure that all retailers take appropriate measures to meet the required hygiene standards; centers can provide central support, for example, by making protective masks for the mouth and nose available



↑ Perspex spit shields and dividers in stores



↑ Mouth and nose mask with center logo



↑ Provision of medical masks at central points



↑ Notes on contactless payment options

3.2 DISINFECTION AT TOUCH POINTS



OBJECTIVE:

to prevent new infections



MEASURES TO BE TAKEN BY CENTERS:

- disinfection of doors / door handles at entrances and exits
- disinfection of restroom doors and entire restroom areas
- disinfection of escalator handrails
- disinfection of elevator buttons



MEASURES TO BE TAKEN BY STORES:

- disinfection of keyboards (EC / credit card readers)
- disinfection of shopping carts and baskets



↑ The cleaning intervals of the general areas, the handrails on the parapets, escalators, doors, and customer restroom areas have been increased. According to the guideline, each area should be cleaned at least once after a maximum of three hours



↑ Instruct cleaning staff to shorten cleaning and disinfection intervals, with a particular focus on important touch points: Handrails, door handles, elevator buttons, handles of shopping carts and shopping baskets

3.2 DISINFECTION AT TOUCH POINTS



↑ Installation of disinfectant dispensers at the entrance areas of the respective stores

↑ Provision of (contactless) disinfectant dispensers at the entrances and sanitary areas as well as at neuralgic points in malls

3.2 DISINFECTION AT TOUCH POINTS



GERM-FREE TECHNOLOGY

As part of its battle against the spread of the coronavirus, Hamburg's Europa-Passage relies on a special coating and UV irradiation of surfaces and escalators. As a result, all escalators, door handles, elevator buttons, and other surfaces of the shopping center are kept virtually germ-free. Therefore, the risk of infection – at least via contact with surfaces – in the public areas of Europa-Passage has been almost completely eliminated for customers, a spokeswoman told the Deutsche Presse-Agentur in Hamburg.

The special titanium dioxide coating, which was developed by a German start-up company, has been applied to 450 square meters of surfaces. It is actively effective against yeasts, molds, and bacteria and has "significant effect against noroviruses". Initial tests have also shown efficacy against viruses that belong to the corona group. Once applied, the coating should prevent microorganisms from growing on the surfaces for approximately one year.

In addition, a system has been installed on the escalators that uses high-performance UV lamps to render germs, bacteria, and viruses as well as fungi harmless within seconds by means of radiation.



↑ Installation of an innovative UV technology: Germ-free handrails through physical disinfection of hand-held and contact points (in the escalator area)

4 SPECIAL MEASURES FOR GASTRONOMY AREAS

Vibrant marketplaces, shopping centers, and retail involve far more than just shopping. They constitute an evolved symbiosis of shopping, culture, encounters, and lingering. In that respect, the combination of retail and gastronomy is of particular importance. The magnitude and desire for such a pairing has become evident and palpable throughout the current phase of stringent restrictions.

A separate, detailed “Sample Handbook on Hygiene and Safety Measures for Gastronomy and Gym Facilities” has been prepared on this issue, and it can be downloaded free of charge from our website.



↑ Also available free of charge online: Sample Handbook on Hygiene and Safety Measures for Gastronomy and Gym Facilities, including check list - also available in English



DOWNLOAD-LINKS:

