



# RE-OPENING AND SARS-CoV-2 MITIGATION PLAN



Updated:  
22-Dec-20

# INTRODUCTION

The purpose of this plan is to demonstrate what steps will be taken to re-open the Greater Columbus Convention Center to events of all types.

The goal is to demonstrate to employees, clients, attendees and guests that hosting and attending live events can be accomplished responsibly.

To achieve the goal of a smooth and safe re-opening, this plan and the VenueShield program are divided into six sections:

*Pro-Tip: Press Ctrl + Click on a section below to go directly to that section in the document.*

## TABLE OF CONTENTS

### ENVIRONMENTAL HYGIENE ..... 6

Cleaning the facility to the highest standards

### FOOD SERVICE ..... 30

Providing responsible and enjoyable culinary experiences

### CUSTOMER JOURNEY ..... 38

Tailoring each event to minimize risk and maximize attendee engagement

### WORKFORCE ..... 53

Safely returning our workforce to the venue to serve our customers

### TECHNOLOGY & EQUIPMENT .. 69

Exploring the new role for technology and equipment

### PUBLIC AWARENESS ..... 76

Communicating the new ways in which we will be conducting business

# RESOURCES & REGULATIONS

GCCC is currently permitted to host up to 300 people for banquet functions, sports, and entertainment. Please use the links below to access the most up to date COVID-19 information:

## **World Health Organization**

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

## **United States Centers for Disease Control and Prevention**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

## **State of Ohio**

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home>

## **Franklin County**

<https://covid-19.myfcph.org/>

## **City of Columbus**

<https://covid-19-response-columbus.hub.arcgis.com/>

## **ASM Global**

<https://asmglobal.com/p/our-solutions/security-services/venue-shield>

## **Greater Columbus Convention Center**

This document, plus GCCC's Event Planning Guide

<https://www.paperturn-view.com/us/gccc/greater-columbus-convention-center-event-planning-guide?pid=NTI52920&v=18.2>

*Pro-Tip: You can download a PDF copy of the GCCC Event Planning Guide by clicking on the PDF button at the top (middle) area of the web page above.*

## Columbus is currently under a mandatory face covering order from the State of Ohio and City of Columbus



State of Ohio Director's Order - July 8, 2020

City of Columbus Ordinance #1643-2020

Face Coverings are required for those over the age of six in all public spaces

Violations of this order are subject to civil citations

*Exemptions include:*

*Those with medical or behavioral conditions, children under six, people actively eating or drinking, strenuously exercising, or communicating with someone hearing impaired.*

*First responders and public safety personnel are only exempt from wearing a covering if it interferes with executing their official duties.*



## RE-OPENING PLAN

The ASM Global team at the Greater Columbus Convention Center has been very busy preparing to welcome back events and attendees. The time will soon come when we will reopen our doors to all of GCCC's partners and the public. Our commitment to you is that GCCC will be more than ready for the responsible return to business!



# ENVIRONMENTAL HYGIENE



## ***ENVIRONMENTAL HYGIENE***

---

# VenueShield®

Greater Columbus Convention Center is managed by ASM Global who manages all aspects of the facility's operation.

ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.



- Additionally, Columbus is one of the first destinations in the United States to agree to independent, third-party verification of its cleaning protocols from **Global Biorisk Advisory Council (GBAC)**.

▶ Nothing is more important than to demonstrate a clean and safe facility in which to do business. In order to achieve that trust, the following steps must be taken:

- Properly clean the facility and be prepared to host events at the Greater Columbus Convention Center
- Properly maintain the clean facility by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



CLEAN  
HIGH-TOUCH  
SURFACES



PROVIDE  
ACCOUNTABILITY



INSTILL  
TRUST



STAFFING &  
EMPLOYEE  
SAFETY



INDOOR AIR  
QUALITY &  
MECHANICAL  
SYSTEMS

# VenueShield®

The VenueShield™ program was created by a cross-functional team of subject matter experts with infectious disease and venue specific experience. The collaborative team took the CDC guidelines and expanded upon them to establish the best possible SARS-CoV-2 mitigation program for venues and events.

The VenueShield™ program is divided into six sections and the applicable sections will be referenced throughout this document. **The VenueShield Environmental Hygiene section is the largest and most detailed section of the program at 265 pages and provides explicit instructions for venue staff to follow to clean and disinfect various surface types.** The various surface types detailed in the VenueShield Environmental Hygiene section are specific to ASM Global managed convention centers, stadiums, arenas and performing arts centers. A brief excerpt of the Environmental Hygiene document is below and additional information can be provided by your Event Manager.



## Cleaning and Disinfection

[TOC](#)

### Standard Operating Procedure

SOP #	05.08.08.01	DATE	6/01/2020
Space Type	Exhibit Halls		
General Requirements	Exhibit halls may be configured for specific event purposes. During the planning stages of the event develop specific disinfection plans based on intended use. Glove and hand hygiene should be practiced to minimize the disinfection of moveable objects such as pipes and drapes. If significant touch points are identified a disinfection plan must be developed. Drapes that have visible contamination must be removed from service and immediately laundered or disposed. Immediately launder or dispose of drapes that are suspected to be contaminated with bodily fluids or were used near potential sources of infectious material. Water fountains and hand hygiene stations must be disinfected frequently based on the density of use during an event. After use all non-porous surfaces must be cleaned and disinfected before storage. Care must be taken to prevent recontamination of movable objects during transportation. A second round of disinfection maybe required immediately before storage.		
PPE	Wear personal protective equipment, including face masks and gloves when performing cleaning and disinfecting tasks as described in SOP 05.00.06.06.		
Disinfectant	<p>The following disinfectants are listed in order of preference for most surfaces. Follow label directions for virucidal activity to determine dilution, application, and dwell time:</p> <ol style="list-style-type: none"> <li>1. Accelerated Hydrogen Peroxide (AHP) based product.</li> <li>2. Quaternary ammonium (Quat) based product.</li> <li>3. Alcohol-based product with a minimum concentration of 70%.</li> <li>4. Chlorine (bleach) - based product.</li> <li>5. Acid-based cleaning product (i.e., HCl or lactic acid).</li> </ol> <p>NOTE: For Food Contact Surfaces, Porous Surfaces and Special Precautions Refer to SOP 05.00.07.06. Following cleaning procedures described in SOP 05.00.08.06.</p>		



Components Materials	Procedures and Considerations	Frequency
Vinyl Laminate	<p>Disinfecting sequence for vinyl laminate:</p> <ul style="list-style-type: none"> <li>• Clean debris from the surface</li> <li>• Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area.</li> <li>• Wipe away remaining water and solution if permitted by the manufacturer's instructions for use.</li> <li>• Allow to air dry completely.</li> </ul>	Once a day
Marble	<p>Marble is a naturally porous mineral and require frequents care to verify it does not become etched or damaged in a manner that will harbor dirt and potentially infectious materials.</p> <ul style="list-style-type: none"> <li>• Clean debris from surface</li> <li>• Wet wipe with a soft cloth or mop surfaces; avoid corrosive based cleaners</li> <li>• Allow to air dry</li> </ul>	Once a day
Ceramic Tile, Vinyl, Linoleum	<p>Tiles and floor surfaces are disinfected using hard surface disinfecting solutions.</p> <ul style="list-style-type: none"> <li>• Clean visible debris</li> <li>• Wet wipe or mop surfaces</li> <li>• Air dry</li> </ul>	Once a day
Carpet	<p>As of this writing, SARS-CoV-2 survivability has not been tested on carpet nor has it been observed to be a significant route of exposure, unless gross contamination has taken place. Carpet that has been isolated for a minimum of 72 hours is not expected to act as a source of infection.</p> <p>In the event cleaning and disinfection is deemed necessary due to a specific event or encounter, the following steps should be taken:</p> <ul style="list-style-type: none"> <li>• Spot clean areas of gross decontamination with approved disinfecting product for the upholstery type.</li> <li>• Steam clean with the concurrent application of disinfectant. Steam disinfecting does not generate enough heat at all application areas to be an effective disinfectant on its own.</li> <li>• Carpets must be completely dried as quickly as possible after treatment. Do not allow individuals to walk on carpet until completely dried: at least 4-6 hours.</li> </ul> <p>The process of steam disinfecting aerosolizes materials previously trapped in carpets, potentially including viruses. While these aerosolized materials remain in the air, individuals may be able to breathe them in. Consequently, workers must use respiratory protection.</p>	Once a day
Concrete Unsealed	<p>Disinfect the unsealed concrete by:</p> <ul style="list-style-type: none"> <li>• Wet wiping with detergent solution, then decontamination solution, or</li> <li>• Low pressure spraying of detergent solution, then decontamination solution;</li> </ul> <p>Apply the solution so as to wet the concrete surface and all concrete gaps, fissures, grooves, and holes. Remove all visible debris and soilage through the washing event. Allow the concrete to dry completely. Conduct a risk assessment for low pressure spraying operations, increased respiratory protection maybe required if the area is assumed to be heavily contaminated.</p>	Once a day
Concrete Painted	<p>Painted concrete surfaces are addressed as painted surfaces, except that painted concrete is a special circumstance because of the porosity and small cavities present on the concrete surfaces. Painted concrete surfaces often have cracks, fissures, and small circular cavities. These defects should be repaired or sealed to verify they are not harboring dirt and potentially infectious materials. These areas can be very difficult to disinfect and should be specifically monitored for dirt and debris build up until they are repaired.</p> <p>Clear the sealed concrete by:</p> <ul style="list-style-type: none"> <li>• Wet wiping with detergent solution, then decontamination solution, or</li> <li>• Low pressure misting device of detergent solution, then decontamination solution;</li> </ul> <p>Allow to air dry completely.</p>	Once a day
Walls	<p>Walls that need cleaning and disinfection are walls that can be easily touched. More frequently touched wall will require more frequent disinfection.</p>	Once a week
Metal - Sealed	<ul style="list-style-type: none"> <li>• Mist the area with the disinfection solution.</li> <li>• Sequentially wash the surface with detergent disinfecting solution.</li> <li>• Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>• Air dry</li> </ul>	Once a week



# DEEP CLEANING PROGRAM

## CLEANING PROGRAM HIGHLIGHTS

GCCC uses a two-step process to prepare spaces for occupancy

- Step 1: Removes dirt and organic material
- Step 2: Applies EPA-approved disinfecting products to destroy emerging viral pathogens

Custodial staff trained in latest disinfection techniques.

Validate cleaning process by regularly inspecting areas and processes. Observe and coach staff.

Communication guidance and tools to reassure returning employees and customers about building cleanliness.

GCCC uses Non-Acid Disinfectant Bathroom Cleaner (NABC) throughout the facility to disinfect surfaces. The NABC **EPA Registration Number is 5741-18**.

GCCC intends to continue using NABC but may change EPA Registered products in the future if NABC is not available in the marketplace.



# DEEP CLEANING PROGRAM

**GCCC Uses EPA Registered Products to disinfect the facility surfaces.**

Link to EPA List N:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

List N: Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

EPA Registration Number	Active Ingredient(s)	Product Name	To kill SARS-CoV-2 (COVID-19), follow disinfection directions for the following virus(es)	Contact Time (in minutes)
 5741-28	Sodium hypochlorite	Tulmult	Feline calicivirus; Norovirus	0.5 (30 seconds)
<b>Company</b> Spartan Chemical Company Inc <b>Formulation Type</b> Ready-to-use <b>Surface Types</b> Hard Nonporous (HN); Food Contact Post-Rinse Required (FCR) <b>Use Sites</b> Healthcare; Institutional; Residential <b>Emerging Viral Pathogen Claim?</b> Yes <b>Date Added to List N</b> 04/16/2020				

# ALWAYS CLEAN PROGRAM

Sustain a clean environment for returning employees and occupants.

Updated procedures, staff training, and additional disinfectant products to address the cleaning challenges and expectations of today's COVID-19 era. Enhancements include products with shorter dwell times, increased cleaning frequencies, and upgraded cleaning validation and quality control techniques.

- Daily cleaning to remove dirt and organic material
- Properly disinfect areas with NABC (1 step cleaner/disinfectant/deodorizer with a 30 second contact time) for high touch areas
- Realigning workflows of existing manpower; adding resources for additional high touch cleaning frequency
- Enhanced communication tools targeted to colleagues and building occupants for awareness
- Increased supervision and coaching



# ALWAYS CLEAN PROGRAM



CLEAN  
HIGH-TOUCH  
SURFACES



PROVIDE  
ACCOUNTABILITY



INSTILL  
TRUST



STAFFING &  
EMPLOYEE  
SAFETY



INDOOR AIR  
QUALITY &  
MECHANICAL  
SYSTEMS

## ▶ SURFACES



Two-step process that first removes dirt and bioburden, and then applies an EPA List N disinfecting product such as NABC One-Step Disinfectant Cleaner and Deodorant

## ▶ HIGH-TOUCH AREAS



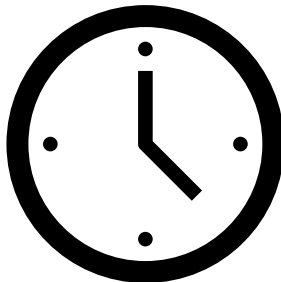
Emphasis on high-touch surfaces using product with a 30-second kill time.

