

CORONAVIRUS / COVID-19
V 1.0 / 17.09.2020

SAMPLE HANDBOOK ON HYGIENE AND SAFETY MEASURES FOR GASTRONOMY AND GYM FACILITIES

**AS A WORKING TOOL FOR GASTRONOMIC ESTABLISHMENTS IN SHOPPING CENTERS, CITY CENTERS, AND GYM FACILITIES –
FOR THE ORIENTATION OF MUNICIPALITIES, OFFICIAL DECISION-MAKERS, OWNERS, AND TENANTS**



PREFACE

CITIES NEED VIBRANT MARKETPLACES

Marketplaces depend on a colorful mix of shopping, culture, encounters, lingering, experience, atmosphere, and a mini-break feeling. The vibrant culture of marketplaces and, by extension, of city centers has taken on a new dimension. After the nearly complete shutdown of all opportunities for people to meet each other, experience, encounters, and cultural events are gradually being made possible again under the conditions of the „new normal“, with a sense of proportion and responsibility on the part of all those involved. The greatest challenges in overcoming the coronavirus crisis lie in stabilizing, improving, and sustaining the current situation, which is completely uncharted territory for everyone.

In addition to retail, gastronomy, the hotel industry, and leisure facilities are of particular importance. Gastronomy is one of the most important components for successful shopping places. As a result, the effects of the coronavirus-related regulations are all the more significant for the gastronomy industry, and their simultaneous impact on the entire, densely-knit network of functioning retail real estate and vibrant city centers is of particular importance as well.

Following the publication of the first Sample Handbook on Hygiene and Safety Measures Using Shopping Centers as an Example on 29 April 2020, a second sample handbook has

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, restaurants, hotels, and cultural institutions than in other public areas.

been successfully created. A GCSP team has compiled an overview of many of the successfully implemented hygiene and safety measures that are currently in use in the gastronomy sector and has summarized them in a sample handbook. In addition, an 11-page checklist has been created as a practical working tool, which can also be downloaded free of charge from the GCSP website: <http://www.gcsc.de>.

The purpose of this document is to provide information to owners, operators, cities, municipalities, and official decision-makers and to support their work with recommendations for action. Actions that need to be taken have been highlighted, and solutions that aid in minimizing the risk of infection have been documented. In addition, the ways in which the solutions can be practically implemented and the necessary requirements can be fulfilled have been outlined.

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 the different phases of the spread of the pandemic. The German GCSP hereby provides its members with a ready-to-use tool, and aims to show the authorities, local administrations, and politicians at all levels that the gastronomy sector is equipped to survive the coronavirus crisis,



PREFACE

provided that the applicable coronavirus regulations are complied with. Due to the fact that many shopping centers also house gym facilities, the sample handbook has been broadened to include that segment.

Part of the sample handbook consists of a **SAMPLE CHECKLIST**, which serves as a planning and working tool as well as a means of orientation for local authorities, official decision-makers, owners, and tenants.

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

All of the measures and recommendations presented are based on the legal foundations and the official orders that are applicable in Germany in the effort to combat the pandemic, and they are generally coordinated in cooperation with the competent decision-makers and local authorities. Reference is simultaneously made to the fundamental and continuous monitoring of current global and local developments and, therefore, the adaptation of measures to the development of the pandemic.

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.

The organization and implementation of hygiene and safety measures can only be achieved by working together. **The pandemic is not restricted by borders. Neither are we.**

The transnational exchange of practical experience, problem solving in terms of best practice solutions, and feedback are encouraged. That is the only way in which this challenging time can be overcome – together.

We strongly believe in the effectiveness of common sense, discipline, and creativity.

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

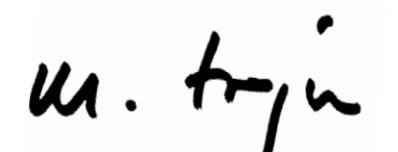

Christine Hager
Harald Ortner
Markus Trojansky



TABLE OF CONTENTS

Preface	Page 02	3.7	Advice on the Principles of Kitchen Hygiene / Food Hygiene	Page 31
1 General Information		3.8	Gastronomy Checklist Suggestions	Page 32
1.1 Basic Principles	Page 05	4 Special Regulations and Principles for Gym Facilities		Page 33
1.2 Fundamentals	Page 06	4.1 Introduction		Page 34
1.3 Examples: Communication of the Rules of Conduct Prior to a Visit Via Websites, Social Media, Screens, and Print	Page 07	4.2 Checklist for the Re-opening of Gym Facilities		Page 35
2 Control of and Influence on Visitor Behavior	Page 08	4.3 Special Regulations and Principles for Gym Facilities		Page 38
2.1 General Recommendations for Gastronomy Operators	Page 09	4.4 Rules Governing the „New Normal“ at Gym Facilities		Page 39
2.2 Arrangement of the Guest Area Based on the Food Court Planning Example	Page 10	4.5 Cleaning Checklist for Gym Facilities		Page 44
2.3 Organization of Procedures / Guest Area	Page 11	5 Special Regulations and Principles for Wellness Facilities		Page 45
2.4 Implementation of the Measures in the Guest Area	Page 14	5.1 Use of Wellness Facilities		Page 46
2.5 Additional Measures to Be Taken in the Guest Area	Page 16	6 Outlook		
2.6 Organization of Processes: Buffet/Service/Reception	Page 17	Prospects and Measures in the Face of Rising Infection Rates		Page 48
2.7 Child and Family-friendly Service	Page 18	7 Thanks		Page 49
2.8 Limitation of the Length of Stay	Page 19			
2.9 Gastronomic Outdoor Areas	Page 20			
2.10 Takeaway Orders	Page 21			
2.11 Display of Hygiene Standards in the Guest Area / Hygiene Measures in the Sanitary Area	Page 22			
2.12 Conflict Resolution Measures to Be Taken in the Event of Deliberate Violations of Existing Hygiene Regulations	Page 23			
3 Hygiene and Protective Measures	Page 24			
3.1 Implementation of the Developed and Confirmed Individual Hygiene Concepts	Page 25			
3.2 Example of a New, High-quality Disinfection Technology	Page 26			
3.3 Concepts for Production – Kitchens – Staff Guest Areas, Production, and Kitchens Form a Single Unit	Page 27			
3.4 Dealing with Staff	Page 28			
3.5 Ensuring of and Compliance with the Hygiene Concept	Page 29			
3.6 Compliance with Hygiene Rules / Hygiene Checklist	Page 30			

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 cities and municipalities form an active pool of interests under the **German Council of Shopping Places (GCSP)**, which provides an ideal networking platform for retailers 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.



BASIC PRINCIPLES

PHASE MODEL AND LEGAL REQUIREMENTS AS THE FOUNDATION

The following suggestions and recommendations for action provided in the Sample Handbook on Hygiene and Safety Measures are preceded by the following: **The pandemic and the dangers emanating from SARS – CoV2 still exist.**

The degree of risk or the degree of containment of the pandemic depends to a large extent on the broadly effective implementation of and compliance with hygiene and protection measures.

The legally binding principles mentioned and given as examples refer to phase models:

- **Phase Zero** describes the fundamental and strict containment of the pandemic – comparatively known as a lockdown.
- In **Phase One**, the gradual relaxation of the above measures is permissible, but it is clearly based on and derived from said measures and is issued by the authorities and under local responsibility.
- **Phase Two** allows for the gradual return to a new normal, which is also determined by the rules of conduct and hygiene that is aimed at protecting the population.

The information and recommendations presented in this handbook relate to the transitions to phase one and phase two and take into account the critical need for clear and continuous monitoring of the development of the situation in order to be able to re-implement restrictions in a targeted manner if necessary.

The following basic principles apply:

1. The relaxation of restrictions made possible in phase one and phase two will be contingent upon a positive development in the course of the infection. In other words, not permanent, not fixed in time; a return to phase one or phase zero measures may be necessary in the event of negative development. Everything must be planned for and conceptually prepared.
2. Different sets of measures are to be implemented in different phases for operators and responsible parties.
3. The occurrence of infection may vary, both locally and regionally; therefore, differentiated measures may be necessary.
4. Hygiene measures and, if necessary, their changes or adaptation to the current infection situation must be agreed upon in principle with the responsible authorities.

FUNDAMENTALS

The gradual reopening and revitalization of the gastronomy, cultural, and leisure facilities are to be preceded by those rules relating to conduct, control, and hygiene.

- They are to be understood as **necessary regulations** to allow for the gradual and continuous activation and stabilization of the aforementioned companies as well as the **gradual easing** of the conditions imposed. Therefore, strict compliance with the defined requirements is essential.
- Only the **stable** and **permanent containment** of the infection risks will ensure economic stabilization and a desirable atmosphere for gastronomy, hotels, and culture.
- **Adherence to the following principles is recommended:**
 1. Different phases will involve different degrees of pandemic severity. Each phase will require sets of specifically-tailored measures.
 2. Measures will be suitable for the current phase of the pandemic, will be coordinated and agreed with the local authorities, and will allow for local relaxation or tightening.
 3. Response to locally occurring hotspots, in coordination with the local authorities, will be carried out in a timely manner.

4. Each operator of a gastronomic establishment or gym facility is to submit a separate, officially approved security concept for its area of responsibility, which verifies that specified, proven guidelines for minimizing the risk of infection have been implemented with maximum security.