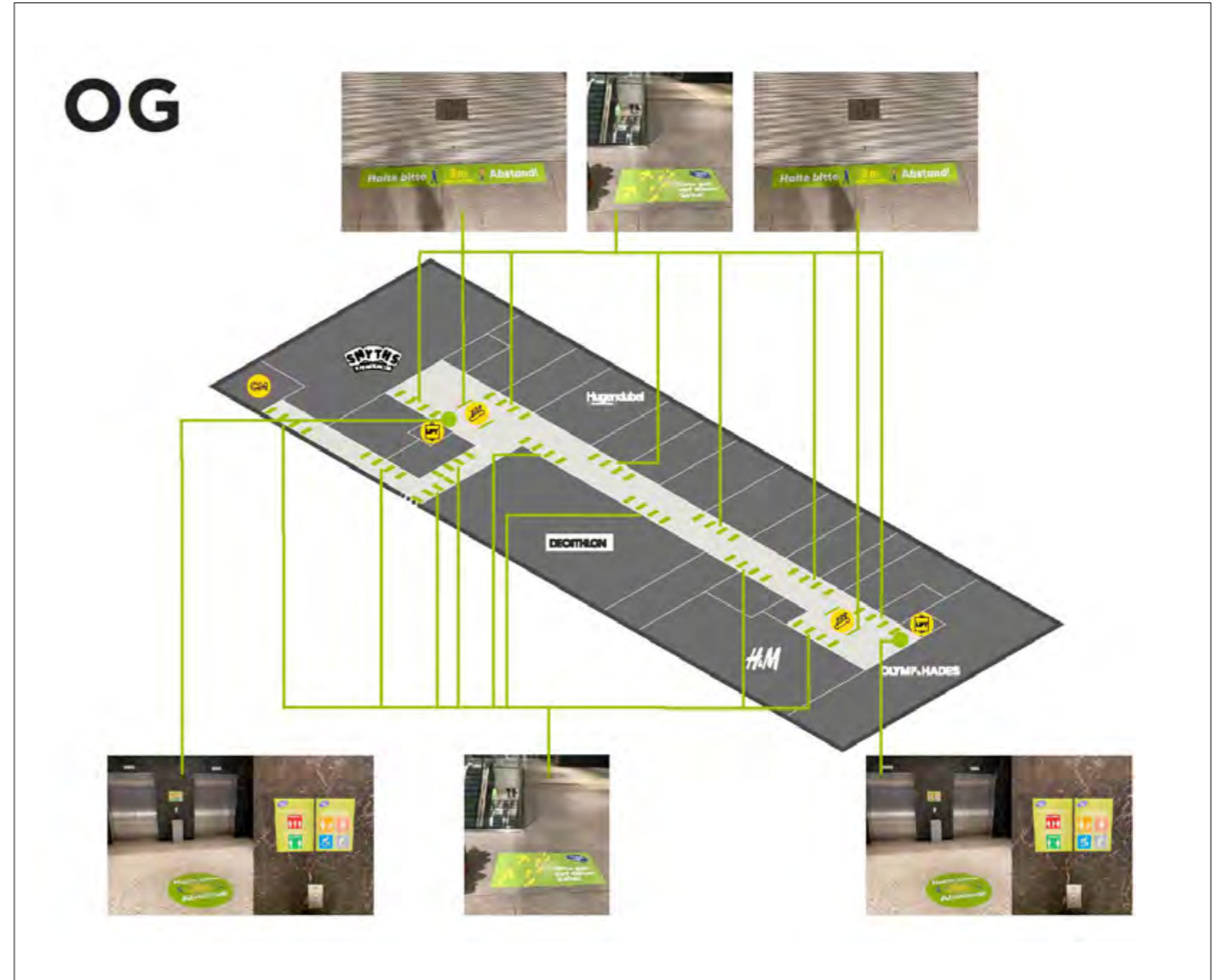
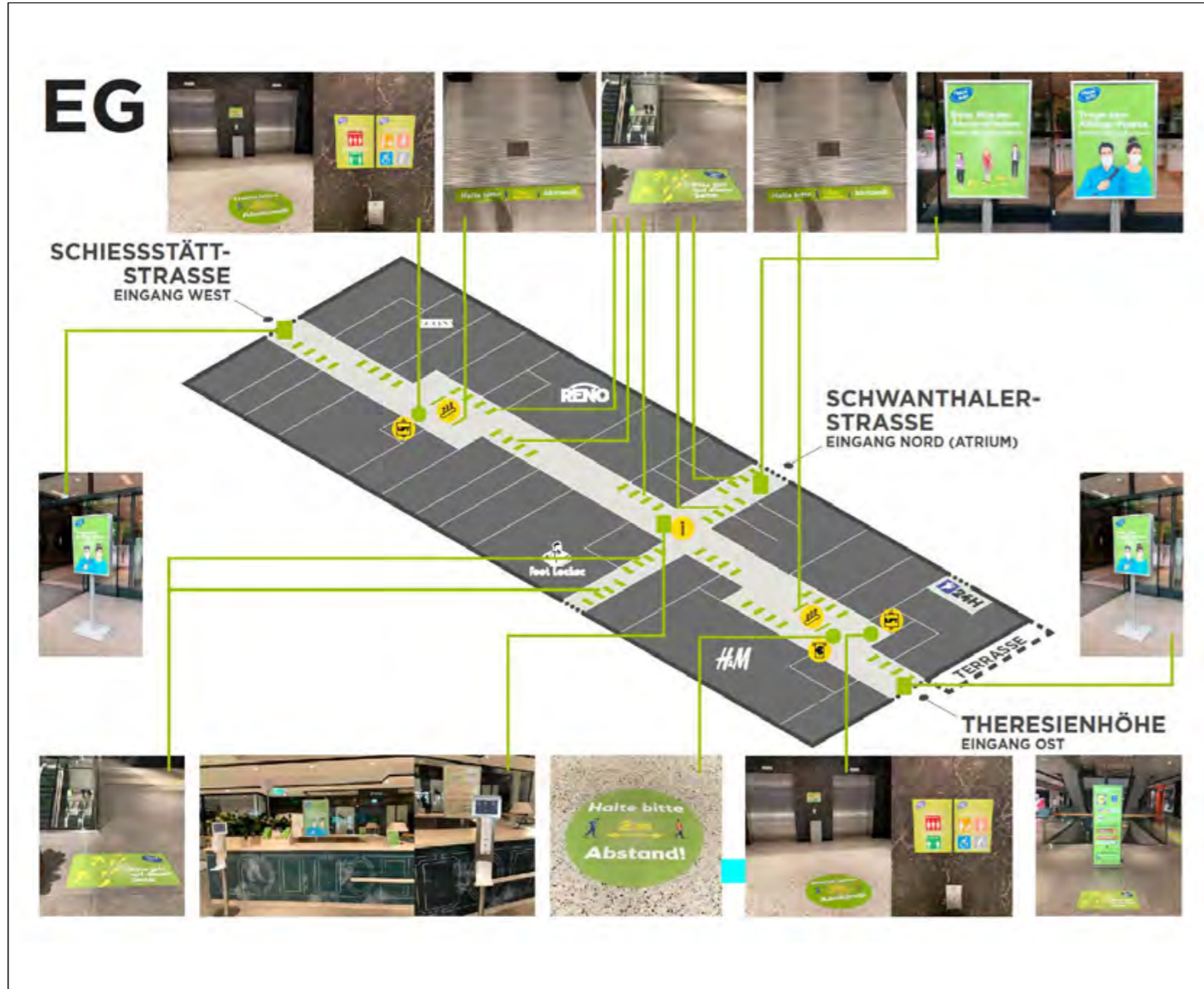
“Hygiene and Safety Measures for Gastronomy and Gym Facilities” sample handbook