# ALWAYS CLEAN PROGRAM



## VALIDATION

Checklists, inspections and close supervision will ensure accountability.



## FREQUENCY

Increased frequency of cleaning activity is visual cue to generate and maintain guest trust.



## HAND HYGIENE

Hand sanitizers help eliminate illness-causing germs on hands.





# ALWAYS CLEAN PROGRAM

## HOSPITAL GRADE CLEANING PRODUCTS



NABC® Non-Acid Disinfectant Cleaner

### PRODUCT DESCRIPTION:

NABC is a ready-to-use, non-acid disinfectant bathroom cleaner. Developed in response to requests for an easy-to-use, general-purpose disinfectant for daily use in maintenance programs and for those who prefer a product without acid, NABC offers these benefits:

### VERSATILE AND EFFECTIVE DISINFECTANT/CLEANER/DEODORIZER:

The NABC formula contains 4 powerful quaternaries, detergents, and a solvent. A proven one-step cleaner disinfectant, NABC is an excellent disinfectant cleaner for use on all hard, nonporous surfaces. EPA Reg. No. 5741-18. EPA Est. No. 5741-OH-1. More versatile than most acid-base products, NABC is strong enough to kill bacteria on the inside of toilet bowls and urinals, yet mild enough to use on a daily basis on most other bathroom surfaces, such as the outside of commodes, on ceramic tile, partitions, counters, door knobs, and walls. NABC is effective against Antibiotic-Resistant Bacteria...eliminating Methicillin resistant *Staphylococcus aureus* (MRSA) and Vancomycin resistant *Enterococcus faecalis* (VRE). The product is Staphylocidal, Pseudomonocidal and Salmonellacidal, while eliminating dangerous germs commonly found in restrooms. Virucidal, NABC destroys the pathogenic viruses HIV-1 (AIDS Virus), Herpes simplex Type 2 and Influenza A2/Hong Kong on hard inanimate nonporous surfaces.

### SAFE:

NABC contains no acids, caustic chemicals, or abrasives and will not etch porcelain or pit restroom fixtures. NABC will not adversely affect plastic (PVC), metal, or lead pipe plumbing. NABC has a neutral pH. Accidental spills on carpeting, wallboard splashes, or clothing are easily wiped or rinsed away. Easier to use than acid-type products, NABC does not produce dangerous fumes when used according to directions.



# Clorox 360 Electrostatic Sprayers



The GCCC has six (6) Clorox 360 electrostatic sprayers to disinfect large areas pre and post event.





## KAIVAC® No-Touch Restroom Cleaning

Enhanced Cleaning Intervals for Restrooms:

- Monitoring & Full Cleaning during Operating Hours
- KAIVAC with Hospital Grade Disinfectant Daily and mid-day for high traffic restrooms

ONLINE DEMO AT: <https://youtu.be/SV1XXeKVOeU>



## PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR STAFF



WASHABLE  
AND/OR  
DISPOSABLE  
FACE MASKS



- Non-medical grade
- Following two masks per person minimum
- One wearing, one ready to use
- Additional disposable masks also available in work areas as needed



### CLOTH MASK BENEFITS

- Cloth masks are reusable and launderable
- Home launder up to 75 washes
- 3-Layer fabric mask with elastic ear loop
- Implemented as an extension of employee uniform program
- Does not compete with medical grade masks dedicated to healthcare professionals
- Helps prevent touching nose and mouth when worn properly





# ALWAYS CLEAN PROGRAM



## HIGH TRAFFIC/TOUCH AREAS



GCCC instituted a wipeable coaster in the South Café & Marketplace to communicate whether a table is clean or in need of attention



# GCCC TEAM TRAINING & SAFETY

GCCC is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety. All team members will be trained on:

- What is COVID-19 and how it will change our operation
  - New Product & Cart Setup
  - High Touch Surface Schedules
  - Cleaning vs. Sanitation
- Safety Training and Visual Aids
  - Respiratory Hygiene
  - Physical Distancing
  - PPE
- KAIVAC Restroom Cleaning



**CDC** Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives. Protecting People™

## Coronavirus Disease 2019 (COVID-19)

Your Health ▾

Community, Work & School ▾

Healthcare Workers & Labs ▾

Health Depts ▾

Cases & Data ▾

More ▾

### Community, Work & School

Community Mitigation Framework

#### Cleaning & Disinfecting

CDC/EPA Cleaning & Disinfecting Guidance

#### Disinfecting Your Facility

Disinfecting Your Non-Emergency Vehicle

Reopening Buildings After Shutdown

Businesses & Workplaces +

Worker Safety & Support +

Schools & Child Care +

Colleges & Universities +

Parks & Recreational Facilities +

Gatherings & Community Events +

Community & Faith-Based Organizations +

First Responders, Law Enforcement & Public Services +

Shared & Congregate Housing +

Retirement Communities +

Homeless Populations +

Correctional & Detention Facilities +

Tribal Communities +

Guidance Documents

Communication Resources +

What's New

Get Email Updates

### COMMUNITY, WORK & SCHOOL

## Cleaning and Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

Updated April 28, 2020

Other Languages ▾

Print Page



### How to clean and disinfect



#### Clean

- **Wear disposable gloves** to clean and disinfect.
- **Clean surfaces using soap and water, then use disinfectant.**
- Cleaning with soap and water **reduces number of germs, dirt and impurities** on the surface. **Disinfecting kills germs** on surfaces.
- **Practice routine cleaning** of frequently touched surfaces.
  - More frequent cleaning and disinfection may be required based on level of use.
  - Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.
- **High touch surfaces include:**
  - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.



#### Disinfect

- **Recommend use of EPA-registered household disinfectant** [\[1\]](#). Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:
  - Keeping surface wet for a period of time (see product label).
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

**Always read and follow the directions on the label** to ensure safe and effective use.

- Wear skin protection and consider eye protection for potential splash hazards
- Ensure adequate ventilation
- Use no more than the amount recommended on the label
- Use water at room temperature for dilution (unless stated otherwise on the label)
- Avoid mixing chemical products
- Label diluted cleaning solutions
- Store and use chemicals out of the reach of children and pets

You should never eat, drink, breathe or inject these products into your body or apply directly to your skin as they can cause serious harm. Do not wipe or bathe pets with these products or any other products that are not approved for animal use.

See EPA's [6 steps for Safe and Effective Disinfectant Use](#) [\[2\]](#)

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



## 6 Steps for Safe & Effective Disinfectant Use



### Step 1: Check that your product is EPA-approved

Find the EPA registration number on the product. Then, check to see if it is on EPA's list of approved disinfectants at: [epa.gov/listn](https://www.epa.gov/listn)



### Step 2: Read the directions

Follow the product's directions. Check "use sites" and "surface types" to see where you can use the product. Read the "precautionary statements."

### Step 3: Pre-clean the surface

Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.



### Step 4: Follow the contact time

You can find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.

### Step 5: Wear gloves and wash your hands

For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.



### Step 6: Lock it up

Keep lids tightly closed and store out of reach of children.

[coronavirus.gov](https://www.coronavirus.gov)

<https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf>

# TRACKING THE WORK

These processes have been developed in accordance with VenueShield and ALTUM CMMS software. Maintenance and Safety information are displayed as tasks on work orders.

The screenshot displays the ALTUM PM software interface. The top navigation bar includes the ALTUM logo, 'PM' label, a 'Go To' dropdown, and user options for Help and Profile. Below the navigation bar is a toolbar with 'Save', 'Save & View', 'Cancel', and 'Jump To' buttons. The main section is titled 'TASKS/STEPS' and contains a table of tasks. Each task row includes a checkbox, a 'Name' field, a 'Description' field, a 'Document' field, and a 'Type' field. The tasks listed are related to environmental hygiene, such as wearing PPE, disinfecting surfaces, mopping floors, and checking trash levels.

	Name	Description	Document	Type
<input type="checkbox"/>		Wear proper Personal Protective Equipment to include N-95 mask, rubber gloves and safety glasses.		Added
<input type="checkbox"/>		Disinfect floor, wall, partition, door, door handle, dispenser, sink, counter, mirror, fixture, stainless surfaces with Betco PH7Q Dual Disinfect Dilution.		Added
<input type="checkbox"/>		Mop floors and place wet floor signs		Added
<input type="checkbox"/>		Check trash levels in trash cans and clear restroom area of all loose trash		Added
<input type="checkbox"/>		Clean fixtures (sinks, urinals and commodes)		Added
<input type="checkbox"/>		Clean mirrors and stall partitions		Added
<input type="checkbox"/>		Make sure soap dispensers are filled and working properly		Added
<input type="checkbox"/>		Check restroom to make sure area safe (lighting, spills, damage, etc)		Added
<input type="checkbox"/>		Scrub floors		Added
<input type="checkbox"/>		Check toilet paper dispenser for operation and make sure all are stocked with toilet paper		Added
<input type="checkbox"/>		Check towel dispensers for operation and make sure all are stocked with hand		Added

# BUILDING SYSTEMS & HVAC



Greater Columbus Convention Center building engineers continue to maintain and verify the operation of mechanical systems.

GCCC's Indoor Air Quality (IAQ) efforts include:

- **GCCC has a minimum of MERV-13 HVAC air filters in every single air handler** (which also exceeds LEED IAQ requirements).
- GCCC has charcoal air filters in certain areas of the facility to increase Indoor Air Quality
- GCCC is increasing building intake/air change rates during occupied event hours where possible.



Hyperchlorination and flushing of domestic water systems occurred prior to re-occupancy.

# GCCC IS A GBAC STAR ACCREDITED FACILITY



More information about the GBAC Star accreditation program can be found on the following pages.



# THIRD-PARTY VERIFICATION FOR CLEANING PROTOCOLS

- Greater Columbus Convention Center was among the first convention centers in the country to agree to become a GBAC Star Facility
- GBAC is an independent third-party verification system to make sure that Greater Columbus Convention Center's cleaning protocols meet the highest standards

Prepare  
Respond  
Recover



Assisting facilities,  
institutions, companies and  
governments Prepare,  
Respond & Recover

GBAC helps create  
safe environments  
for public health



# ABOUT GBAC

ISSA is the worldwide cleaning industry trade association. As a global nonprofit, we have 9,300 member companies spread across 105 countries



GBAC, a division of ISSA (GLOBAL BIORISK ADVISORY COUNCIL) is staffed with subject matter experts with experience in academia such as Harvard, Penn State, Emory University, and USA Governmental Agencies. **GBAC was created specifically to deal with pandemics such as we are experiencing today** with absolute effectiveness and integrity.

Setting standards in training the cleaning industry & biorisk market

Making the connection between human health and cleaning

Represent more than 9,300 corporate members in 105 countries

# ABOUT GBAC

## Scientific Advisory Board & Affiliations



Patricia Olinger, JM, RBP  
GBAC Executive Director



Gavin Macgregor-Skinner,  
BVSc, MSc, MPH, MRCV  
Certified Forensic  
Operator®, Certified  
Bio-Forensic  
Restoration Specialist®



Paul J. Meechan, Ph.D, MPH,  
RBP, CBSP, SM(NRCM)  
Certified Forensic Operator®  
Certified Bio-Forensic Restoration  
Specialist®



Stefan Wagener,  
PhD, SM (NRCM),  
CBSP, RBP®



# ABOUT GBAC



## Real Concerns:



How can we protect building occupants now and in the future?



Where are the best practices for limiting the impact of future outbreaks and pandemics?

Disinfection & Pandemics (COVID-19)

How to clean for infectious disease?