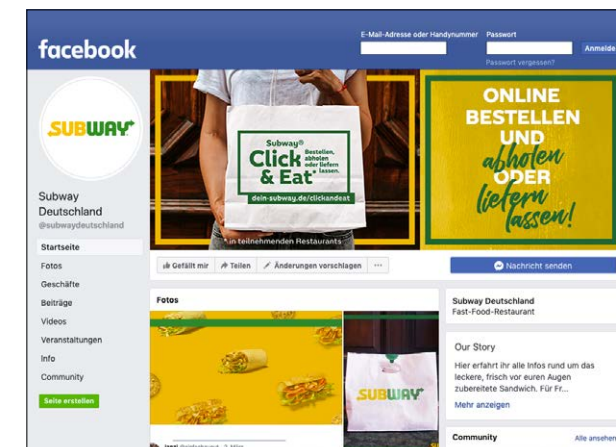
EXAMPLES: COMMUNICATION OF THE RULES OF CONDUCT PRIOR TO A VISIT VIA WEBSITES, SOCIAL MEDIA, SCREENS, AND PRINT

The use of digital media has intensified since the beginning of the pandemic. Decisions regarding whether or not a visit takes place are often based on information provided by websites and social media, even prior to visits to shopping centers, gastronomic establishments, and cultural facilities.

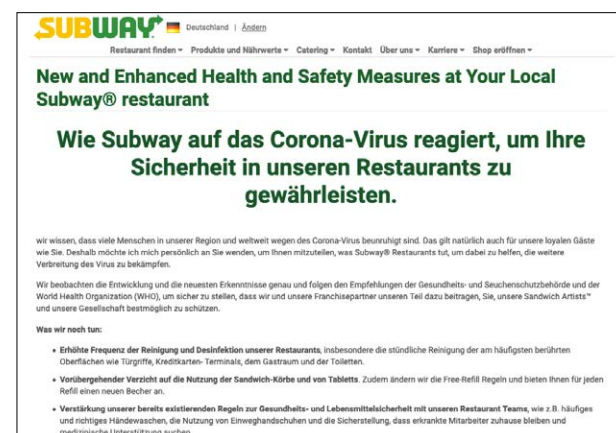
The communication of important messages, such as reservations, the use of time slots, guest area processes, hygiene rules, recording of personal data, limited product range, and delivery services via digital media, updated to reflect the latest developments, is advisable (see the following examples).



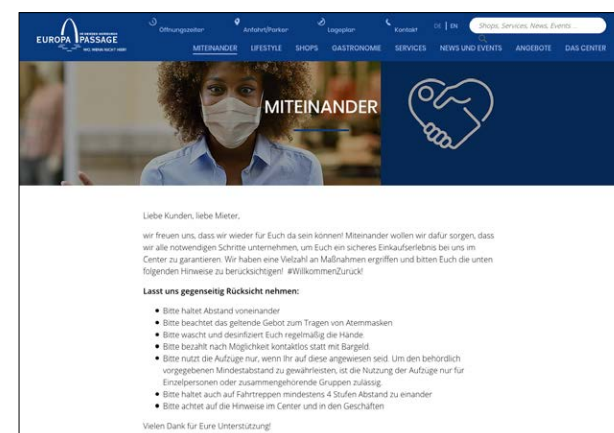
Burger King



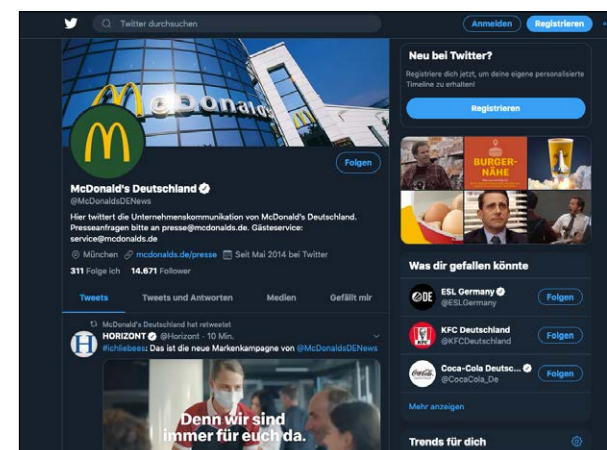
Subway



Subway



Europa Passage



Mc Donalds



Information displays in the entrance area of the malls

CONTROL OF AND INFLUENCE ON VISITOR BEHAVIOR

The recommendations listed below are based on the following main areas of focus, each accompanied by selected measures:

- A** Recommendations for Action
- B** Organization and Procedures in the Guest Area
- C** Behavior of Staff in the Guest Area
- D** Expected Behavior of Guests in the Guest Area

GENERAL RECOMMENDATIONS FOR GASTRONOMY OPERATORS

The current recommendations for action distinguish between different types of gastronomy. As a result, different measures must be taken into account with respect to implementation, depending on the type of gastronomy establishment (food court, restaurant, or canteen).

- A Recommendations for action taking into account the development phases of the pandemic**
- B Minimum distance of 1.5 meters between tables**
 - ↘ a limited number of people per table
 - ↘ communication of the new measures to each guest
 - ↘ no self-service, buffets in the classical sense, or bars, with reference to special forms of buffet, e.g., buffets with service, and
 - ↘ a limited number of guests at buffets
- C Mouth-and-nose protection for staff member who are in contact with guests, in accordance with local regulations**
 - ↘ ensuring of minimum distance between staff members; if necessary, separate work areas should be set up
- D Mouth-and-nose protection for guests to be used when moving around the dining area (not seated at a table), in accordance with local regulations**



ARRANGEMENT OF THE GUEST AREA BASED ON A FOOD COURT PLANNING EXAMPLE

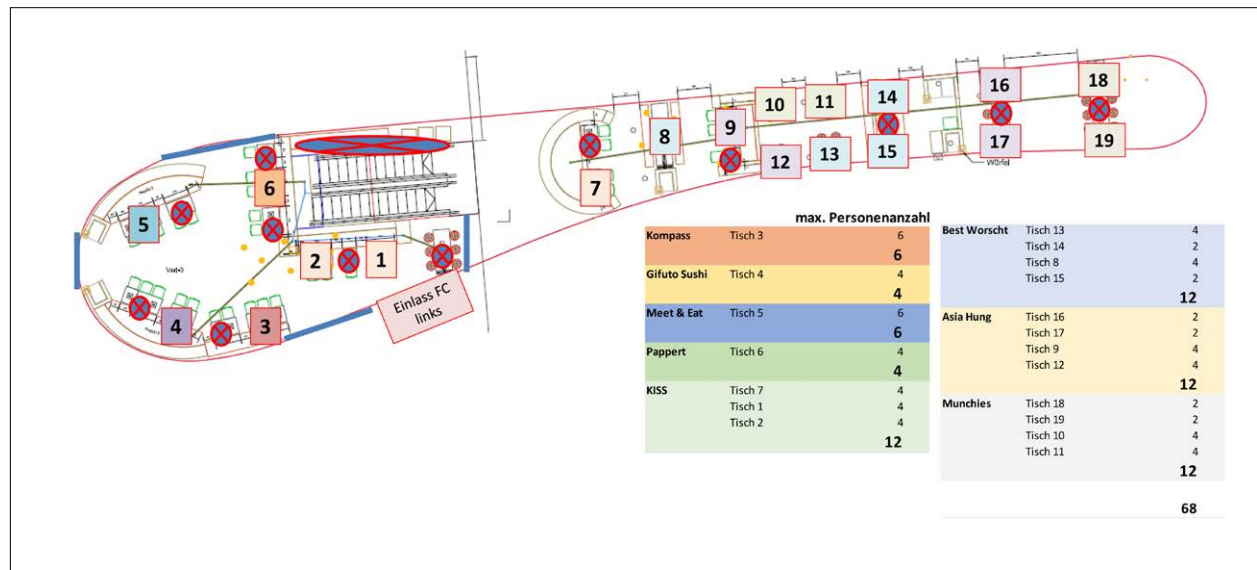


ORGANIZATION OF PROCEDURES

GUEST AREA

Model procedure for compliance with and use of the seating areas in food courts

It is recommended that operators ensure that the general seating area in the food court is independently operated and organized by the defined tenant partners and is their responsibility. The additional assignment of service staff to monitor and ensure that the procedures and disinfection of the tables are carried out has proven to be effective.



Access control using the Forum Hanau of the HBB as an example



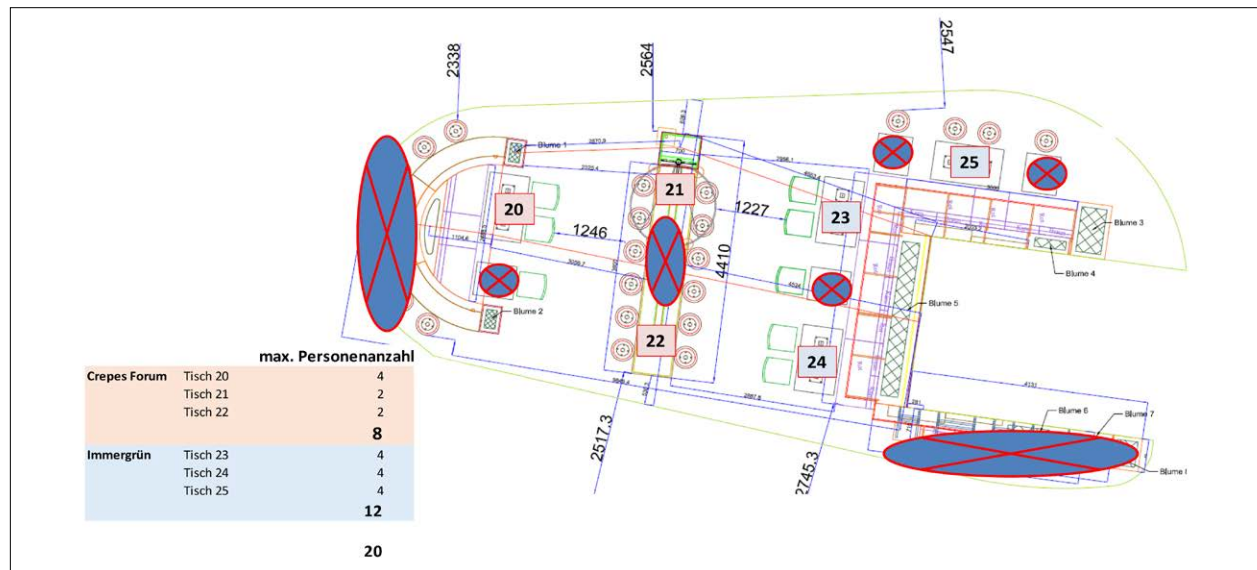
© Chaay_fee - Stock.adobe.com

ORGANIZATION OF PROCEDURES

GUEST AREA

The reduction of the number of tables and seats in the guest area is necessary in order to comply with the minimum distance requirements.