<https://www.gcsp.de/files/gcsc/img/GC%20Academy/Muster-Handbuch%20Gastronomie%20und%20Fitness-Einrichtungen/GCSP%20Handbook%20Hygiene%20&%20Safety%20Gastro%20&%20Gym%20-%20english.pdf>

Gastronomy and Gym Facilities Checklist Manual:

<https://www.gcsp.de/files/gcsc/img/GC%20Academy/Muster-Handbuch%20Gastronomie%20und%20Fitness-Einrichtungen/GCSP%20Checklist%20Gastronomy%20-%20english.pdf>

5 A SHOPPING CENTER PLAN ILLUSTRATES ALL MEASURES IN ORDER TO DEMONSTRATE THEIR EFFECT AS A WHOLE



6 HYGIENE STANDARDS IN PERSONNEL, DELIVERY, AND SERVICE PROVIDER ENTRY AREAS



↑ Example of a temperature control system in the staff entrance area



OBJECTIVE:

to define routines for access to and stay at each property – for employees, service providers, and external companies



MEASURES:

- under the personal responsibility of the employees – in the event of infection symptoms: information and no access
- attendance is documented by means of duty rosters and, in extreme cases, infection chains are traceable
- service providers and suppliers document their presence in the facility
- masks must be worn when entering the property in accordance with official regulations
- if necessary, provision of masks for personnel in the entrance area
- the use of an electronic temperature measurement system and the associated data storage is optimal
- alternatively, for self-monitoring: temperature monitoring using commercially available electronic thermometers



7 PROSPECTS AND MEASURES IN THE EVENT OF INCREASED INFECTION RATES

Constant observation of the current development of the pandemic as well as consideration of recent and future findings is recommended, especially with regard to information provided by the Robert Koch Institute. The phase model presented at the

beginning, as a recommended way of working, enables a rapid and flexible response to both positive and negative developments in the pandemic. For example: selected master plans for rapid response in accordance with the phase models.