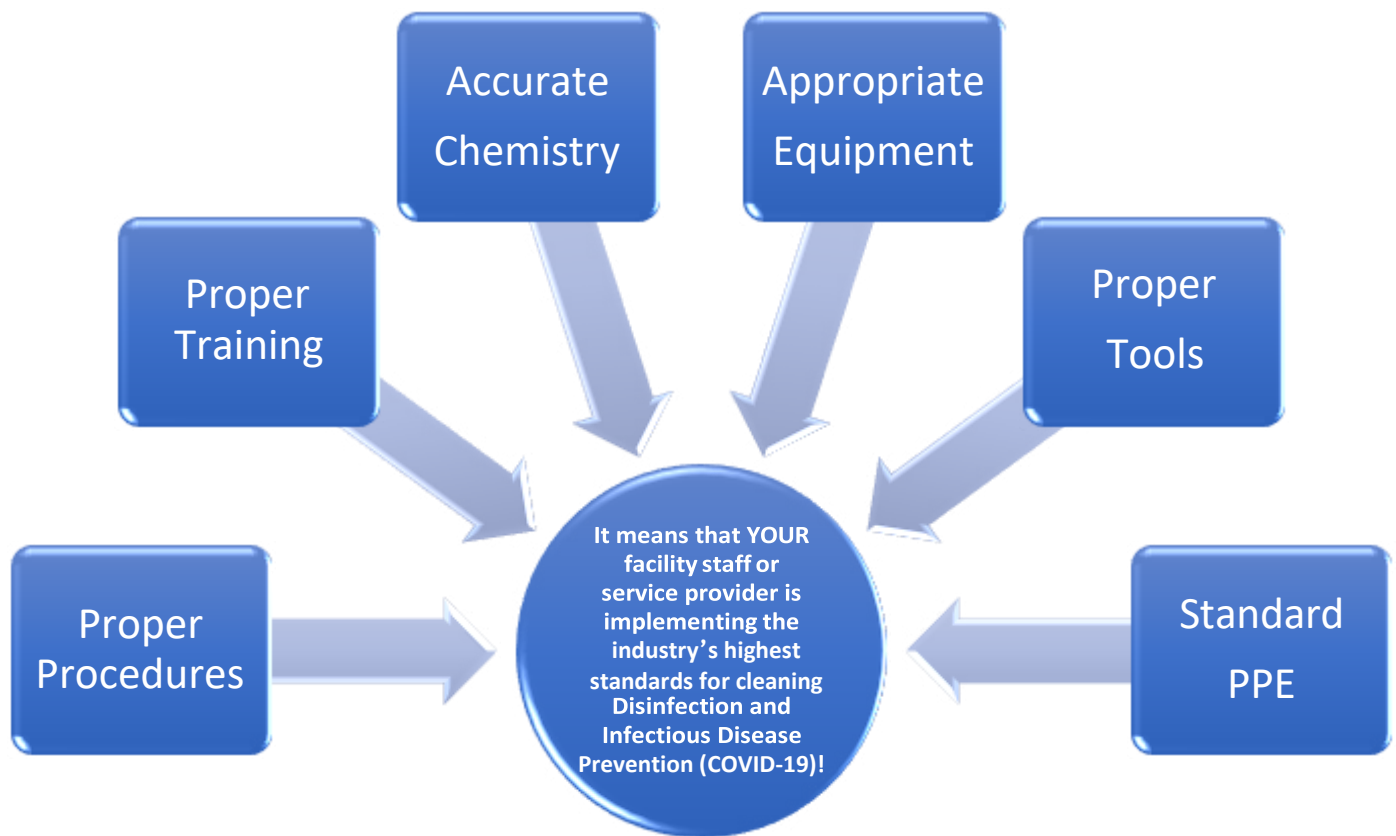
How does GBAC help organizations respond and recover from the current and future crisis?



GBAC Star provides confidence, trust, and third-party validation that facilities are safe!

# ABOUT GBAC

GBAC STAR – What does it mean to the Greater Columbus Convention Center?



FOR ALL  
FACILITIES –  
EVERYONE WHO  
CONSIDERS  
PUBLIC HEALTH  
A TOP PRIORITY

**GBAC STAR**  
Facilities  
Designation

- Who is this for? Stadiums, convention centers, retail space, commercial offices, daycares, athletic clubs, schools, assisted care facilities, vet clinics, restaurants, hotels, spas, trains, planes, churches, distributors, the list goes on.....

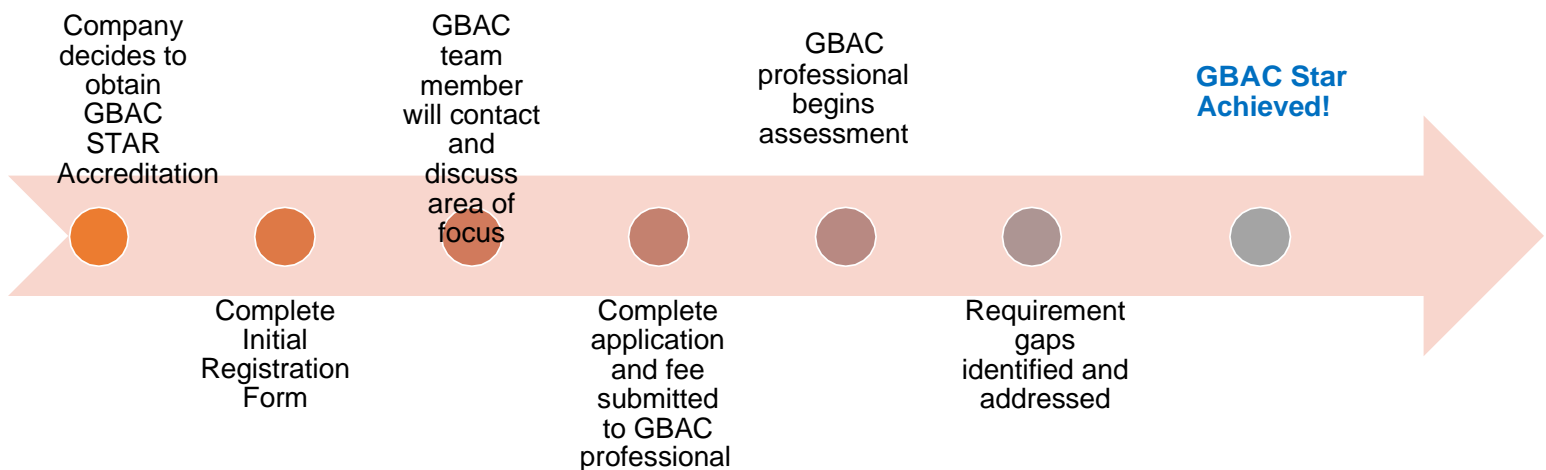


# ABOUT GBAC



## How Greater Columbus Convention Center received a GBAC Star:

GBAC STAR™ program is a performance-based program. GBAC will assist with a suite of opportunities to help facilities and service providers in developing the competencies, procedures and tools to meet the requirements of the standard. Learning together, making the world a better place.



GBAC strongly believes that we all have a responsibility to have at least one subject matter expert inside each facility. All GBAC Star Facility Designations will involve:

- One GBAC Fundamentals Online Course Completion.
- This course teaches cleaning professionals to prepare for, respond to and recover from biohazards in the workplace. Participants will learn infection and contamination control measures for infectious disease outbreak situations such as the novel coronavirus (SARS- CoV-2).
- Individuals who successfully complete the course within 30 days will receive a Certificate of Completion from the Global Biorisk Advisory Council (GBAC), a division of ISSA.
- GBAC trains workers to be Microbial Warriors™, arming cleaning professionals with the planning, knowledge and processes needed to respond to a biohazard crisis in the work- place.



# FOOD SERVICE

## ADAPTING WITH CHANGE

INFORMATIONAL  
CATERING GUIDE FOR  
EVENT PLANNERS

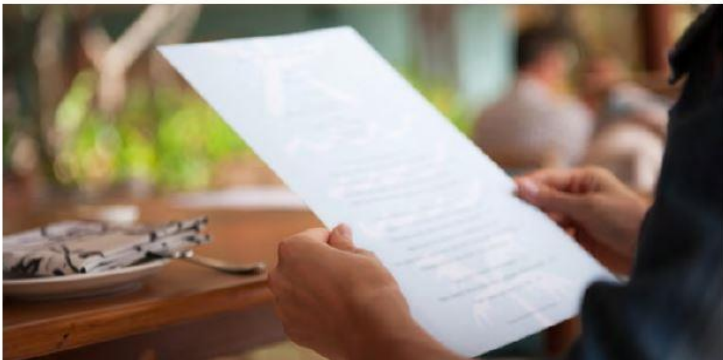
GREATER  
**COLUMBUS**  
CONVENTION CENTER

CRAVINGS  
& INNOVATION  
MEET HERE

# PLANNING

## DETERMINING THE CATERING SELECTIONS FOR EVENT FUNCTIONS WILL REQUIRE A MORE ADAPTABLE PLANNING APPROACH BOTH FROM *our team and yours*

In order to prepare for the evolving nature of how catering events may be handled in the future, we have provided some example strategies & scenarios to give you the reassurance that our team is prepared



### PROACTIVE

Deadlines for planning details may need to be adjusted from the standardized catering sales timeline

Heightened awareness may be necessary with projected guest attendances



### FLEXIBLE

What works for one group, may not work for another. For this reason, we will prepare custom menus that are tailored to meet your function needs

Wait times in lines will be increased. Strategies on how to schedule and stagger meal service times for larger groups will be discussed



### TRANSPARENT

Outlining the catering budget earlier in the planning process is more important than ever, in order for planning alignment to be on target

Communication is key from all parties involved. It is important to us, that we walk you through every newly implemented planning & event execution element, in this process



### DETAILED

Physical distancing means increased space required for food and beverage placement. Discussing catering locations may involve more in-depth discussion

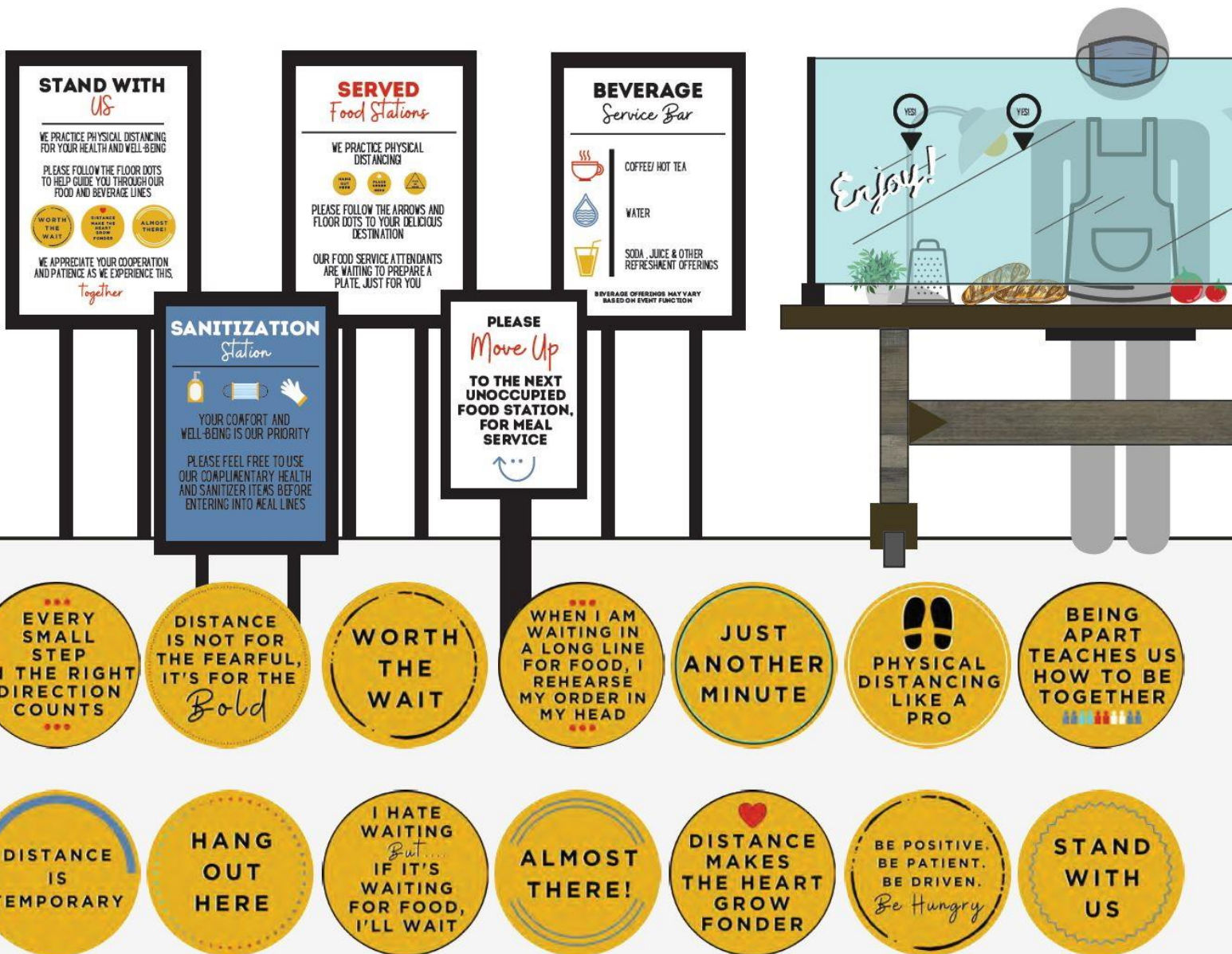
Guest arrival flow should be considered in order to adhere to physical distancing guidelines



# EXPERIENCE

FROM THE BOTTOM OF OUR HEARTS (AND BELLIES), IT IS OUR HIGHEST PRIORITY TO SERVE AS YOUR TRUSTED CATERING PARTNER AND PROVIDE YOUR GUESTS WITH THE SAFEST PROCESSES WHILE UPHOLDING A MEANINGFUL & DELICIOUS EXPERIENCE

We feel confident that our daily awareness, newly implemented procedures, attention to detail and passion for what we do, will meet your catering expectations.  
We are here. We are with you. We are ready.