Each table is to be allocated to a fixed tenant. For example, **Forum Hanau** is to have a total of 25 tables – with a maximum occupancy of 2 to 6 people per table. A maximum total of 88 seats are to be offered in the food court. The general seating areas in the food court are to be available for use from 10:00 AM onward.



Control of table occupancy using the Forum Hanau of the HBB as an example



Each table is to be given a number, and the information regarding which tenant it is allocated to is to be provided

ORGANIZATION OF PROCEDURES

GUEST AREA

Control of the seating areas within food courts should pursue the aim of minimizing contact, and all necessary data should be acquired, in accordance with local requirements.

Tenants are to assign specific tables to customers and record the required data, in accordance with state regulations (name, place of residence, telephone number, etc.). Based on the table number that they are assigned, customers will receive the food that they have ordered upon presentation at the cash counter.

Sample form for the collection of personal data

Visitor list

Restaurant: _____

Date: _____

Name	Contact details	Table number	Time (from/to)	Server/Waiter



IMPLEMENTATION OF THE MEASURES IN THE GUEST AREA

B Guest area organization and procedures

- ✎ communication of the rules of conduct, the organization, and the procedures at the entrance and via digital media / social media
- ✎ disinfection of tables, chairs, and menus after every change of guests and, if necessary, replacement of tablecloths
- ✎ cleaning service should be involved in the cleaning and disinfection of the tables at specified intervals (ensure documentation)
- ✎ see pages 13 and 14
- ✎ should a coronavirus case occur in the guest area, separate cleaning and disinfection measures must be carried out in close cooperation with the local authorities.

C Behavior of staff in the guest area

- ✎ no physical contact, no shaking of hands, no patting on the shoulder in passing
- ✎ communication with the guests should be carried out at a minimum distance
- ✎ if the minimum distance cannot be maintained, face masks must be worn
- ✎ when serving and clearing up, if possible, speaking should be avoided (the virus is spread via the respiratory tract)
- ✎ coughing/sneezing should be done in the crook of one's arm

- ✎ frequent, thorough hand washing
- ✎ frequent ventilation of the guest area is recommended
- ✎ increased cleaning frequency – regular and documented disinfection of the guest area
- ✎ staff members should clean tables, chairs, and menus immediately following a change of guests



IMPLEMENTATION OF THE MEASURES IN THE GUEST AREA

D Expected behavior of guests in the guest area

- ↘ guests should be asked to book reservations in advance
- ↘ guests should be clearly advised to always wear a mask when away from their tables
- ↘ guests should follow the instructions given by staff members
- ↘ cashless payments should be made if possible
- ↘ entry into the guest area should only be possible for healthy guests



ADDITIONAL MEASURES TO BE TAKEN IN THE GUEST AREA

- removal of all unnecessary items on tables and other accessible areas to ensure quick and easy cleaning
- floor markings or room dividers in the guest area and entrance area to ensure distances and create paths with minimal contact
- training of staff members who are in contact with guests on the new code of conduct and hygiene measures
- providing sufficient mouth-and-nose protection for staff members as well as disinfectant for customers and staff members
- orientation toward cashless payment methods (if not already in effect)
- use of disinfectant dispensers at central points of the food court is recommended
- communication of the AHA rules (German abbreviation for distance, hygiene, face mask) in the food court, e.g., by means of tray placemats



Safe Place Sticker



Paper Table Cover



Tray placemats made of paper

ORGANIZATION OF PROCESSES

BUFFET/SERVICE/RECEPTION

Procedures in the buffet, reception, and service areas are to be redefined and implemented in accordance with the principles of spacing, hygiene, and respiratory protection. The official regulations set by the federal states shall apply.

BUFFET/SELF-SERVICE

D Expected behavior of guests in the guest area

- ✎ wearing of mouth-and-nose protection while at the buffet station and when moving around the guest area
- ✎ a limited number of guests at the buffet station
- ✎ distance indicators for self-service
- ✎ agreement on table times
- ✎ use of new cutlery and plates at the buffet for every guest
- ✎ formation of theme islands to distribute visitor numbers

SERVICE

C Behavior of staff in the guest area

- ✎ reduction of self-service in favor of service at tables
- ✎ maintaining of distance by staff members, even while at tables
- ✎ maintaining of distance during payment process
- ✎ prohibition of shaking hands
- ✎ cashless payment collection



CHILD AND FAMILY-FRIENDLY SERVICE

The family-friendly design of gastronomic establishments is a major benefit for families as well as for the gastronomy sector. Such a benefit is obvious for families. A family-friendly atmosphere, in particular, the sense of being welcome as a family, is crucial.

Being family-friendly is compatible with ensuring that the necessary distance and hygiene measures are observed. Due to the fact that families need ample space, variable table positioning is very helpful and ensures compliance with distance regulations. **The following basic principles apply:** Children have greater understanding of hygiene rules than expected.

- Children should be consciously involved in prevention measures.
- Disinfection dispensers for children, featuring child-friendly designs, should be placed in the entrance area or at the tables.
- Guests with children should be purposefully served in a quick and preferential manner.
- Gastronomy establishments with counter sales, e.g., food courts, should set up express lines for families.
- For example, disposable paper on the tables and disposable tray placemats should be used for children's activities, such as coloring, picture puzzles, and short stories.
- Depending on local regulations, playgrounds and other such equipment should be avoided.



- Children should be accompanied by their parents when visiting the restrooms.
- Children's highchairs should be readily available and should be disinfected before each use.
- Space / parking space for strollers should be created near the tables.
- If a nursing / diaper-changing room is available for public use, such information should be communicated clearly and pro-actively.
- A high frequency of cleaning and the provision of hand sanitizer should be ensured.
- In the interest of the implementation of a successful family-friendly process, parents should be involved and their wishes should be articulated.

LIMITATION OF THE LENGTH OF STAY

In the interests of hygiene standards and risk prevention, a limit on the length of stay is recommended.

Reservations should be made and length of stay / time slots should be arranged. The absence of service at bars and counters will limit the length of stay and ensure compliance with distance rules.

- Express service for guests with children will demonstrate family friendliness and reduces the length of stay.
- People who are recognizable as “regular guests” should be addressed, especially during the cold season in food courts.
- In food courts with central and individual seating areas, the immediate clearing of tables by service personnel is recommended.
- The immediate clearing/cleaning of tables, in accordance with hygiene standards, is also aimed at limiting their use and does not constitute a violation of the service concept. This shall also apply to outdoor areas.
- Security personnel should be used in shopping centers to prevent the so-called “hanging around” of young people and pupils, especially after school hours or at times when there is no classroom instruction.



GASTRONOMIC OUTDOOR AREAS

On the terrace / outdoor gastronomy

- more spacious positioning of the patio furniture to ensure compliance with the minimum distance requirements
- no cutlery baskets in areas in which guests help themselves
- prohibition of self-service counters Pick-up of meals is to be permitted.
- ensuring adherence to the minimum distance requirements, prevention of queue formations
- provision of route guidance with one-way system / floor markings
- provision of menus made of disposable material / black boards with white lettering
- tray placemats / disposable paper menu

The limited opening hours and partial differences for indoor and outdoor areas are to be observed.



TAKEAWAY ORDERS

Food and drinks can be offered for pick-up at restaurants. In order to keep the number of people waiting to a minimum, customers should pre-order online or by telephone. A time slot for collection will ensure reduced customer contact and will shorten the length of time spent in the guest area or waiting outside.

Hygiene rules and safety distances must be communicated and adhered to. The setting up of a separate waiting area in the guest area or outside is recommended. Disinfectant and cashless payment transactions are also recommended in those areas. The wearing of masks by staff members and customers is advisable.

- When food is delivered via delivery services, it must be ensured that there is only one person in each vehicle (no delivery with passengers).
- The sharing of a vehicle by several people in succession should also be avoided as far as possible.
- Vehicles must be stocked with materials that ensure hand hygiene and disinfection, as well as with paper towels and garbage bags.
- Whether or not sanitary facilities can be used during deliveries must be verified, and staff members must be informed.
- Delivery procedures must be adapted to ensure that staff members can maintain the required distance from customers.
- Payments should be made in as contactless a manner as possible or via a designated box for money/change.



DISPLAY OF HYGIENE STANDARDS IN THE GUEST AREA / HYGIENE MEASURES IN THE SANITARY AREA

- clear indication of the minimum distance of 1.5 meters
- use of floor markings or restricted access controlled by staff members
- installation of disinfectant dispensers
- sufficient soap, disinfectant, and disposable towels for staff and guests, all of which is mandatory
- regular cleaning, control of sanitary facilities, emptying of waste containers, and documentation of cleaning
- obligation to wear mouth-and-nose protection for guests and staff
- placement of DEHOGA informational leaflets



Sanitary area disinfection example

CONFLICT RESOLUTION MEASURES TO BE TAKEN IN THE EVENT OF DELIBERATE VIOLATIONS OF EXISTING HYGIENE RULES

The preparation of a sequence of actions is recommended in order to be able to deal with “critical guests”. Within food courts as well as at independent gastronomy establishments, there is a risk of violation of hygiene and safety standards by individuals or groups of individuals who are intoxicated and have already been declared unwelcome at other gastronomy establishments.

The arrangement of a warning system between neighboring business partners is both sensible and simple. The contact details of security staff and, where appropriate, the police department should always be available.