Measures	Who	Completed by when?	Done?	Comments
Determine who the contact person and the responsible person for pandemic measures should be, as well as their deputies, and ensure their availability.				
If available, include employee representatives in the planning.				
Prepare risk assessment for SARS-CoV-2, and involve the occupational safety specialist as well as the occupational health physician (for templates, see www.bgn.de/corona).				
Procure the items specified in the risk assessment (mouth-and-nose protection, hand disinfectant, etc.).				
Instruct staff members on the measures resulting from the risk assessment.				
Review the implementation and effectiveness of the risk assessment.				
With regard to cleaning, define the frequency, the areas, and the agents to be used in a hygiene plan, and instruct the cleaning staff accordingly.				
Provide instruction to staff members on hygienic behavior. (Materials can be found at www.infektionsschutz.de or www.dguv.de .)				
Determine the procedure to be followed in the event of suspicion of illness / illness in the company, and instruct staff members and cleaning staff accordingly (see "Infection Contingency Plan").				
Ensure that all contact persons are identified and informed in the event of a suspected case of infection, in compliance with data protection (see "Infection Contingency Plan").				
Create a staff deployment plan, to include substitution rules and priority setting. Such planning will enable the company to continue working despite staff shortages.				
As soon as a vaccine is available, inform staff members about the vaccination or offer it to them.				

Created by:	Released by:	Status as of:		

Contact person for pandemic measures

Responsible person		
Last name	First name	Telephone number

Representative		
Last name	First name	Telephone number

Important telephone numbers	
On-call medical service:	116 117
Responsible health authority:	
Nearest general practitioners' office:	
Nearest hospital:	

Information

- www.rki.de
- Flyers, notices, and print media on the subject of hygiene can be found at www.infektionsschutz.de.
- Information and addition practical assistance can be found at www.bgn.de/corona.
- Flyer: "Coronavirus SARS-CoV-2 – Suspicion/detection of illness in companies" www.dguv.de Webcode p021434
- Flyer: "10 pandemic planning tips for companies" www.dguv.de Webcode p010323
- Operational Pandemic Planning Handbook – second expanded and updated edition, published by the Federal Office for Civil Protection and the State Health Office of Baden-Württemberg

Created by:	Released by:	Status as of:		

++++ Infection Contingency Plan +++++

At the first signs of illness, in particular, a cough, fever, or breathing difficulties, contact your general practitioner by telephone. Do not go to work.

If such symptoms occur acutely during the working day, proceed as follows:

1. Offer the employee mouth-and-nose protection, and put on your own mouth-and-nose protection.
2. If possible, isolate the person in a separate room, and avoid contact with other people.
3. Inform all relevant superiors.
4. Make a note of all of the people with whom the staff member has had direct contact at the workplace. Such information is important for determining the chains of infection and must be forwarded to the public health authority if necessary. As a matter of course, the responsible public health authority will also advise you regarding steps to be taken.
5. The staff member should be sent home immediately and, after making an appointment by telephone, pay a visit to his/her general practitioner.
6. Thoroughly ventilate the room in which the staff member was located.
7. Contact surfaces within the company (e.g., workplaces, toilets, door handles, keyboards, telephones) should be thoroughly cleaned by trained cleaning staff/personnel.
8. If the cause of the symptoms has not been clarified by a doctor, a return to work is recommended 14 days following the onset of the first symptoms, at the earliest.

We would like to thank all supporting companies and the members of the GCSP, especially those who comprise the extended GCSP Security Commission, for their outstanding commitment. Without their involvement and cooperation, the progress in fighting the pandemic in our field of business would not have been possible. We are able to sustainably demonstrate that there is no risk of infection posed by shopping centers, brick-and-mortar retail stores, or the food service industry. We can and will continue to strengthen and sustain our positive position.



Special thanks are owed to the partner companies listed herein for their valuable contributions to the production of this handbook as well as for the friendly and unbureaucratic provision of the required image material.



Sample Handbook on Hygiene and Safety Measures,
Using Shopping Centers in Germany as an Example
A Working Tool for Cities, Municipalities, and Official Policy
Makers as well as Center Operators, Owners, and Tenants

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