# EXPERIENCE

## QUICK-GUIDE RELATED TO CURRENT GUEST EXPERIENCE INITIATIVES

---

1

APPROPRIATE INFORMATIONAL SIGNAGE REGARDING SERVICE PROCESS AND PHYSICAL DISTANCING PARAMETERS WILL BE IMPLEMENTED WITH EVERY FOOD & BEVERAGE FUNCTION IN ORDER TO PROVIDE GUESTS WITH DIRECTION AND ELIMINATE CONFUSION. FROM AN EXPERIENCE STANDPOINT, OUR MESSAGING AND SIGNAGE PIECES HAVE BEEN DESIGNED TO PROVIDE NOT ONLY DIRECTION, BUT UPLIFTING MESSAGES THAT ARE INTENDED TO PROMPT A "WELCOMING FEELING" WITH A CHUCKLE OR A SMILE

2

WITH SIMPLISTIC ELEMENTS & CREATIVITY, WE WILL CONTINUOUSLY DEVELOP NEW WAYS TO TAKE A VERY "STERILE SITUATION" AND CREATE AN ENVIRONMENT THAT MAKES GUESTS FEEL SAFE AND COMFORTABLE WHILE BEING INVITING AND FUN

3

STRATEGIC DIAGRAMMING FOR GUEST SERVICE FLOW IS AT THE FORE-FRONT OF OUR MINDS

4

WE PROMOTE "PHYSICAL DISTANCING" VS. "SOCIAL DISTANCING" AND OUR WAYS OF OPERATING SHOULD PROVE THIS. AFTER ALL, OUR NEW WAY OF LIFE IN THIS INDUSTRY IS TO FIND WAYS TO BE "SOCIAL" AND GATHER, WHILE PHYSICALLY RESPECTING DISTANCE FOR EVERYONE'S WELL-BEING

5

OUR EMPLOYEES ARE JUST AS EXCITED TO SOCIALIZE AS YOU ARE! EXPECT TO RECEIVE POSITIVE, FRIENDLY AND INFORMATIVE INTERACTIONS

6

A PRE-PACKAGED MEAL SHOULD BE NO DIFFERENT IN LEVEL OF EXPECTATION THAN A SERVED HOT MEAL. ALL SERVICE SCENARIOS WILL BE MADE WITH CARE, LOVE AND CREATIVITY

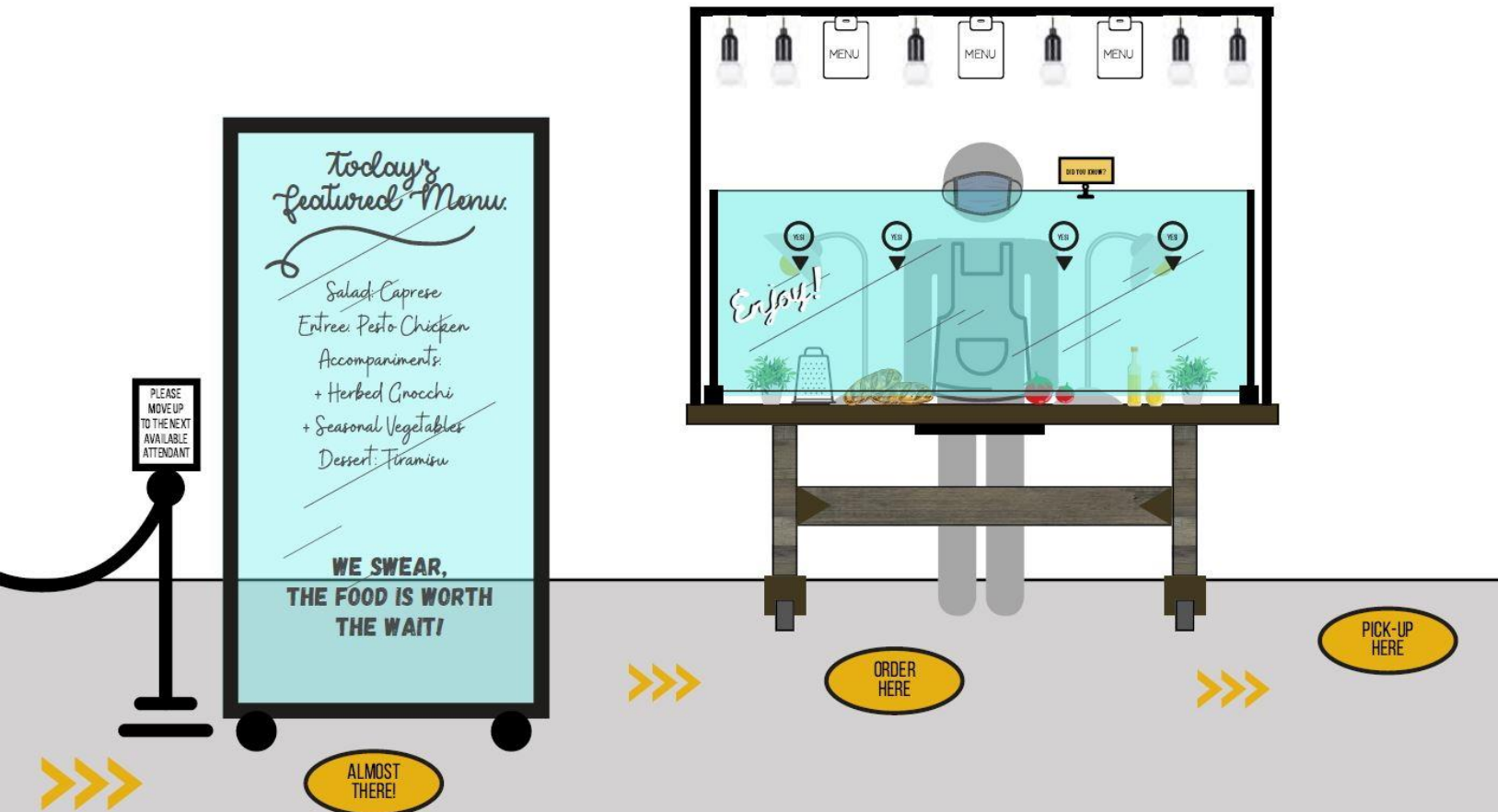


# EXECUTION

## MODIFICATIONS TO SERVICE STYLES AND CATERING EVENT EXECUTION WILL BE IMPLEMENTED

THE DURATION, MAGNITUDE AND CEILING TO THESE CHANGES ARE UNCERTAIN AT THIS TIME. WHAT WE ARE CERTAIN OF, IS OUR ABILITY TO ADAPT AND COMMUNICATE EFFECTIVELY AS WE IMPLEMENT THESE CHANGES AND CONTINUE TO EVOLVE AS NECESSARY

We will not only provide descriptive detail regarding catering event function execution to you in the planning process, but we will provide your guests with informative direction and outline the safety procedure expectations as it relates to them





# EXECUTION

## QUICK-GUIDE FOR CURRENT CATERING EVENT EXECUTION PROCESSES

---

1

ALL PREVIOUSLY SELF-SERVED FOOD AND BEVERAGE DISPLAYS SUCH AS BUFFET STYLE CATERED EVENTS OR RECEPTION STATIONS, WILL NOW BE SERVED BY AN ATTENDANT

2

WHERE AVAILABLE, DISTANCE BARRIERS OR GUARDS TO HELP PREVENT THE TRAVELING OF BREATH FROM COMING IN CONTACT WITH OPEN-AIR FOOD & BEVERAGE MAY BE USED

3

PHYSICAL DISTANCING BETWEEN GUESTS AND CATERING EMPLOYEES WILL BE ENFORCED BASED ON THE CURRENT 6' OF REQUIRED DISTANCE

4

PRE-PACKAGED CATERING FUNCTIONS AND MENU ITEMS/ SEALED BEVERAGES MAY BE OBTAINED FROM STATIONS WITHOUT THE REQUIREMENT OF AN ATTENDANT

5

BEVERAGES THAT ARE NOT ALREADY PRE-SEALED MUST BE SERVED BY AN ATTENDANT. THIS INCLUDES COFFEE STATIONS, BARS AND ANY OTHER BEVERAGE TYPE THAT REQUIRES POURING

6

MOST, IF NOT ALL SERVICE-WARE MAY BE TRANSITIONED FROM CHINA OPTIONS TO EXCLUSIVELY DISPOSABLE

7

SIT-DOWN PLATED MEAL SERVICES WILL REQUIRE THAT ALL PRE-SET ITEMS BE COVERED OR FULLY CONTAINED. THIS INCLUDES WRAPPED CUTLERY & INDIVIDUAL (NON-SHAREABLE) CONDIMENTS

8

LINEN NAPKINS AND TABLECLOTHS MAY NOT BE ABLE TO BE USED WITH SEATED GUEST TABLES

# PRECAUTION

## AT THIS POINT, IT IS NO SECRET THAT INCREASED HEALTH RELATED PROCESSES ARE NOT ONLY IMPERATIVE, BUT SHOULD BE EXPECTED

---

It is important that when guests walk in our doors, they feel protected and that our operation has prepared in full, for their arrival. Equally, it is important that you as the planners, are equipped with the back-end knowledge on how our team members are contributing to the health and wellness of our practices

### HEALTH SCREENINGS



Every Levy employee will receive temperature checks prior to each shift and must show no signs of illness

### PPE



All Levy employees will wear proper Personal Protective Equipment including and not limited to face masks & gloves, which must be changed out frequently

### TRAINING



Every Levy employee will receive an in-depth training on all current & newly implemented safety measures

### INCREASED SANITATION PRACTICES



All food & beverage outlets & stations will be sanitized regularly and equipped with proper sanitation products

### HAND WASHING



It will be mandatory for all employees to wash their hands according to the CDC standards. In areas where a hand-washing sink is not available, alcohol based sanitizer may be used

### PROVIDED SANITATION PRODUCTS



In some cases, we will be able to offer PPE and sanitizer products to your guests. This may incur an additional cost



# HOMEGROWN MARKET

**ALL PLANNING DETAILS AND SPECIFIC  
QUESTIONS ABOUT CATERING SERVICES CAN  
BE DISCUSSED IN THEIR ENTIRETY WITH THE  
LEVY CATERING SALES DEPARTMENT**

**PLEASE CONTACT:**

**LAUREN LAURENT  
DIRECTOR OF CATERING SALES  
PHONE: 614-827-2711  
EMAIL: [LLAURENT@LEVYRESTAURANTS.COM](mailto:LLAURENT@LEVYRESTAURANTS.COM)**

CRAVINGS  
&  
INNOVATION  
MEET HERE

# CUSTOMER JOURNEY



**VENUESHIELD REACTIVATION GUIDE COMPONENT:**  
**CUSTOMER JOURNEY AND**  
**EVENT OPERATIONS**

**CONVENTION CENTERS**

The heart of the Greater Columbus Convention Center re-opening plan is focused on the customers who use the facility everyday

- We have three customers for every event we manage: the show organizer, the exhibitor, and the attendee
- The life cycle of an event falls into three phases: the move-in, the hours the event is open to attendees, and the move-out
- Outlined below is the journey all customers will take to use our facilities. It begins at arrival to the center by either car, bus, cab, or rideshare and follows the journey to the two major assets a convention center provides: exhibition halls and meeting rooms
- Recognizing the need to reinforce physical distancing and proper safety protocols this plan outlines a series of recommendations for the use of these spaces
- Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions
- As food is an integral part of any convention or tradeshow experience, we describe how catering and retail food outlets will operate



1.0  
Arrival &  
Departure

2.0  
Public  
Circulation

3.0  
Meeting Room  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# ARRIVAL & DEPARTURE

## PARKING

- Encourage Cashless/Touch-less Payments
- Recommend Using Pre-Paid Parking Ticket Option
  - <https://parking.columbusconventions.com/Onlinetickets/index.aspx>
- Use EPA registered cleaners and disinfectants
- Maintain Safety Data Sheets for all products and follow the manufacturer's directions on the label
- Track cleaning efforts with appropriate documentation
- Enforce proper use of Personal Protective Equipment (PPE) as recommended by the CDC
- Clean dirty surfaces (especially hard, non-porous) with detergent or soap and water prior to disinfection
- Remove visible contamination prior to cleaning
- Frequently clean electronics, including tablets, keyboards, remote controls and ticket machines. If manufacturer's instructions are not available, use alcohol-based disinfectants for touch screens

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# ARRIVAL & DEPARTURE

## ATTENDEE ARRIVAL

- Doors open at peak times so people don't have to touch them
- Drop off areas stationed sufficiently apart to allow for crowd distribution
- Floor graphics will be applied indicating safe distancing
- Staggering of opening times for all sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance

## REGISTRATION AREAS

- Recommend non-interface/touchless registration
- Highly encourage print-at-home or scan with phone/digital while staggering in person registration times
- Add plexiglass shields to all counters, on front and sides, to guard human interaction, especially at registration, information counters, show management offices, etc.
- Space counters so there is one counter (6') of blank space between. No more than one registration worker per counter

## BADGES

- Mail badges prior to show start
- Recommend pre-printed badges and no badge collection

## SPACING

- Provide footprint floor applications 6 feet and increase queue line length with markings for spacing

## SELF-REGISTRATION LOCATIONS

- Provide wipe dispensers so attendee can wipe before or after use

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



SAMPLE REGISTRATION DESK

# PUBLIC CIRCULATION

## COMMON AREAS & CONCOURSES

- Adhere to density and attendance protocols
- Aisles should be directional and use arrows and wayfinding with physical distancing reminders
- Encourage color-coded badges to scheduled times that attendees can only visit certain parts of the hall to distribute crowds.