3

HYGIENE AND PROTECTIVE MEASURES



© Halfpoint - Stock.adobe.com

IMPLEMENTATION OF THE DEVELOPED AND CONFIRMED INDIVIDUAL HYGIENE CONCEPTS

Gastronomy consists of more than just the part of the dining area that is visible to guests, its processes, food and beverages, communication, and service personnel. Other indispensable components include production, the hygiene concept, and the staff area. They must be equally involved in all measures to contain the pandemic, in accordance with legal and local requirements.

Until 2006, food hygiene requirements were regulated by the Food Hygiene Ordinance (Lebensmittelhygieneverordnung, LMHV). EU law has been in force in Germany since 1 January 2006. As a result, EU Regulation (EC) No. 852 / 2004 has become the legal basis for hygiene regulations. That regulation is supplemented by the German "Regulation on Hygiene Requirements for the Production, Treatment, and Placement on the Market of Food" dated 8 August 2007, which is the successor of the Food Hygiene Ordinance.

The first major change made to EU food law: Today, gastronomy operators are "only" obliged to carry out their own checks when it comes to hygiene regulations. As a result, gastronomy operators monitor food hygiene themselves.

In Germany, staff members are required to be adequately trained with regard to hygiene regulations. Staff members can take such food hygiene training courses, for example, via the local health authority.

- Individuals responsible for the development and application of hazard analysis and internal monitoring must be trained in all aspects of the application of the HACCP principles.
- Such training must also be documented.



EXAMPLE OF A NEW, HIGH-QUALITY DISINFECTION TECHNOLOGY

In addition to currently known disinfection measures, a new technology, which has been tested in application, is emerging. Nanotechnology based on the effect of silver is being used.

The effectiveness of nanosilver against viruses has been tested in numerous scientific studies worldwide. The contribution to hygiene made by surfaces equipped with nanosilver has been sufficiently proven by studies. In a double-blind study, the hygienic benefit was shown to be significant.

On surfaces that contain nanosilver in the form of an ultra-thin coating, 50 per cent fewer germs colonize than on surfaces that do not contain nanosilver. Surface coatings with the active ingredient nanosilver are marketable in both the EU and the USA and are particularly suitable for use in public places, such as hospitals, airports, railway stations, and company buildings.

Standard cleaning does not cause abrasion.

The implementation and successful application in the gastronomy and hotel industries has been carried out by **GBneuhaus**.

SANPURE®

- maximum temperature load: 200° C
- layer thickness from 150 to 2,500 nm
- lifelong antibacterial effect (according to ISO 22196/JIS Z 2801:2010, significantly antimicrobial)
- physiologically safe (biocompatibility according to DIN EN ISO 10993-5)
- abrasion-resistant (according to DIN EN 60068-2-70, at least 100,000 cycles)
- scratch-resistant (scratch hardness according to DIN EN ISO 1518 up to 20 N, pencil hardness according to ISO 15184 up to 10 H)
- adhesive (cross-cut test according to DIN EN ISO 2409)
- optics and haptics of the coated substrate are preserved
- chemically resistant to conventional cleaning agents and disinfection measures
- transparent, upon request also dyed or presence detection by means of fluorescent particles
- mechanically flexible

Is SANPURE® effective against viruses?

The effectiveness of nanosilver against viruses has been repeatedly proven in scientific studies. Recent tests and projections have shown that the duration of efficacy exceeds 20 years. Its effectiveness was proven in a 2019 study that took place in the emergency room of the University Hospital of Regensburg, among others.

<https://gbneuhaus.de/en/news/article/hygienic-coating-sanpure-can-be-used-in-food-industry.html>



CONCEPTS FOR PRODUCTION – KITCHENS – STAFF

GUEST AREAS, PRODUCTION, AND KITCHENS FORM A SINGLE UNIT

In order to comprehensively eliminate possible specific risks, the staff areas, both in the service area and in production, are of particular significance with regard to the implementation of the legal and official requirements for containing the pandemic.

- Work areas should be evenly spaced out.
- The minimum distance should be maintained or mouth-and-nose protection / a Plexiglass visor should be worn; if necessary, workplaces should be marked.
- Work processes in all operational areas should be checked for compliance, e.g., kitchen, counter, service, reception, and interfaces (passes, taking of dirty dishes to the scullery).
- Tasks in the kitchen or work in other areas should be divided in an appropriate way. Only as many people as are needed should be used in the work areas at the same time to ensure that the minimum distance can actually be maintained (if necessary, the restaurant offer should be adjusted to reflect the reduced capacity of the kitchen).
- Walkways and traffic routes should be wide enough. Constrictions should be eliminated (e.g., due to deposited objects).
- The number of people using the lifts should be limited in order to ensure that the necessary distances can be maintained.
- Suitable (staggered) scheduling of working and break times should be implemented to ensure a balance of time spent in sanitary and break areas.





DEALING WITH STAFF

- All measures and rules of conduct should be displayed in the kitchen or counter area in a way that is clearly visible to staff members.
- All staff members must wear mouth-and-nose protection if the minimum distance cannot be maintained.
- All staff members should be trained with regard to hygiene and behavior rules as well as minimum distance requirements.
- Regular staff meetings should be conducted, and staff should be informed about the situation within the company.
- All staff members should be trained in such a manner that they can inform guests about the hygiene measures and rules of conduct that have been taken.
- Staff members should report any first signs of infection and seek medical advice.
- Understanding should be shown if staff members avoid using public transport on their way to work as far as possible, and protective masks must be worn when using it.
- Carpooling should only be allowed if the passengers live in the same household.
- Daily meetings and staff meetings should only be conducted at the minimum distance.
- The minimum distance must also be maintained in the break and smoking areas.
- Break times and the serving of dishes should be evenly distributed.
- Sufficient protective equipment, such as mouth-and-nose protection, gloves, and sufficient washing facilities equipped with liquid soap and disinfectant should be provided.
- More frequent hand washing and disinfection should be facilitated.
- Staff members should be trained to refrain from touching their faces.
- Work clothes should be separated from private clothes in the changing rooms.
- Suitable solutions should be sought together with staff members who have an increased infection risk (possible change of workplace, change of tasks, home office, etc.).
- Risk assessment should be developed according to employer's liability insurance association guidelines.
- A pandemic plan should be developed according to employer's liability insurance association guidelines.
- Smoking should be prohibited in all production areas.
- Food and drink should only be allowed in approved areas.
- Head coverings must be worn in the kitchen.
- Food must never be coughed or sneezed on.
- Staff members should not touch prepared food and dish surfaces with their hands.
- Long hair must always be gathered and tied together.
- Wounds must be covered with bandages.

ENSURING OF AND COMPLIANCE WITH THE HYGIENE CONCEPT

A cultivated appearance is an essential part of gastronomy. Personal hygiene is an area of particular focus with respect to hygiene controls. Greasy hair and/or unclean fingernails are clear warning signs. Microorganisms can easily thrive and multiply on unwashed scalps and under painted fingernails. Hygiene measures are essential at even the most basic level as, if they went unchecked, operational hygiene would be heavily compromised in the long run.

With regard to all kitchen staff, no street clothes are allowed within the work area. A separate social room for staff members must be provided to ensure that street clothes are stored away from the kitchen. Simply throwing an apron over one's street clothing is not sufficient for kitchen staff. In the interests of hygiene, work clothes must be washed on a daily basis.

A sufficient number of wash basins equipped with soap dispensers, disinfectant, and disposable towels must be made available. Hand cleaning must be kept separate from food cleaning. Staff toilets should not be directly adjacent to the production room and should be cleaned regularly.



