

## What to do in the event of unpleasant encounters at NürnbergMesse?

NürnbergMesse is actively committed to a safe and respectful environment. If you find yourself in an unpleasant or threatening situation, discreet assistance is available to you. This guide shows you how to get support.

### If you feel harassed, threatened or uncomfortable:

Use the code word “Is LUISA here?” to discreetly draw attention to your situation:

- Contact members of the security, checkroom or catering staff.
- The code word discreetly signals that you need support without having to explain further details.

### Do not hesitate to seek support:

- Your gut feeling counts. Every unpleasant situation and individual boundaries are taken seriously.
- You can describe your situation in peace.
- All possible further steps will be discussed with you in confidence.
- If you wish, the situation will be documented and, if necessary, passed on to a responsible manager.

### On-site support

**Trained contact persons:** Our security, checkroom and catering staff are specially trained and will help you quickly and confidentially.

**“Safer Space”:** A protected Area where you can recover if you wish and discuss the next steps.

**Information material:** You will find posters with further information in all toilet areas and central contact points (e.g. checkrooms, ServicePoint).

**If you notice an unpleasant situation involving another person, you can also report it to our security, checkroom and catering staff at any time.**

### Contact for queries

Service Operations & Security department: Mail: [awareness@nuernbergmesse.de](mailto:awareness@nuernbergmesse.de).