For example:

- 8am to 10am (Aisles 100-500 **Blue** badges, Aisles 600-1000 **Red** badges; Aisles 1100-1500 **Green** badges)
- Then rotate all badge colors through all the aisles until each color has had a chance to visit each aisle

## PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days, to maintain and focus on the highest foot traffic restrooms
- Stagger full restroom closures on event days (30 minute maximum) for a thorough cleaning midway through the day
- Overnight deep cleaning of all restrooms

## VERTICAL TRANSPORT – PASSENGER ELEVATORS

- Installation of hand sanitizer units inside each elevator car
- Install graphics in all elevator cars to promote physical distancing

## VERTICAL TRANSPORT – ESCALATORS

- Position hand sanitizer units near each bank of escalators
- Run escalator units (to include changing direction) throughout the day based on traffic flow to encourage physical distancing

## ADA ACCOMMODATIONS

- Continue to maintain access in all ingress and egress plans into and around the facility
- Reduced capacity in room sets will still offer enough accessible seating, including companion seats, to comply with disability laws

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# PUBLIC CIRCULATION

## HANDLING A GUEST WHO BECOMES ILL WHILE IN GREATER COLUMBUS CONVENTION CENTER

- If a guest visits First Aid and presents in a manner that could be COVID related they will be escorted to a dedicated meeting room to isolate and plan for transportation or admission to a hospital as appropriate.
- As an additional measure, show managers could add a dedicated COVID specific First Aid provider on event days to take care of ill guests; remaining providers to address other first aid needs.
- On active event days, add additional holding rooms if demand becomes necessary.



1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# MEETING ROOMS & BALLROOMS

## CAPACITY

- Reduce capacity per room to adhere to distancing guidelines
- Reconfigure our typical setups to new parameters around meeting space that allows for interactions with physical distancing

## LAYOUTS

- Space furniture according to distancing guidelines
- Meeting room chairs will need to be set at 6' distance
- Theaters designed with 6' spacing

## ATTENDEE FLOW

- Create entrance doors and exit doors into each room
- Ask clients to stagger start/end times in banks of rooms
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes)
- Wipe down microphones, door handles, garbage cans, and straighten chairs to maintain 6' distancing

## SHOW MANAGEMENT OFFICES & BOOTHS

- Restricted access to the interior of the office with an outside station in a ticket booth approach outfitted with plexiglass and protection
- Reconfigured offices/booths to minimize number of people being served personally
- Suggest that more information for membership renewals, ordering, association content or other items can be facilitated on personal devices

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# MEETING ROOMS & BALLROOMS

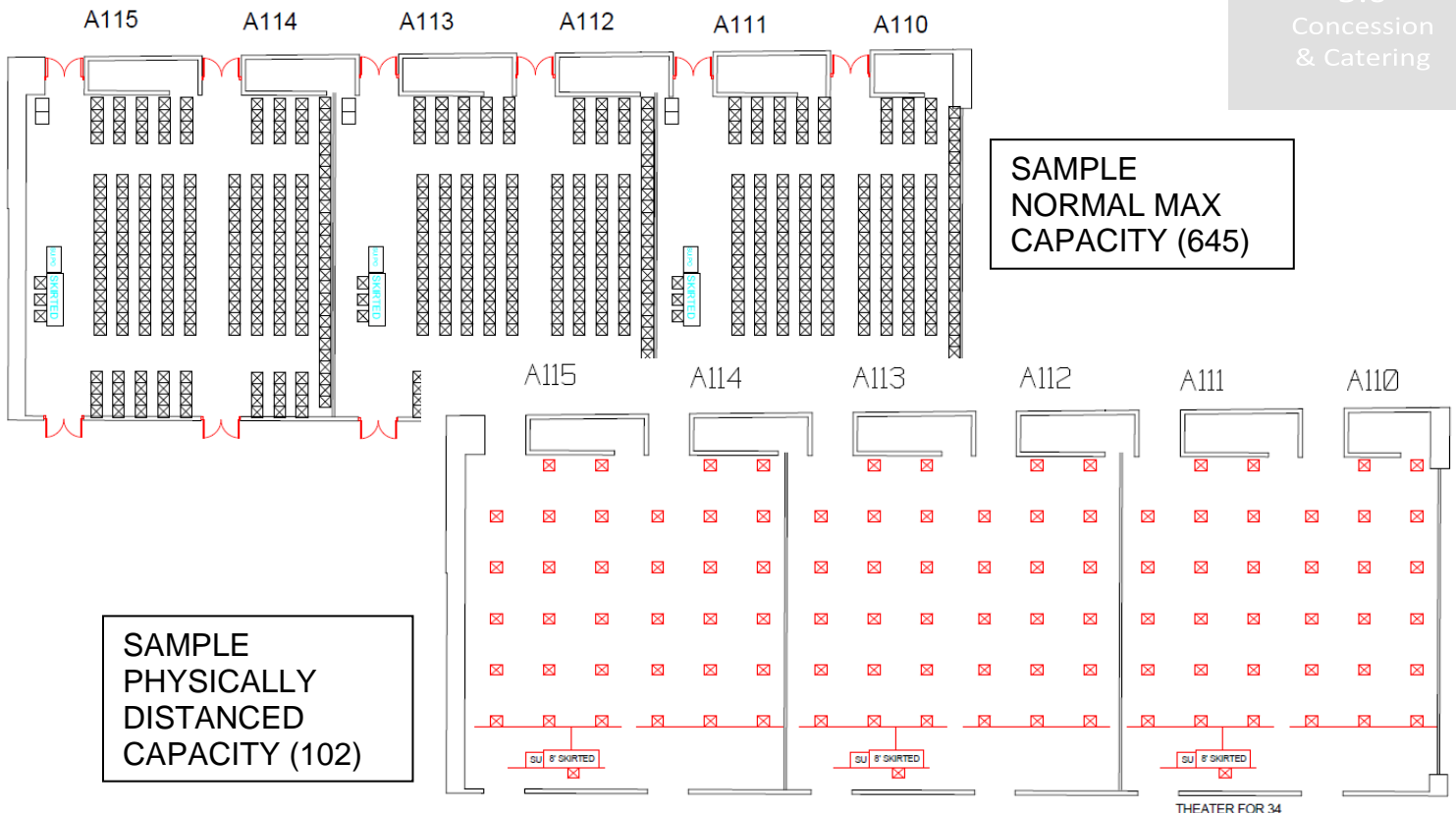
## THEATER LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- Up to 14 chairs ganged together (each chair width is 20")
- 3'6" spacing between rows

### PHYSICALLY DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- No chairs ganged together
- 6' spacing between chairs



1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# MEETING ROOMS & BALLROOMS

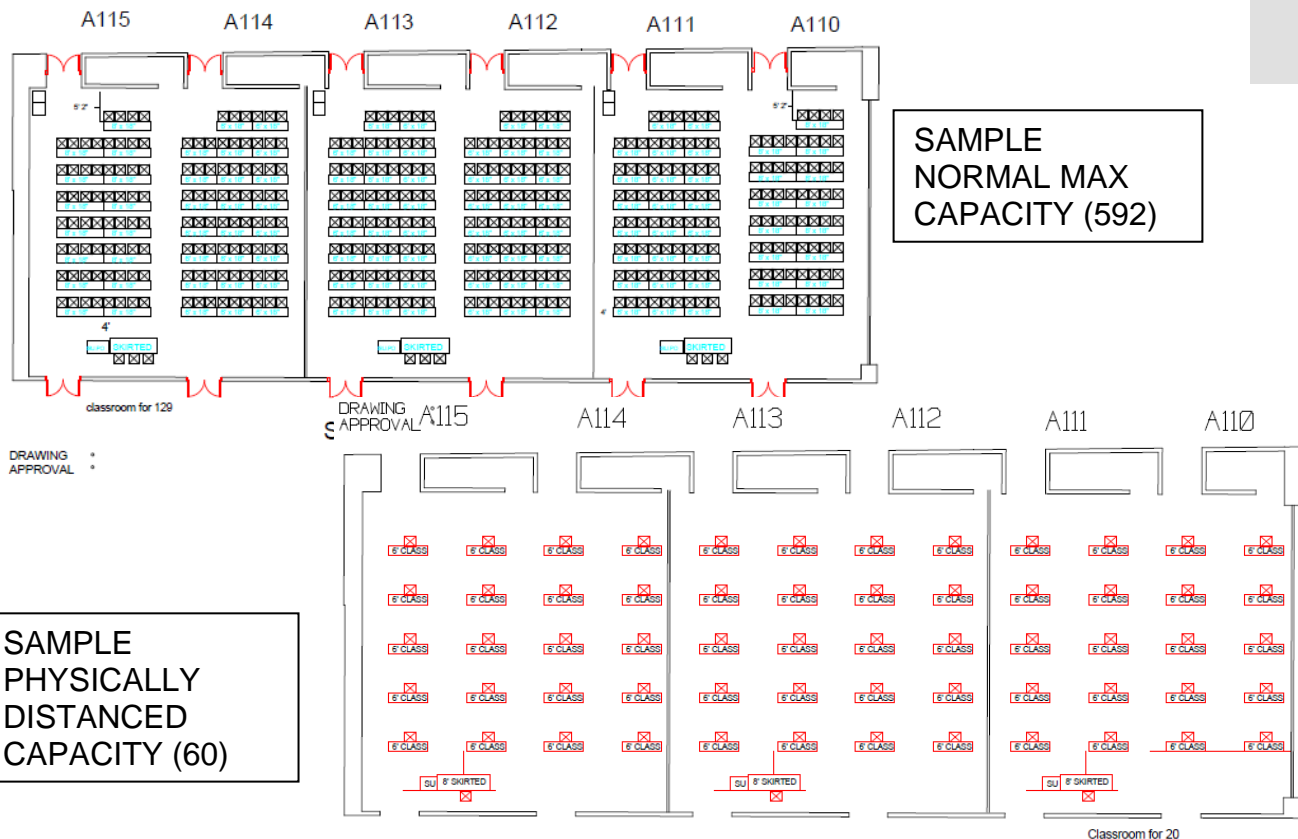
## CLASSROOM LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- 3 per table, with maximum of 4 tables set together

### PHYSICALLY DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 1 per table, with a maximum of 2 tables set together
- 6' spacing between tables



1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# MEETING ROOMS & BALLROOMS

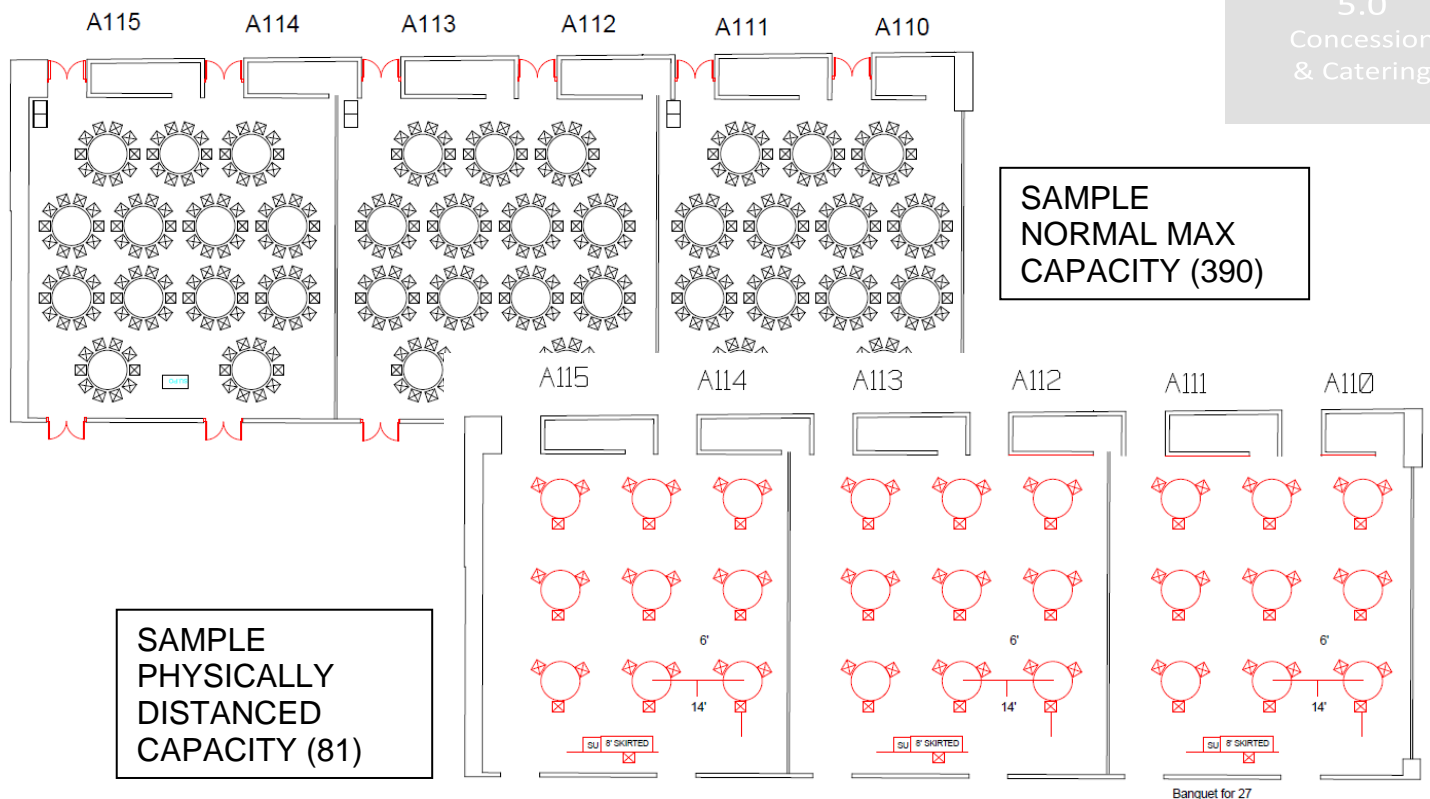
## BANQUET LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