Staff hygiene

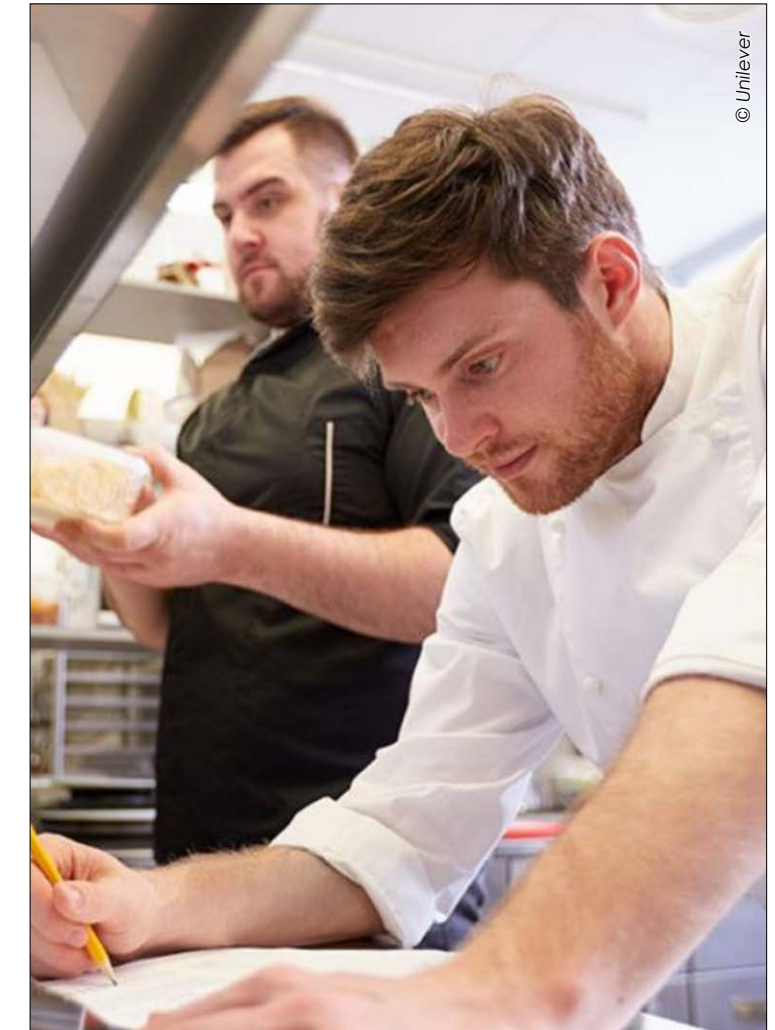


COMPLIANCE WITH HYGIENE RULES

HYGIENE CHECKLIST

	to do	already started	completed
Provide hand disinfectant dispenser (entrance/exit/toilet/kitchen).	☐	☐	☐
Provide mouth-and-nose protection and gloves for staff members.	☐	☐	☐
Have mouth-and-nose protection ready for guests.	☐	☐	☐
Ensure a minimum distance of 1.5 meters by means of floor markings / walking paths.	☐	☐	☐
Maintain table distances, avoid the use of large tables that can seat several groups of guests.	☐	☐	☐
Provide hand disinfectant at tables or hand out disinfection wipes with cutlery.	☐	☐	☐
Regulate cutlery distribution: use of cutlery bags or provision via staff.	☐	☐	☐
Create a cleaning/disinfection plan: Clean/disinfect all surfaces (tables, chairs, counters, trays) several times a day.	☐	☐	☐
Offer single portions instead of cruets on tables (salt, pepper, dressings, mayo, mustard) and no self-service options, e.g., salad buffet.	☐	☐	☐
Provide hygiene training for staff members, and appoint a hygiene manager.	☐	☐	☐
Check whether it is possible to implement a ban on standing in the bar area in order to ensure distance rules; if necessary, install glass protection in service areas.	☐	☐	☐
Check whether the zipper system makes sense (3 guests out / 3 guests in) or whether visits can only be made via advance reservation (limit the length of stay on site).	☐	☐	☐
Use UV technology as an efficient disinfection solution. Mobile products can be ordered at low prices via online shops.	☐	☐	☐
Allow guests to make contactless payments by card.	☐	☐	☐

Hygiene guidelines for temporary shutdown / recommissioning by TÜV and occupational safety standards for the hospitality industry provided by the employer's liability insurance association and DEHOGA can be found on the respective websites.



© Unilever



ADVICE ON THE PRINCIPLES OF KITCHEN HYGIENE / FOOD HYGIENE

Kitchen Hygiene

Special care should be taken with critical foods, such as raw meat, poultry, and eggs. Such items must be processed and stored separately from other foodstuffs. According to the rules on industrial hygiene, preparation and cleaning should be separated from the processing of foodstuffs. If such separation is not spatially possible, intermediate cleaning with sufficient disinfection must be carried out before the food is processed further.

The Food Hygiene Ordinance prescribes the following kitchen-related standards:

- Dishwashers must be run at 80 degrees during the rinse cycle.
- Thermo boxes must be used for the transport of refrigerated and frozen food.
- Cold storage rooms must be equipped with thermometers to ensure that temperatures can be checked regularly.
- All rooms in the kitchen area must be ventilated.
- Detergents and disinfectants must be stored in closed containers.
- Fresh dish towels (light and boil-proof) must be provided on a daily basis.
- Work surfaces must be disinfected, especially after the processing of meat, poultry, eggs, and fish.
- Trash bins must be emptied daily, disinfected, and, if possible, collected and stored outside the kitchen.
- The temperature of the cold storage room must be monitored.
- Food must be heated to at least 72 degrees Celsius for two minutes in order to kill microorganisms.
- Food should be kept hot at more than 65 degrees for no more than 3 minutes.
- Fly screens that can be opened to the outside should be installed on all windows.
- Food should be covered if possible.
- Cooked ingredients should be cooled prior to further processing.
- Equipment should be cleaned and disinfected on a daily basis.
- No plants, pets, or unauthorized individuals should be allowed in the kitchen.
- Deep-frying fat should be continuously checked for temperature (maximum 175° C), smell, and appearance.
- Meat and poultry must always be defrosted completely.
- Thawing liquid should be poured away, and other food should be protected from contact.
- Knife sets, cutting boards, etc. should generally be used in kitchens on a personal-use basis. Appliances that do not need to be used on a personal-use basis include food processors, hand mixers, blenders, and payment systems.
- Through appropriate work organization, the operation of certain machines/appliances (coffee machine, dispensing system) can be assigned to a single person.
- If disposable gloves are used, they must be removed in such a way that no contamination of the hands occurs. The hands must then be washed or disinfected (see the relevant instructions issued by the Robert Koch Institute).

GASTRONOMY CHECKLIST SUGGESTIONS (AVAILABLE ONLINE)

The use of a checklist adapted to your specific situation ensures effective working methods, is systematic, serves as documentation, and ensures quality standards. To that end, a checklist template is available for use and can be found on the website of the German Council of Shopping Places – www.gcsc.de. The checklist is in no way comprehensive and must be adapted to the individual circumstances.

Use of the extensive number of checklists, applications, and communication materials provided by DEHOGA, which has a branch in every federal state, is recommended. The following links are to the DEHOGA Berlin/Brandenburg and the DEHOGA Bavaria branches:

<https://www.dehoga-berlin.de/brancheninfos/corona-virus/merkblaetter-und-checklisten/>

<https://www.dehoga-bayern.de/coronavirus/wiederhochfahren/muster-aushaenge-checklisten/>

Your operational checklist should not be regarded as a definitive list, but should be adapted in line with the development of the pandemic. In the example presented here, the three phases of development described in the handbook form the basis of the checklist. When working with checklists, actively involving your staff members will ensure that they consciously identify with the process and assume responsibility.

The download link is listed below:

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



SPECIAL REGULATIONS AND PRINCIPLES FOR GYM FACILITIES

The recommendations listed below are based on the four following main areas of focus, each accompanied by selected measures:

- A Recommendations for Action**
- B Organization and Procedures at Gym Facilities**
- C Behavior of Staff at Gym Facilities**
- D Expected Behavior of Guests at Gym Facilities**

INTRODUCTION

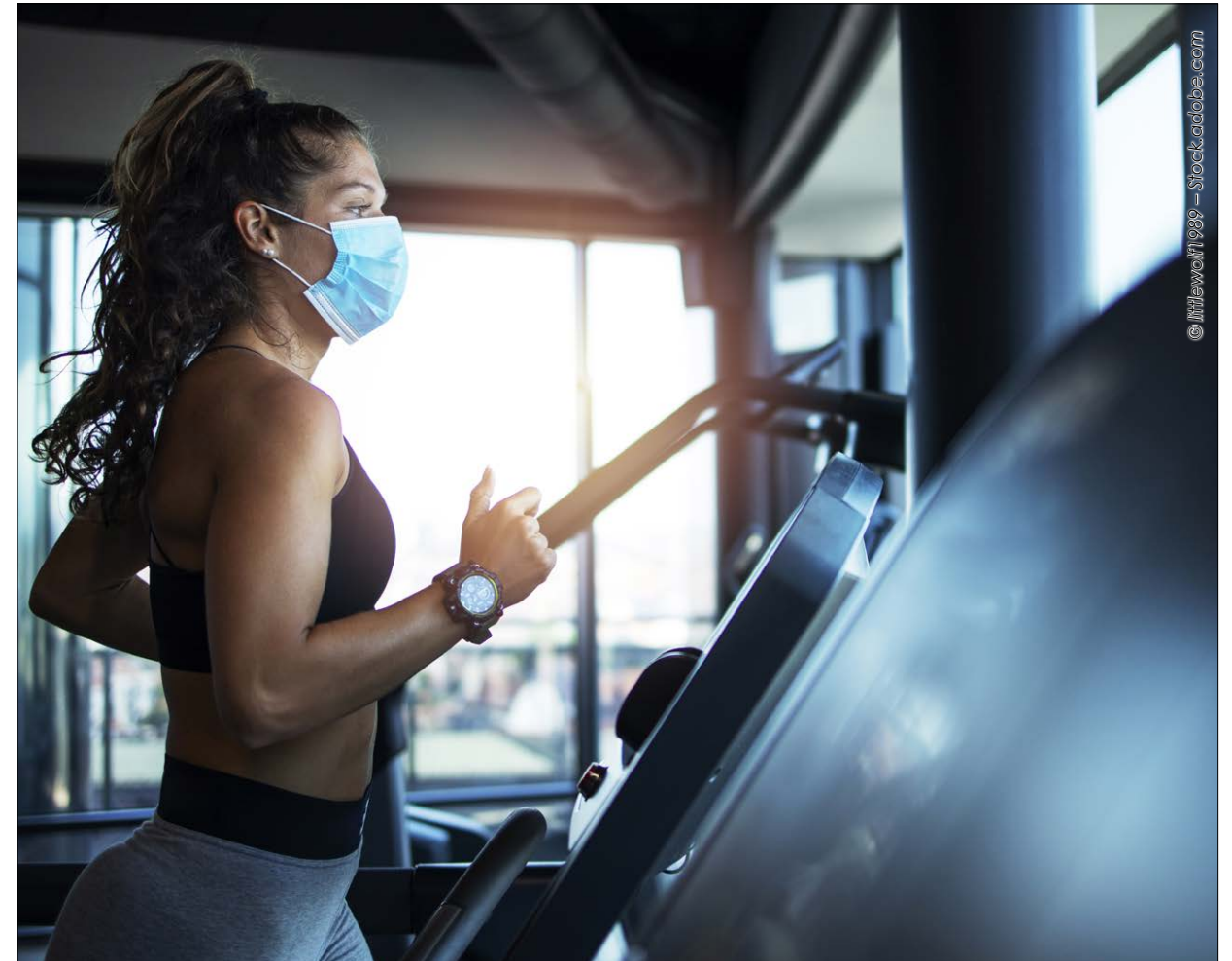
Health and Fitness Go Hand in Hand

Gym facilities have become more than just places for leisure activities or personal hobbies: They are indispensable in terms of health promotion and prophylaxis. It is all the more significant that, following months of lockdown, gym facilities in Germany were able to reopen. **Gym facilities are currently required to follow strict hygiene regulations, in accordance with the regulations of each federal state. The well-established COVID-19 infection patterns are applicable in this area as well, and special attention is required.**

Droplets, surfaces, aerosols

Due to the high level of physical effort involved in fitness training, the increase in respiratory output is a latent danger posed by sports activities in the current situation. As a result, in extreme cases, infected individuals exhale more of the virus during training, and healthy individuals inhale more under physical stress. The knowledge of this reality, along with the fact that infection may occur via surfaces (dumbbells, handles of sports equipment) makes the operation of gym facilities possible – as long as all prevention measures are consistently applied.

