

## Hygiene Concept for Visitors to the Stuttgart Television Tower

As at: 08.09.2021

### Mouth-and-Nose Cover

- It is mandatory for visitors and staff to wear a medical mask or an FFP2 Mask (a so-called "respiratory protection mask") inside the building.
- Persons in possession of a doctor's certificate exempting them from having to wear a mask are unfortunately not permitted to visit the Television Tower. Only by enforcing the compulsory wearing of masks in all areas of the Tower building is it possible for the SWR Media Services GmbH to protect visitors from infection and fulfil its legal duty of care towards its employees.
- Visitors are required to bring their own masks. Disposable medical masks can be purchased at the shop for 1 euro.
- Wearing a mask is mandatory in Baden-Württemberg for children aged 6 years and over.

### Physical Distancing

- The permissible number of visitors in the Tower pod has been halved in order to guarantee that physical distancing regulations can be observed.
- In the waiting areas at the cash desk and the elevators, floor markings have been provided to help visitors maintain a minimum distance of 1.5 metres. In addition, there are signs reminding people to distance.
- In the foyer and on the observation platforms, a one-way system of floor arrows regulates visitor flow in one direction only. In the foyer there are separate entrance and exit doors, and on the observation platform there is a one-way system in a clockwise direction.
- Only four visitors and one lift attendant are permitted to use the elevator at one time. Floor markings show the most favourable standing positions. Masks must be worn in the elevators.

### Ticket Sales

- Protective screens have been installed at the cash desks between customers and staff.
- Contact-free payment is possible by EC or credit card.

### Contact Data

- The date, time of arrival and visitors' contact data (one person per household) are recorded when tickets are purchased. This can be done by means of a contact information form, or digitally via the Luca App, Corona-Warn-App or the website [visito.me](https://www.visito.me) (no download).
- For groups, school classes etc. it is only necessary to record the contact data of the person in charge of the group, providing he/she has access to the contact details of all members of the group and can pass these on to the relevant authorities if required.
- This information will be given to the relevant authority on request, so that possible infection chains can be tracked where necessary.
- Contact data will be deleted four weeks after the visit.
- The writing utensils provided are disinfected after each use.

### **Washing and Disinfecting of Hands**

- Hand disinfectant dispensers are provided for visitors in the shop, the foyer, the Panorama Café and the event location.
- In the toilet facilities in the foyer and the Panorama Café, visitors can wash their hands thoroughly with soap and dry them on disposable towels or fabric roller towels with a clean section for each user.

### **Cleaning Services**

- Contact surfaces such as doors, door handles, tables, chairs, and handrails are disinfected at regular intervals throughout opening hours.
- Sanitary facilities are cleaned several times a day.

### **Panorama Café**

- The number of visitors in the Panorama Café has been limited in order to ensure a safe distance of 1.50 metres between guests.
- On their way to and from their table, visitors must wear a medical mask or an FFP2 mask. This can be removed once they reach their table.
- The tested ventilation systems guarantee a constant supply of fresh air.

### **Event Location**

- The available furnishing options have been altered in order to guarantee a minimum distance of 1.50 m between guests.
- There are signs reminding visitors to observe the minimum distance regulations.
- The maximum number of participants is restricted to 60.
- The tested ventilation systems guarantee a constant supply of fresh air.