- Minimum 5' aisles between rows and around the perimeter
- 10 chairs set per round
- 5' spacing between rounds

### PHYSICALLY DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- 3 chairs per rounds
- 6' spacing between rounds



1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# EXHIBIT HALLS

## CAPACITY

- Limiting attendee flow per hour or per 4-hour segment would allow scheduled visiting times to the show floor
- Segment the show days to 3 segments per day (ie: Attendee segment one: 7am-11am)
- Manage amount of attendees and exhibitors in exhibit hall/specific areas with counting and controlled entrance area
- Congestion signage to indicate when an aisle or area is too crowded
- Staggered entrance times and entrance locations based on company and show zoning
- Encourage appointments with exhibitors to manage timing and flow more effectively

## LAYOUTS

- For smaller booths - make sure that there is a 1' "buffer zone" in the front of the booth for attendees to step out of the aisle to reduce congestion
- Place dividers in middle of 20', 15' or 12' aisles to manage traffic flow and attendee intermingling
- Wider Aisles – 10' Minimum; Wider Cross-Aisles
- Buffer spaces in between booths

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# EXHIBIT HALLS

## ATTENDEE FLOW

- A queue line to enter exhibit hall with pre-defined or controlled path
- Entrance units to include graphics on COVID-19 safety standards with possible speaking reel to remind attendees of regulations, similar to the airports, “Stand behind the Yellow Line”
- One Direction/One-Way aisles for Entry and Exit - only have exhibitors on one side of aisle to limit congestion
- Alternate carpet color and visual signage

## CONTRACTORS

- Labor Check in stations with 6' queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety: Instruction on proper use of masks
- Encourage team to wear a lanyard with hand sanitizer attached
- Limit number of workers riding in a cart, no sitting side-by-side
- Space out labor sign-in locations to assure it is distanced

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# EXHIBIT HALLS

## MATERIAL HANDLING

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e. forklift)
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour
- Spray down of all carpets when installed
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter
- All drivers must stay in their vehicles at delivery

## EXHIBIT BOOTH RECOMMENDATIONS:

- 8' high pipe and drape
- Create guidelines for all exhibitor interactions (i.e. no hand shaking)
- No giveaways or booth snacks
- Appointments or blocks of time assigned by attendee
- No performances or live demos that gather crowds
- Strict booth staff limit per net square foot
- Rental hand sanitizer units available for exhibitors to place next to any hands-on contact location
- Provide simple peel and stick floor decals for exhibitors to apply in their booth space in front of counters or demo locations to suggest proper distance for attendees to stand
- Nightly disinfecting via general spray of all exhibit areas

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# VenueShield provides guidance on all aspects of the customer journey including accommodating individuals with disabilities:

### 03 / Customer Journey

#### 3.5 Disability Accommodations

Changes in procedures and protocols at venues may have unintended consequences for those with disabilities. For example, deaf guests who read lips may require screening from a worker wearing a clear face covering, so that the guest can see the employee's mouth. To remain compliant with applicable laws and provide reasonably accessible events for all guests, it is recommended that venues consult with a local advocate group for persons with disabilities. The following presents some considerations related to disability accommodations.

**Venue access considerations.** The adjustment to venue access may result in changes to disability accommodations. General items to consider while making access changes include:

- Venues that reduce points of ingress or egress must ensure continued accessibility
- Venues that temporarily reduce capacity should confirm that they still offer enough accessible seating, including companion seats, to comply with disability laws
- Long entry queues may be especially difficult for guests whose disability makes them unable to wait in a long line; venues may need to provide an expedited access procedure for certain guests.

**Training considerations.** During venue staff training, disability accommodations should be covered to ensure all staff members understand how new operating procedures may affect disability accommodations.

**Venue support considerations.** Some practices provided in support of disabled guests in the past should be modified during the COVID-19 pandemic..

- As a general rule, employees should avoid physically assisting/lifting guests. If a guest needs assistance, ask another family member to help.
- Assisted Listening Devices should be individually packaged for single use by a guest
- Venue-provided wheelchairs should be disinfected after every use

#### 3.6 Guest Departure

Venues should consider the following best practices for egress from the venue and for guest departure from the parking area, whether by personal vehicle, public transport, or by foot. Managing guest departure from the venue can be conducted without staging (see Section 3.6.1) or with staged exiting (see Section 3.6.2). Regardless of which exiting procedure is used, the venue will need to consider procedures related to departure by public transport, temporary exit and return, and emergency exiting.

##### 3.6.1 Non-Staged Exit and Departure

If staged exit and departure procedures are not implemented, venues should follow normal exit plans and encourage guest to social distance as they leave the facility.

##### 3.6.2 Staged Exit and Departure

After events that have a definite end—such as meetings, concerts, or sporting events—the venue should consider adopting staged venue exiting and departure. In this case, guests would be called zone by zone or released row by row when it is their turn to depart.

Workers and volunteers must understand the procedure and help guests comply with social distancing requirements until guests are in their vehicles or otherwise outside the venue doors. The effective use of staged exiting is reliant on clearly communicating the departure plan to all guests. Messaging of the departure plan can be accomplished using onsite signage, the public address system, event audio-visual equipment, and digital assets such as video boards and facility apps.

Some additional considerations related to staged exit and departure are:

- Determine the location of pinch points on concourses and avoid or eliminate them in order to facilitate guest movements
- Use a public announcement system to discourage guests from congregating in the lobby after the event
- If your facility design permits, consider zoning concourses for exiting to evenly distribute crowd flow. Note that zoning requirements will likely be different for different event configurations



# CATERING & RETAIL FOOD OUTLETS

## CATERING & RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Physical distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers or sanitizer touch pads at entrance and around service areas

## NO SELF SERVICE BUFFETS

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

**SEE ALSO, FOOD SERVICE SECTION [PAGE 23](#)**

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

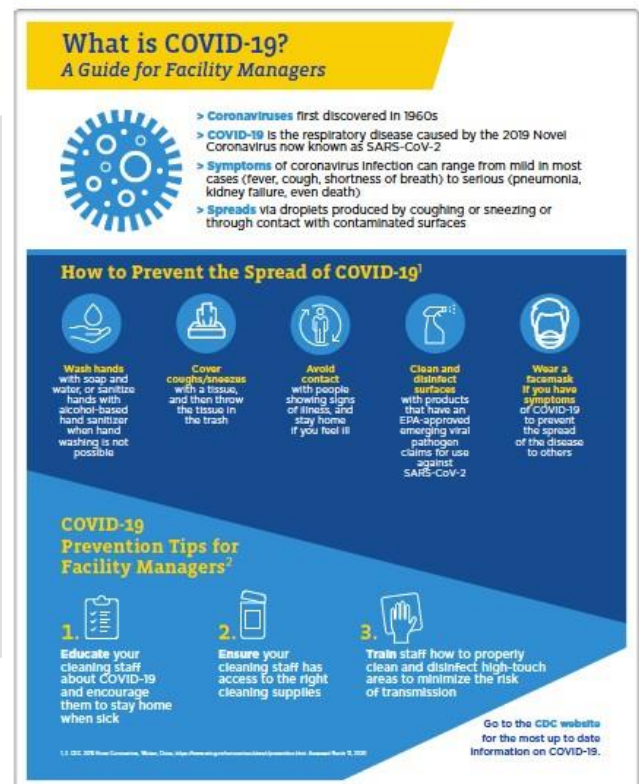


# WORKFORCE

- The most important asset for the Greater Columbus Convention Center is the people who work here every day
- Producing some of the largest events in the region requires a highly trained venue staff, partner staff and skilled labor staff
- This section of the plan outlines how employees will return to work and how they will be protected
- Procedures for third-party employees to access the facility

## FOLLOWING BEST PRACTICES

Greater Columbus Convention Center/ASM Global is closely monitoring government policy changes from WHO, CDC, IDPH, CDPH guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. If there is variation in recommendations, Greater Columbus Convention Center will follow the most conservative approach.





# WORKPLACE TOOLKIT

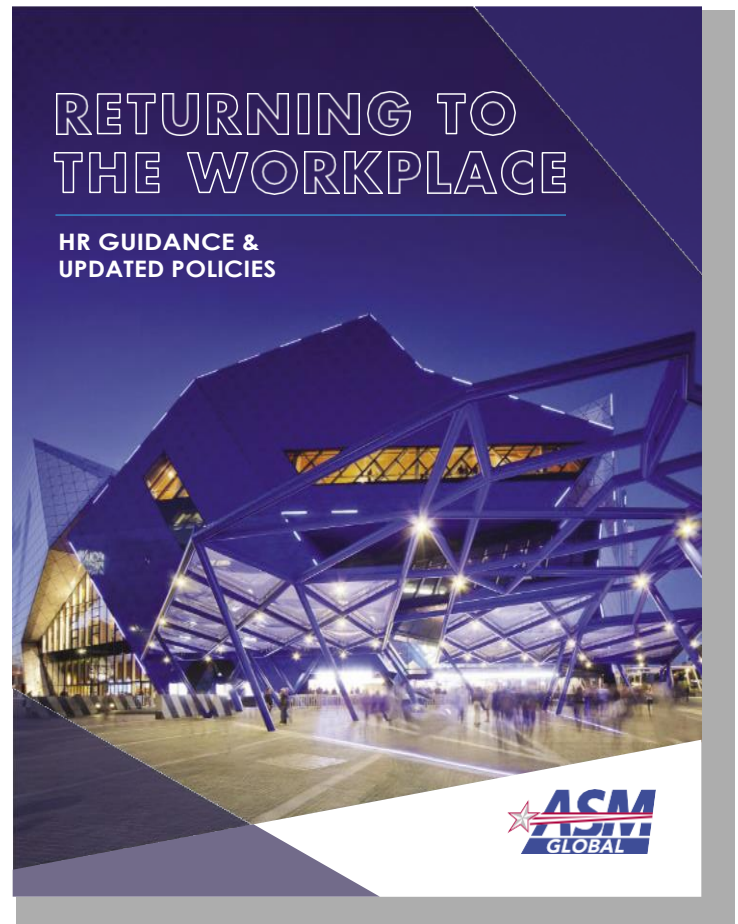
## TABLE OF CONTENTS

---

1. Return to the Workplace: HR Guidance & Updated Policies
2. Return to the Workplace: VenueShield Update Bulletin
3. Employee Questionnaire
4. Elevator Etiquette
5. Protect Yourself & Coworkers from COVID-19

# RETURNING OUR WORKFORCE

- Phased re-introduction of team members
- New policies and procedures around bringing team members back to work:
  - Temporary flexible work arrangements
  - Work from home
  - Flexible work hours
  - Considerations around at-risk team members
  - Modified time-off policies:
    - Personal Leave of Absence Policy
    - Temporary Relaxed Attendance Policy



ASM GLOBAL COMPANY POLICY  
RECOMMENDATIONS

# EXPOSURE POLICY

With CDC Guidance in mind, Greater Columbus Convention Center/ASM Global currently adheres to the following procedures for COVID-19 exposure

## SCENARIO A: Team Member with Direct Exposure to Confirmed COVID-19 Case

Team Member reports direct exposure to a confirmed case of COVID-19:

- Team Member should be advised that they should stay home and self-quarantine for a minimum of 14 days.
- The local HR Business Partner (HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Team Member should be advised that they need to notify the HRBP if they become symptomatic and should seek immediate medical treatment.

If the Team Member becomes symptomatic but DOES NOT get tested or they DO get tested and the results are negative, they need to immediately notify the HRBP.

- The employee cannot return to work until the 14-day quarantine period has exhausted

- They have had no fever for at least 72 hours (that is three full days of no fever) without the use of medicine that reduces fevers

AND

- Other symptoms have improved (for example, when their cough or shortness of breath have improved)

AND

- At least 10 days have passed since their symptoms first appeared

If the Team Member becomes symptomatic and they DO get tested and the results are positive they need to immediately notify the local HRBP.