More detailed, in-depth information can be obtained from **Prof. Dr. Henning Wackerhage from the Faculty of Sports and Health Sciences at the Technical University (TU) of Munich** and his multidisciplinary team, which has prepared an expert report on the re-opening of fitness facilities as well as recommendations for measures to reduce the risk of coronavirus infection to a minimum.





CHECKLIST FOR THE RE-OPENING OF GYM FACILITIES

It is recommended that the implementation of the hygiene standards and local official regulations be carried out in the form of a checklist to ensure quality standards and documentation. The checklist should be based on the legal guidelines and take into account the individual character of the facility. Drawing on the work of Prof. Henning Wackerhage and his team when creating your checklist is highly recommended:

	to do	already started	completed
1 Staff Training and Information			
1.1 Training course on: SARS-CoV-2, COVID-19, routes of infection, risk groups, protection against droplet and aerosol infections, protection against smear infection, operation of gym facilities during COVID-19	☐	☐	☐
1.2 Daily update on COVID-19 case numbers in the county as well as in Germany (Roland Koch Institute Dashboard)	☐	☐	☐
2 Information for Members			
2.1 Circular letter to members concerning the COVID-19 measures taken at gym facilities creates trust.	☐	☐	☐
3 Adjustment of the Operation of the Gym Facility			
3.1 Perform a risk assessment and create a plan for occupational safety. Provide support to the occupational safety specialist / occupational health physician.	☐	☐	☐
3.2 Purchasing requirements: wipes for surface disinfection, face masks.	☐	☐	☐
3.3 Cleaning requirements: give instructions to cleaning staff.	☐	☐	☐

Links relevant to item 3.1 in the checklist

SARS-CoV-2 Occupational Safety Standard, (16 April 2020), published by the Federal Ministry of Labor and Social Affairs:

https://www.bmas.de/SharedDocs/Downloads/DE/PDF-Schwerpunkte/sars-cov-2-arbeitsschutzstandard.pdf?jsessionid=A305BDF5584F-BD850550F7224A4BA7D6?__blob=publicationFile&v=2

Sample operating instructions, in accordance with the German Biological Substances Ordinance, which features a pre-filled risk assessment and allows for certain parts to be deleted:

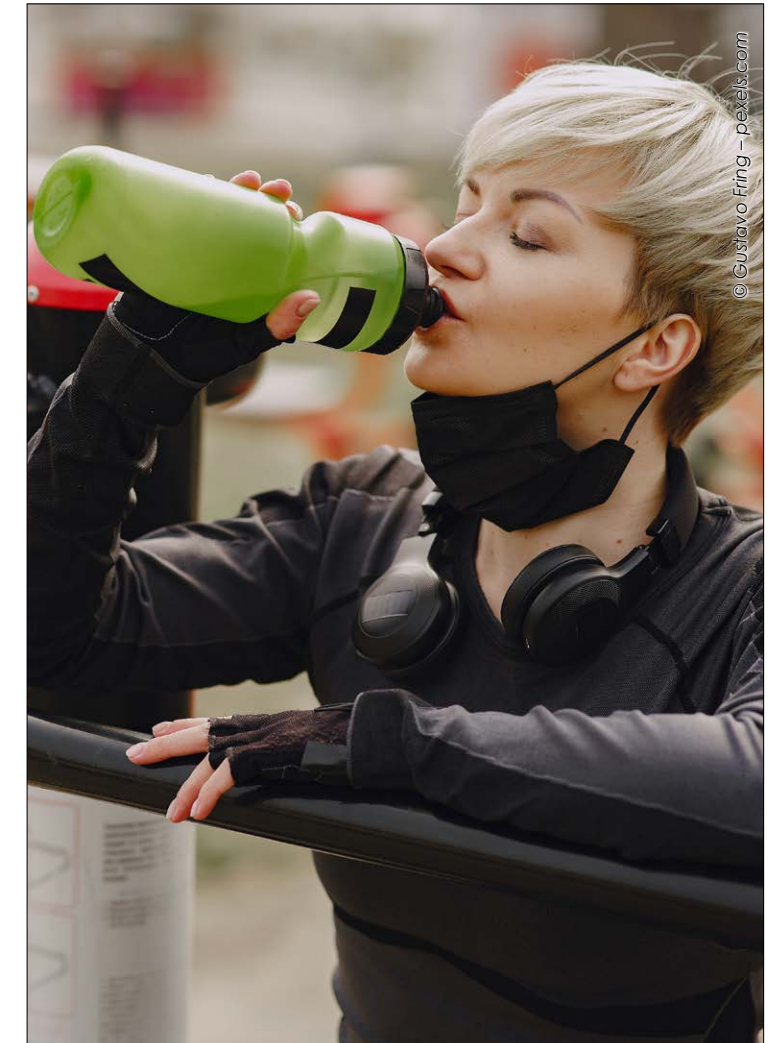
https://www.bgrci.de/fileadmin/BGRCI/Downloads/DL_Praevention/Corona/Muster-Betriebsanweisung-Bio-Corona.doc

Additional information and instructions regarding the handling of SARS-CoV-2 coronavirus in operational practice:

http://www.vbg.de/DE/3_Praevention_und_Arbeitshilfen/3_Aktuelles_und_Seminare/6_Aktuelles/aktuelles_node.html

CHECKLIST FOR THE RE-OPENING OF GYM FACILITIES

	to do	already started	completed
3.4 Ensure ventilation: for ventilation systems, increase air turnover or ventilate regularly.	☐	☐	☐
3.5 Make face masks (mouth-and-nose protection) mandatory or recommended.	☐	☐	☐
3.6 Check-in and check-out (Plexiglas pane, ensure distance, contactless payment)	☐	☐	☐
3.7 Bar, drinks (Should the bar be closed? If not, how will the disinfection of glasses and other items as well as adherence to minimum distance be ensured?)	☐	☐	☐
3.8 Changing rooms (Should they be closed? If not, how will minimum distance be ensured and controlled?)	☐	☐	☐
3.9 Planning of membership numbers in the facility (Should a booking system be used? If not, how can the presence of too many members in the facility be prevented, and how can minimum distance be ensured?)			
3.10 Adaptation of fitness offer (Dos: strength training, low-intensity training, and moderate endurance training, with adherence to distance rules and surface disinfection. Don'ts: high-intensity loads, because, in some cases, people breathe more than 100 l/min; they are only possible outdoors and at a distance)	☐	☐	☐
3.11 Reorganization of dumbbells and strength training equipment (creation of distance, provision of wipes for surface disinfection)	☐	☐	☐
3.12 Reorganization of endurance equipment / cardio machines (creation of distance, provision of wipes for surface disinfection)	☐	☐	☐





CHECKLIST FOR THE RE-OPENING OF GYM FACILITIES

	to do	already started	completed
3.13 Closing of the sauna for the time being. The swimming pool should also be closed unless distance can be ensured and controlled.	☐	☐	☐
4 Protection of COVID-19 Risk Groups			
4.1 Provide information to risk groups and offer possible alternative services (e.g., training plans, online training, etc.)	☐	☐	☐
4.2 Keep risk groups away from other members (e.g., create personal time slots in the morning)	☐	☐	☐
5 Planning of the Procedure			
5.1 What should be done if a member exhibits COVID-19 symptoms while inside the facility (for example, a severe cough)?	☐	☐	☐
5.2 What should be done if a member or employee says that he or she has tested positive for COVID-19? What should be done if the Health Department informs a facility about a positive case?	☐	☐	☐

Link relevant to item 5.2 in the checklist

Information regarding COVID-19 suspicions and cases of illness in companies:

<https://publikationen.dguv.de/widgets/pdf/download/article/3790>

Some example suggestions regarding the operation of gym facilities, based on general knowledge, are provided below. No claim to comprehensiveness is made, and compliance with the current local official regulations is recommended.

SPECIAL REGULATIONS AND PRINCIPLES FOR GYM FACILITIES

The gradual reopening of gym facilities in the aftermath of the coronavirus lockdown will, in principle, be in line with the development phases of the successful containment of the pandemic.

