

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.