- The employee initiates a new 14-day quarantine based on the positive test result.
- The employee cannot return to work until all criteria described above are met.

AND

**ALL ONSITE CASES INVOLVE  
CONTACT TRACING &  
SANITIZING THE WORKSPACE**





# EXPOSURE POLICY

## **SCENARIO B: Team Member with Potential Exposure to a COVID-19 Case**

Team Member reports exposure to an unconfirmed case of COVID-19:

- Team Member should be advised that they should stay home.
- The local HRBP and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Ask Team Member to self-quarantine until test results are received on the un-confirmed case.
- If the unconfirmed case tests positive, follow SCENARIO A guidelines.
- If the unconfirmed case tests negative, Team Member may be placed back on work schedule.

## **SCENARIO C: Team Member with a Confirmed Diagnosis of COVID-19**

Team Member reports diagnosis of COVID-19:

- Team Member should be advised that they should stay home and seek medical treatment
- The local HR Business Partner (HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Team Member must immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted

**AND**

- They have had no fever for at least 72 hours (that is three full days of no fever) without the use of medicine that reduces fevers

**AND**

- Other symptoms have improved (for example, when their cough or shortness of breath have improved)

**AND**

- At least 10 days have passed since their symptoms first appeared

# RESTRICTED SITE ACCESS AND STAY-AT-HOME ORDERS

**IN THE EVENT GCCC IS UNDER A HEALTH DEPARTMENT ISSUED STAY-AT-HOME ORDER, ONLY ESSENTIAL STAFF WILL BE PERMITTED TO BE ON SITE**

- Greater Columbus Convention Center/ASM Global requires all employees to self-monitor for symptoms and confirm that they have been symptom free for 72-hours prior to entering the workspace or starting their shift.
- Administration offices and facility access are restricted to only employees with official business and they can only enter through designated entrances after a disclosure of any symptoms.



# WORKPLACE GUIDELINES RETURN TO WORK

## PHYSICAL AREAS

Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised to reduce the potential for physical contact with items in the workplace.

## RECEPTION & COMMON AREAS

- Control building ingress and egress to promote ongoing safety and precautionary measures at those points.
- Training reception personnel on safe interactions with guests
- Registration of all guests
- Maintaining physical distancing
- Re-arrange furniture to promote physical distancing
- Hand sanitizer in elevator lobbies and all other building common and high traffic areas

## SIGNAGE

- Install signage at multiple, relevant locations in the entry sequence
- Explain building access rules and other protocols that impact how occupants use and move throughout the building.
- Wayfinding signage or floor markings to direct foot traffic and ensure safe physical distancing

## PPE & CLEANING:

- Providing face coverings for all employees
- Monitor and review of existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch areas

# WORKPLACE GUIDELINES RETURN TO WORK

## SHIPPING AND RECEIVING AREAS

- Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact
- Separating shipping and receiving areas from the general population
- Sanitizing the exterior of packaging if appropriate

## ELEVATORS / ESCALATORS

- Physical distancing queue management for waiting elevator passengers
- Signage inside elevator cars displaying healthy elevator use protocols - this may include floor stickers to establish distancing zones and describe where and how to stand
- Review of elevator cleaning processes, and updates to ensure on-going cleaning of high touch surfaces like elevator panels and buttons



SAMPLE  
SIGNAGE



# WORKPLACE GUIDELINES RETURN TO WORK

## FREQUENTLY TOUCHED SURFACES

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases.

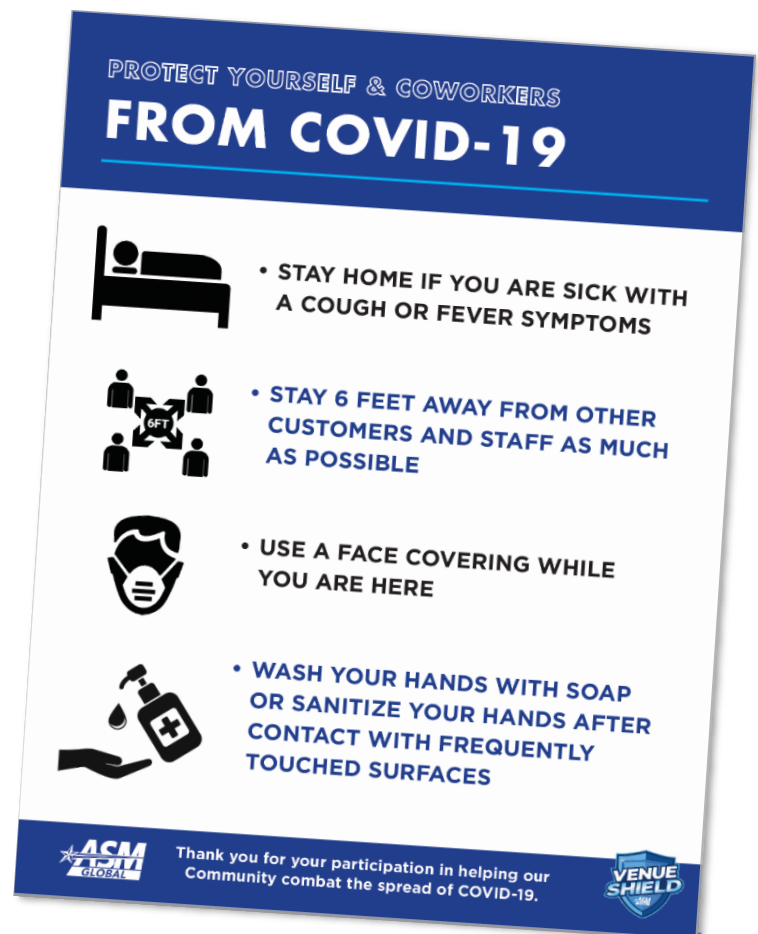
In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, Greater Columbus Convention Center will implement the following to reduce touchpoints, when possible:

### LIGHT/POWER SWITCHES:

- Affix signage to remind occupants to keep switches on all day
- Provide wall-mounted disinfectant dispensers

### DOORS:

- Affix doors in an open position where possible



# WORKPLACE GUIDELINES RETURN TO WORK

## FREQUENTLY TOUCHED SURFACES CONTINUED

### COLLABORATION TOOLS:

- Removal of shared conference phones to encourage the use of personal mobile phones or laptop softphones for teleconferences
- Removal of whiteboard pens and erasers to encourage individuals to bring and manage their own
- Providing whiteboard cleaning solution and disposable wipes adjacent to every board

### CHAIRS:

- Remove unnecessary fabric upholstered chairs
- Affix notices to each chair reminding occupants to avoid or disinfect touchpoints

### SHARED EQUIPMENT:

- Reduce the quantity of printers and copiers to dissuade printing

### SUPPLIES STORAGE:

- Secure supplies storage and designate specific personnel to manage stock and distribute items
- Add places for individuals to store and secure their own items separately from others (i.e., individual coat hooks rather than coat closets used by the group)

# WORKPLACE GUIDELINES RETURN TO WORK

## INSIDE THE WORKPLACE

Encourage good personal hygiene and infection control practices when team members are in the workplace, including:

### RESPIRATORY ETIQUETTE

- Encourage the covering coughs and sneezes into a tissue and immediately throwing tissue away
- Turn away from others when coughing or sneezing



**COVER MOUTH  
WHEN COUGHING  
OR SNEEZING**



**USE HAND  
SANITIZER**

### HAND HYGIENE

- Promote frequent and thorough hand washing
- Make hand sanitizers available in multiple locations adjacent to common touch- points including break rooms, copier areas, etc.

### AVOID TOUCHPOINTS

- Provide disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use
- Discourage the use or borrowing of other people's phones, desks, offices or equipment
- Maintaining a clean workplace will assist in minimizing risk to employees

### KITCHEN AREAS

- Develop new practices on kitchen and meal preparation areas, which may include some temporary measures such as:
  - Encourage staff to bring food and beverage items from home and manage them individually
  - Minimize touchpoints by removing coffee pots and the like, eliminate open food items
  - Increase frequency of cleaning appliances such as refrigerators and microwaves

# WORKPLACE GUIDELINES

## RETURN TO WORK

### INSIDE THE WORKPLACE CONTINUED

#### INDIVIDUAL DESKS

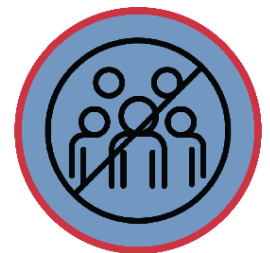
- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat. Supply disinfectants in the immediate proximity (or on each desk)
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks
- Staggering schedules to avoid shared workspace

#### IN-PERSON MEETINGS

- Coach team members to critically evaluate the requirement for in-person meetings
- Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances
- Host large team/staff meetings via video conference rather than in-person
- Eliminate in-person meetings with external guests

#### PRE-SHIFT BRIEFING

- Where possible, pre-shift briefings should be conducted in rooms large enough to accomplish physical distancing
- Eliminate or suspension of face-to-face shift changes

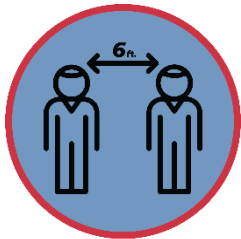


**AVOID CROWDING  
IN SPACES**



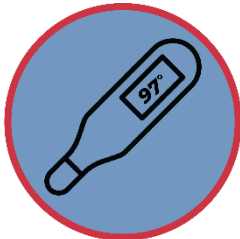
# EMPLOYEE CHECK-IN

## BUILDING ENTRY AND EXIT PROCEDURES



**PLEASE KEEP  
6' DISTANCE**

Maintain 6' physical distancing at employee entrances



**TEMPERATURE  
SCREENINGS**

All employees must pass a daily temperature check and a health questionnaire screening to be eligible to work



**WEAR A FACE  
COVERING**

All employees must wear a face covering

### EMPLOYEE HEALTH QUESTIONNAIRE

**ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?**

☐ None of the BELOW

**OR ONE OR MORE OF THE FOLLOWING:**

- ☐ Fever (>100.4°F), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

**ARE YOU TAKING MEDICATION FOR THE ABOVE SYMPTOMS?**

- ☐ Yes
- ☐ No

**IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?**

☐ None of the BELOW

**OR ONE OR MORE OF THE FOLLOWING:**

- ☐ Fever (>100.4°F), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

**IS SOMEONE YOU HAVE COME IN CONTACT WITH AT WORK EXPERIENCING ANY OF THESE SYMPTOMS?**

☐ None of the BELOW

**OR ONE OR MORE OF THE FOLLOWING:**

- ☐ Fever (>100.4°F), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

**IN THE LAST 14 DAYS, HAVE YOU TRAVELED OUTSIDE YOUR NORMAL DAILY ROUTINE?**

- ☐ Yes
- ☐ No

**IN THE LAST 14 DAYS, WHAT IS YOUR EXPOSURE TO OTHERS WHO ARE KNOWN TO HAVE COVID-19?**

**ONE OF THE FOLLOWING**

- ☐ I live with someone who has COVID-19
- ☐ I've had close contact with someone who has COVID-19
- ☐ I've been near someone who has COVID-19
- ☐ I've not had exposure

PRINTED NAME \_\_\_\_\_ SIGNATURE & DATE \_\_\_\_\_

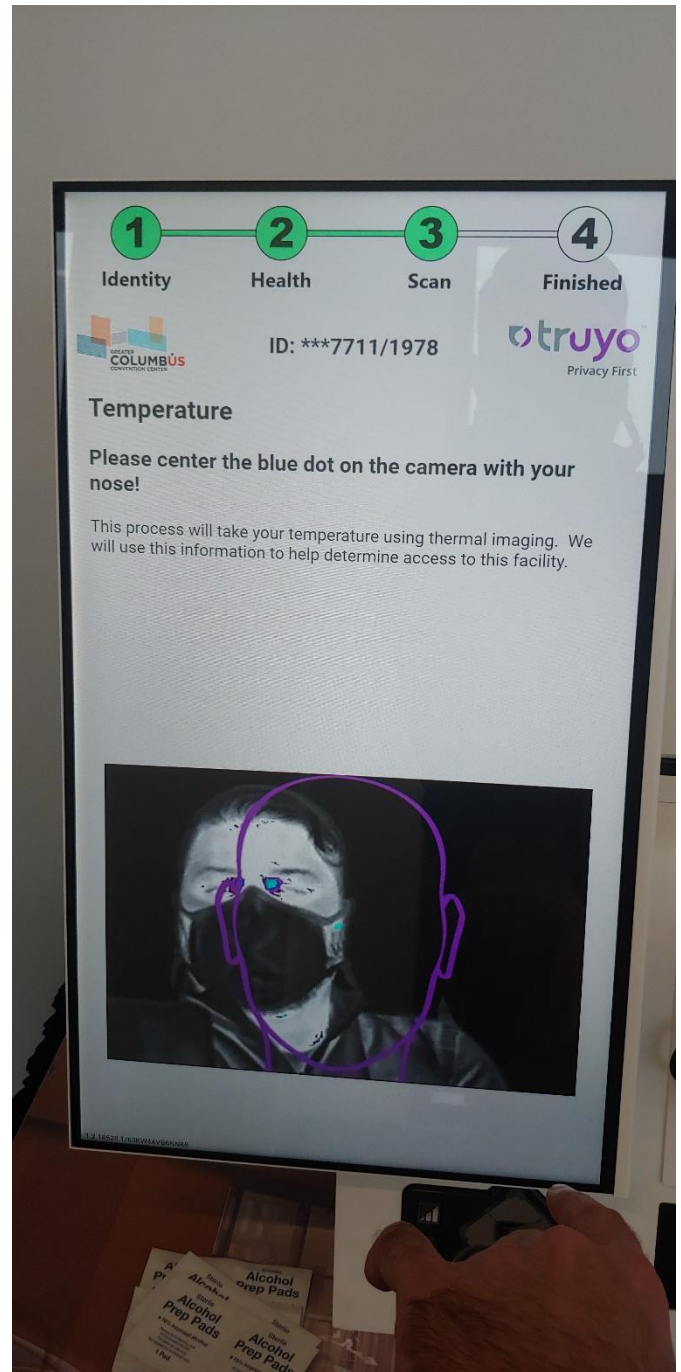
\*If any of these answers change over the course of the next week I recognize I need to notify my manager immediately.