Example phases for gym facilities:

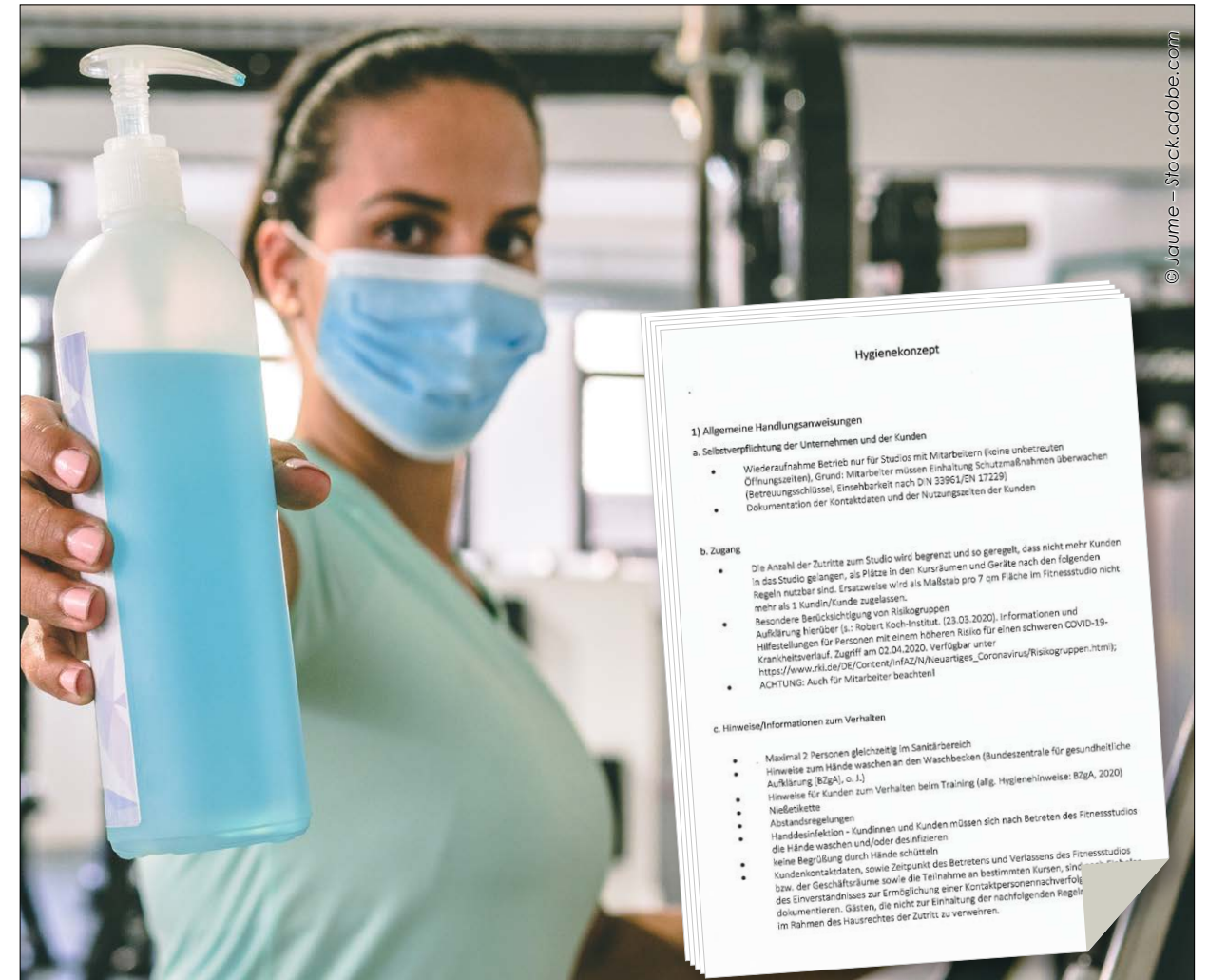
Phase 0 Lockdown: closure of the facilities

Phase 1 Relaxation: restricted use that allows for strength and fitness training on equipment, in compliance with defined hygiene and distance rules

Phase 2 Further relaxation: fitness courses as well as the use of the sauna and swimming pool, subject to defined visitor numbers as well as hygiene and distance regulations (sauna without infusions, no steam sauna)

In principle, the course of the pandemic must be monitored on a daily basis in order to implement new restrictions in accordance with the aforementioned phases.

Minimum distance requirements, the wearing of mouth-and-nose protection, behavior in changing rooms, and sauna and swimming pool guidelines determine when a gym facility can be reopened. In the aftermath of the coronavirus lockdown, the “new normal” has brought about a few unfamiliar situations and has limited the regular training programs previously enjoyed by numerous people. Fitness and health facilities are subject to various official requirements. Such requirements are regulated by the Coronavirus Ordinances (as well as their updates) of the respective state governments. In addition to the generally applicable AHA guidelines, special regulations apply to this particular sector.



RULES GOVERNING THE “NEW NORMAL” AT GYM FACILITIES

The requirements vary from state to state. However, a few regulations are nearly uniform nationwide. Those rules have been summarized for you and can be found below and on the following pages.

Following the reopening and the end of the coronavirus lockdown, facility operators and almost 12 million members have had to adjust to a completely different daily training routine – a “new normal”.

A Principles – Recommendations for action

- ✎ The operators of fitness facilities should be informed about coronavirus outbreaks in their respective districts, and they should notify their staff members and members if the infection rates in the surrounding areas increase.
- ✎ Information regarding members: Members can be insecure sometimes, so they need to be informed about how their gym is being reorganized and what measures are being taken to reduce the risk of infection.
- ✎ That also includes the planning of procedures, which will ensure that facilities are able to react in a quick and organized manner if, for example, a member with COVID-19 symptoms is in the facility or if a member reports that he/she has tested positive for the coronavirus after a visit to the facility.
- ✎ Reference is made to the application and implementation of measures, in accordance with the phase model.



RULES GOVERNING THE “NEW NORMAL” AT GYM FACILITIES

- The ongoing updating of important rules of conduct should be in accordance with regulatory requirements.
- Basically: Individuals who are healthy are the only ones who will be able to gain access to a facility.
- The number of members inside a given facility at any time is to be limited, and thus regulated, to ensure that there are no more people in the facility than places in the course rooms and equipment that can be used, in accordance with official regulations. Alternatively, no more than one customer per 7 square meters of space in a gym facility is to be used as a benchmark.
- In order to maintain and control the specified visitor numbers and to ensure compliance with distance regulations, reference is made to the possibility of using the load displays and communicating via each facility's website.
- According to the current state of affairs, the practice of sports with unavoidable bare physical contact shall not be permitted. Due to aerosol exposure, any high-intensity endurance training (indoor cycling, HIIT, and anaerobic threshold training) shall also be prohibited.
- Facilities should offer courses that can be carried out in accordance with the official requirements.
- Low-intensity courses can be offered, e.g., back fitness, spinal gymnastics, abdomen/legs/buttocks, Pilates, gentle yoga, stretching, etc.



RULES GOVERNING THE “NEW NORMAL” AT GYM FACILITIES

- ✎ Facilities should provide information about new and current course plans on their websites.
- ✎ A strong social media presence is recommended as is the encouragement of members to interact outside the facility.
- ✎ Athletes should be motivated to book their sessions online, make telephone inquiries, and only come to the facility when they actively intend to use the services.
- ✎ Training with or without a mask: If a facility is located inside a shopping center, a mask must be worn in the mall area. There is no obligation to wear a mask inside a gym facility.
- ✎ Regulation in Berlin & Bavaria: A mask must be worn when walking around a given facility. A mask does not have to be worn when exercising / working out.
- ✎ Some facilities offer home workout classes as a suitable alternative.
- ✎ Use of online prevention courses during peak times can help „rectify“ the situation, e.g., www.trayanov.de broadcasts worldwide.

B Expected behavior of trainees

- ✎ Trainees should refrain from intensive exertion of energy in order to prevent their respiratory volume per minute from increasing too much.
- ✎ Members may inquire about products and services while maintaining a respectful distance.



© alvaro - Stock.adobe.com



RULES GOVERNING THE “NEW NORMAL” AT GYM FACILITIES

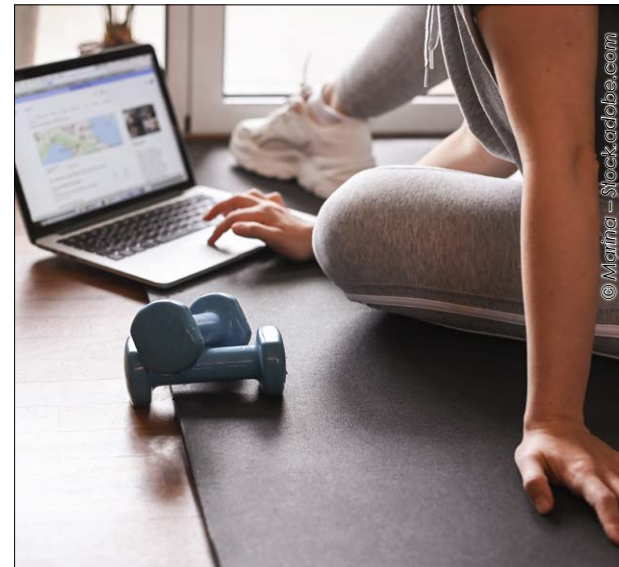
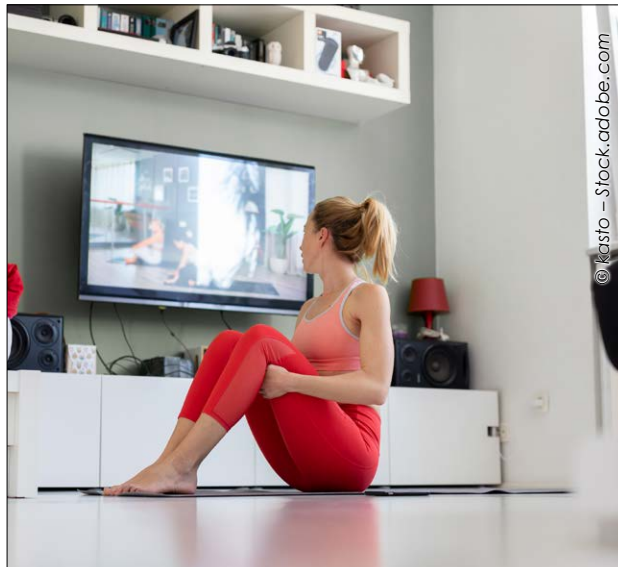
- ✎ Washing and disinfecting of hands both before and after a visit to a fitness facility is the standard procedure.
- ✎ Use of a large towel is recommended to ensure complete coverage of the training area on a given device (approx. 90 x 50 cm).
- ✎ Touching one's face during the workout should be refrained from to prevent viruses from entering the body through mucous membranes.
- ✎ Maintaining of distance from other trainees and instructors is mandatory.
- ✎ Self-discipline and self-control can help ensure that a minimum distance of between 1.5 and 3 meters from other trainees is maintained.
- ✎ In order to maintain the appropriate distance from others, doing only those exercises that can be done alone is recommended.
- ✎ Disinfection of the equipment is to be carried out by the trainees themselves immediately after use
- ✎ Trainees are also responsible for cleanliness.
- ✎ Members are to be encouraged to maintain their distance from others when showering.
- ✎ At the end of each course, participants must not be allowed to accumulate in one area, i.e., participants shall be required to leave the facility/area quickly.

C Responsibilities of staff members

- ✎ The staff members of the gym facility are representatives of the company; they ensure the implementation of guidelines and precautionary measures.
- ✎ Every member of staff should undergo a health check before starting work.
- ✎ Staff should receive training on the SARS-CoV-2 coronavirus, the COVID-19 disease it causes, infection routes, disinfection, and risk groups.
- ✎ Owners of gym facilities should also inform their staff members on a daily basis, e.g., via e-mail, about the development of case numbers in the respective county as well as in Germany (Robert Koch Institute Dashboard).
- ✎ The staff controls and is responsible for compliance with the defined rules.
- ✎ Trainers should use microphones when conducting courses, with the aim of reducing aerosol generation. Overall, instructors should reduce cheering and spurring on of trainees to the necessary limits, and should keep a low profile.
- ✎ Staff should respect social distancing measures when interacting with members and conducting classes.
- ✎ Staff should ensure that participants leave the courses immediately after they end and should prevent group formation.
- ✎ In addition to training, the execution of courses, and the support of members while they are training, staff members are responsible for securing, organizing, and controlling the defined procedures in the facility.

RULES GOVERNING THE “NEW NORMAL” AT GYM FACILITIES

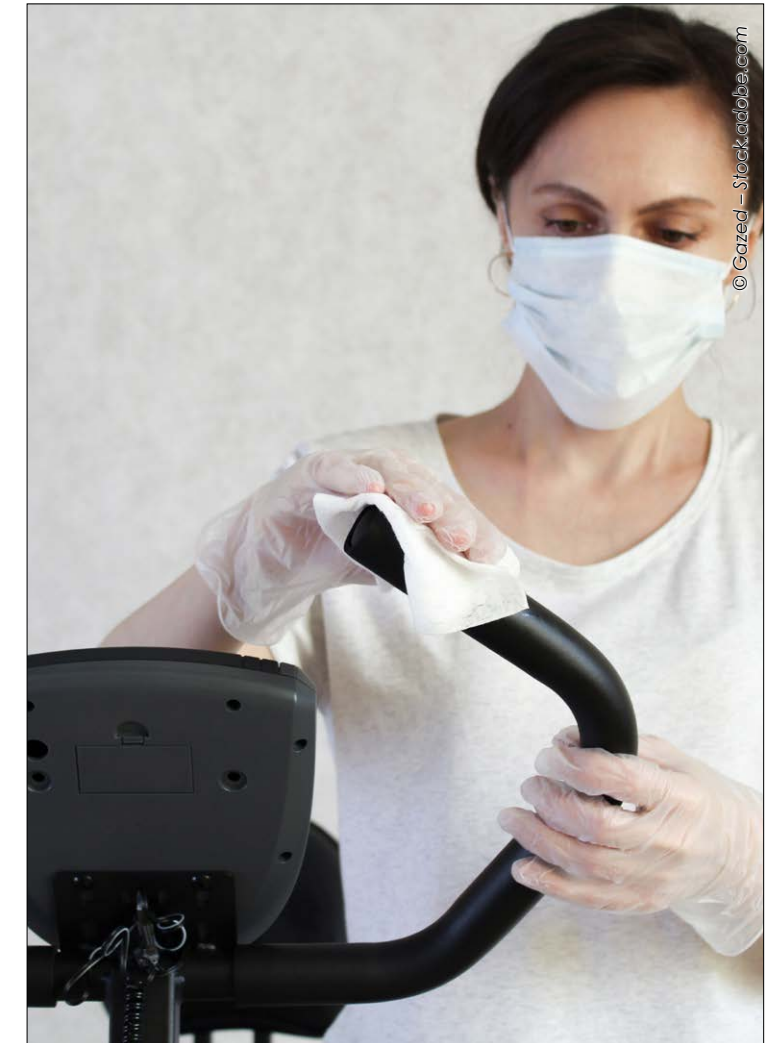
- Staff members must check the hygiene and technical aids used to ensure compliance with official regulations, both before and after opening hours.
- If possible, staff members should wear gloves and mouth-protection.
- Staff members are to be assigned regular cleaning tasks.
- Staff members must routinely sterilize machines and fitness equipment using special cleaning agents.
- Cleaning protocols should be used with regard to documentation, defined procedures, and measures.



CLEANING CHECKLIST FOR GYM FACILITIES

EXAMPLE

	Time, frequency	Cleaning agent or disinfectant	Responsibility	Control
all surfaces and benches				
sinks and faucets				
soap dispenser and hand dryer				
mirrors, walls, doors				
toilets, cabin doors				
lockers (inside and outside)				
shelves				
floors				
paper towel dispensers				
hand disinfectants and spray bottles for disinfectant				
trash cans				
computers, telephones, accessories for the staff				
buttons, switches, doors				
walls, worktops				
glass, windows, mirrors				
cardio devices				
weight machines				





5

SPECIAL REGULATIONS AND PRINCIPLES FOR WELLNESS FACILITIES



© sabine hürder - stock.adobe.com

USE OF WELLNESS FACILITIES

Wellness during the time of the coronavirus

Wellness facilities connected to gyms or independent facilities, both in shopping centers and stand-alone, have become increasingly important. The “new normal” with regard to this particular area involves hygiene standards of the highest level.

Wellness areas may be reopened under strict hygienic conditions. As the regulations in the individual federal states differ, reference is made to the aforementioned phases of containment of the pandemic. More stringent hygiene requirements apply to the operation of such facilities than prior to the coronavirus pandemic:

- The collection of contact details for all guests is mandatory.
- Access to spas inside gyms is restricted to members of the gyms.
- The rules of conduct / summary of the rules of conduct must be communicated.
- The most important rule, maintaining a minimum distance of 1.5 meters, must be observed and ensured in all public areas, especially in the changing rooms.
- Mouth-and-nose protection must be worn whenever street clothes are worn.
- Masks do not have to be worn in outdoor and humid areas, including the swimming pool and associated outdoor areas, the toilets, and the showers.
- Children under 6 years of age are exempt from the obligation to wear a mask.
- The number of visitors is to be based on the number of lockers, i.e., no more than between 50 percent and a maximum of 2/3 should be occupied.

- Lockers that are not be used must be locked, and the limitation must be communicated.
- Each employee must cover his/her mouth and nose as soon as contact with patients or guests is made. Therapists must always wear masks during operating hours.
- Disinfectant must be visibly provided in treatment rooms.
- Adequate ventilation must be ensured.



USE OF WELLNESS FACILITIES

- The maximum number of guests in pools and saunas is to be limited, and the strict distance rules shall also apply when using those facilities.
- Markings should be visible in the sauna cabins to ensure a distance of 1.5 meters between the individual seats.
- In general, the minimum distance of 1.5 meters shall always be applicable. Recliners must also be set up accordingly.
- Couples and family members may lie directly next to each other.
- Steam baths and infusions are prohibited.
- Chlorinated swimming pools can be used, but the distance rule shall still apply, and discussions on the sides of the pool shall not be permitted.
- Attractions such as waterfalls and ground jets must remain switched off.
- Spas with flow channels may only run them at the lowest level.
- Slides and diving boards may be used.
- Sports such as water gymnastics may take place in small groups, provided the participants can maintain a distance of 1.5 meters.
- Shower areas must be clearly separated from each other.
- Soap and disinfectant in the shower and sanitary areas must be provided in a clearly visible manner.
- Hair dryers and electric hand dryers should not be used.
- Frequently touched objects, such as door handles, must be cleaned regularly.
- Glass panels and distance markings should be used in reception areas.
- When waiting, especially in the checkout area, the required distance must be observed.
- Cashless payment should be encouraged.
- A fresh air supply must be ensured, and existing filter systems must be in functioning order and continuously cleaned.



© H_Ko – Stock.adobe.com



PROSPECTS AND MEASURES IN THE FACE OF RISING 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 (Slide 4), as the recommended working method, allows for the quick and flexible response to both positive and negative developments of the pandemic. For example: Please review the following master plan for quick reactions, according to the phase model.

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:	
			Seite 1

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 additional 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.



THANKS

We would like to thank all of our supporters in the gastronomy industry, Lottmann Communications, the ERFA FoodService network, as well as our members, in particular, the active team of the expanded GCSP Security Commission, for their outstanding commitment. Without their close participation and collaboration, the preparation of this second sample handbook would not have been possible.



Special thanks are due to the partner companies listed here for their valuable contribution to the creation of this document and for their generous and unbureaucratic provision of the required image material.



Sample Handbook on Hygiene and Safety Measures for Gastronomy and Gym Facilities
as a working tool for gastronomic establishments in shopping centers, city centers, and gym facilities – for the orientation of municipalities, official decision-makers, owners, and tenants

Version 1.0 / dated: 17 September 2020

Publisher

German Council of Shopping Places
Bahnhofstraße 29, D-71 638 Ludwigsburg
www.gcsc.de

Contact Person

Ingmar Behrens,
Authorized Representative of the Executive Board
ibehrens@gcsc.de
Telefon: +49 171 / 5139239

BECOME A
MEMBER
RIGHT NOW?

Please contact
Ingmar Behrens:
ibehrens@gcsc.de

This handbook shall only serve as a tool provided by the GCSP.
The German Council of Shopping Places and the authors of this publication shall not be held liable for any errors contained herein, despite the care taken.