Thank you for your participation in helping our Community combat the spread of COVID-19.



**GCCC employees must visit a temperature check kiosk and successfully pass the required temperature check to enter the facility on a daily basis:**



## 06 / Work Space Safety Related to COVID-19



# WORK SPACE SAFETY RELATED TO COVID-19

The best practices in this section are actions that should be taken by venues to complement the changes in protocols described in Section 5 to support worker safety. In all cases, public safety codes, building codes, applicable laws, and security requirements must not be compromised by actions taken to reduce the potential for physical contact with items in the workplace.

### 6.1 Evaluate Reception and Common Area Spaces

The venue should evaluate reception and common areas to determine whether modifications are needed in support of worker safety. Review the Customer Journey and Event Operations component for work space considerations related to entrances/exits and controlling crowds in common areas. Related specifically to event-day staff, venues should evaluate whether furniture may need to be rearranged to promote social distancing between staff and guests in reception areas and other common areas.

### 6.2 Evaluate Break Room Spaces

Break areas are high touch and high-use areas for workers and require careful evaluation to ensure that they allow and promote social distancing expectations of staff. Actions the venue may need to take to provide for and support social distancing in the break room include:

- Calculate the number of optimal allowable seats in each break room considering 6-foot (2 meter) social distance guidelines
  - o Limit the number of chairs, or space chairs appropriately, for the space capacity

- o Post the capacity of each break room or area and use signage to ask that staff not reposition chairs or tables

- Use a break room set-up that consists of 5-foot rounds with a maximum capacity of three people per table. Alternatively, request that Team Members sit only on one side of each table
- Ensure that all break areas are thoroughly cleaned prior to every event and cleaned intermittently while in use, between staggered break periods, ideally every 30 minutes
- When meals are provided, provide prepackaged meals; do not provide buffet service
- Install a hand sanitizer station or hand washing station in each break area; post signs on all entrance /exit doors and within the room requesting that all staff wash or sanitize their hands both before and after meals

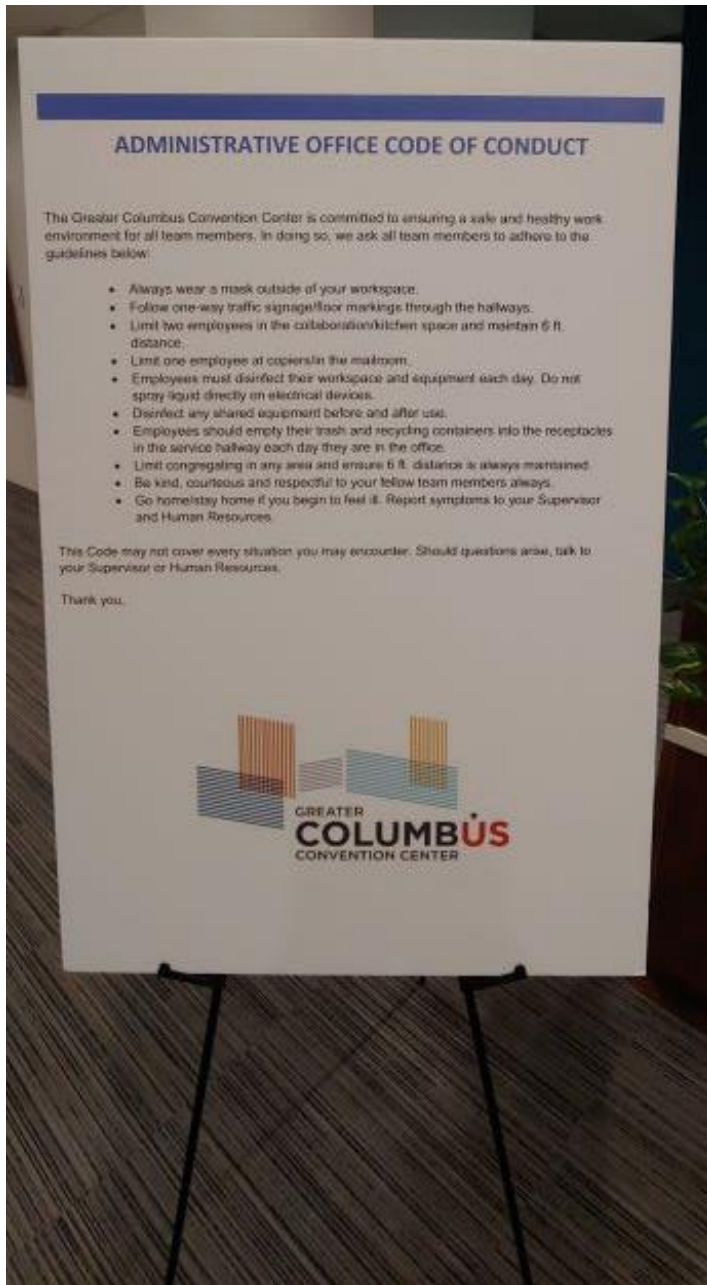
### 6.3 Ensure Adequate Cleaning Schedules Throughout Staff Areas

The venue should review all existing cleaning schedules for staff areas and work spaces. Adherence to the cleaning schedules should be monitored and adjusted or enhanced as needed, especially for common areas and areas with high-touch items.

**Provide disinfecting supplies to all staff.** To enhance on-going event-day disinfecting of high-touch items in the venue, provide staff with sprays or wipes to use as they perform their assigned activities on event-day. Such disinfecting activities should not replace regularly scheduled and dedicated cleaning that occurs at the venue.



# GCCC RE-OPENING COMMITTEES



As the Greater Columbus Convention Center sought to reopen and reactivate the convention space, various committees were established composed of GCCC staff and in-house partners to ensure a successful and safe restart of our operation. Guidance to facilitate this process was gleaned from ASM Global corporate operations, in addition to direction from the state of Ohio.

The Greater Columbus Convention Center committees established were:

- Employee Health & Welfare
- Building Preparation & Readiness (all inclusive)
- Parking Facilities
- Administrative and Staff Offices
- Signage
- Facility Entrances
- Seating/Dining
- Fitness Center
- Break Rooms/Family Meal Room
- Deliveries/Loading Dock
- Point of Sales
- Customer/Guest Relations
- In-House Partner Integration
- Communications Strategy



# TECHNOLOGY & EQUIPMENT



**VENUESHIELD REACTIVATION GUIDE COMPONENT:**  
**TECHNOLOGY &  
EQUIPMENT CATALOG**

---

As the Greater Columbus Convention Center continues to operate with physical distancing protocols, the need to provide additional technology and equipment to support virtual sessions will increase. GCCC's strategic partners are ready to assist with cutting edge solutions:



**Smart City Networks** is the exclusive Internet provider for GCCC and can handle everything from a 10 person meeting to 20,000 concurrent Wi-Fi users. Providing connectivity and legendary service to live stream events is Smart City's specialty.

<https://blog.smartcity.com/smart-city-networks/smart-city-networks-and-business-continuity/>

**MillsJames** is GCCC's Preferred In-House Production Partner and has an enormous amount of experience in video production, lighting, sound detailed sound mixing and mastering and stunning event audio visual services. Mills James has equipment on site to create a soundstage for hybrid, virtual and live streaming events.

<https://www.millsjames.com/streaming-guide>





**Fern** is GCCC's Preferred General Service Contractor and can provide creative solutions to physical distancing, registration, and event setup options. Fern also has also introduced Fern Health Check as an industry-leading solution to COVID testing and reporting.

*Fern Health Check provides:*

- A convenient self-assessment portal that allows individual control of health data through a HIPAA-compliant platform that can be shared via a personalized Health Passport
- Customizable policies based on organization, event and venue requirements
- Dashboard reporting for event organizers that can be grouped by stakeholder segments, such as event staff, attendees and exhibitors
- API Integration with industry registration and mobile app solutions
- FDA-authorized testing solutions, including at-home kits for pre-event and post-event use, as well as on-site rapid testing administered by licensed health professionals
- Deployment of evolving testing solutions to include “at-the-door rapid testing” upon FDA approval

<http://proposal.fernexpo.com/preview/VS9VejhjY1RaM0drWDIzdFBkZzI2UT09/pnnt8bbbbbc>

**Innovative Displays** is GCCC's exclusive installer of wall and floor graphics. ID is also able to provide PPE solutions for events and organizations of all sizes.

<https://gccpperc.asanti-storefront.com/storefront/index.ep>



Custom logoed masks and hand sanitizer units available for your event or business!



# CONTACT TRACING VIA BLUETOOTH

GCCC has a partnership with BUKI and can offer automated contact tracing via Bluetooth. With the BUKI mobile app installed on all attendee mobile devices, BUKI can trace actual contact, location of contact and exact contact duration throughout the Greater Columbus Convention Center. This data can help event organizers, facilities, and health departments by providing not only the names and contact information of the affected individuals, but also the exact location(s) in the facility that the individual visited. Overview and link to detailed info:

<https://www.loud-hailer.com/wp-content/uploads/2020/07/GCCC-REOPENING-1.pdf>

- **Convenience:** Loud-Hailer's technology runs on Bluetooth Low Energy (Bluetooth LE). This uses less power than apps that actively use GPS or standard Bluetooth, both of which drain battery life on smart devices.
- **Scalability:** employees, contractors and guests can use Loud-Hailer's solution.
- **Accuracy:** Loud-Hailer's proprietary hardware takes physical environmental conditions into account to provide more accurate results.
  - **Vertical accuracy** - Our solution can tell if users are located on the same floor of a building. There is no risk of reporting 'false exposures' the way there is with solutions that use GPS.
  - **Horizontal accuracy** - Our solution is able to recognize if people are within close proximity of one another, but unable to expose one another because they are separated by a physical wall.
  - **Device level accuracy** - Our technology normalizes data across devices to account for performance differences. Over five years of research and development informs our understanding.

Our proprietary hardware frees our solution from the constraints found in other offerings that rely solely on the smart devices themselves.

- **Privacy:** The automatic, anonymous and encrypted communications used by our mobile app mean users are not disclosing personal information to each other. Moreover, Loud-Hailer's solution does not track users' GPS movements and thereby offers them more privacy when off-duty or off-site.

Any employer or facility manager can immediately implement Loud-Hailer's contact tracing solution by using Loud-Hailer's existing BUKI™ app. Our app is a proven technology, originally designed to enhance consumer experiences, that is already being used in convention centers, transportation hubs and city centers in both the US and India. Alternatively, the BUKI app's underlying technology is also available for license to third-party developers through SDKs and APIs.





Technology is vetted and comprehensive guidance provided to ASM Global venues through VenueShield's Technology and Equipment Catalog. The VenueShield™ Technology and Equipment catalog helps simplify established and emerging technology claims by providing crucial information:

## 2.3 Safety and Sanitization

### 2.3.04 Cleaning & Disinfection Equipment | Electrostatic Sprayers

This equipment category includes cleaning and disinfecting equipment, including products that distribute disinfectants on surfaces (such as low pressure and electrostatic sprayers) and equipment that is used to disinfect germs (such as UV light and on-site hypochlorous acid generators).

Note: Devices and technologies that claim to sanitize or disinfect (e.g., disinfecting chemical products) are regulated in the U.S. by the U.S. Environmental Protection Agency (USEPA). Only equipment that is approved by USEPA and used in accordance with the manufacturer's requirements can be considered to be proved effective in deactivating viruses. However, the USEPA has not tested equipment directly against SAR-CoV-2, so recommendations rely on testing on similar viruses in the past. In addition, the EPA does not regulate certain disinfection application equipment such as sprayers and pumps.

#### ByoPlanet MS-700 COMPACT SERIES

The MS-700 Series Electrostatic Spray System delivers disinfectants and sanitizers in an efficient, cost-effective way. The system uses 65% less solution, works up to 75% faster than traditional methods, and covers up to 18,000 square feet per hour.

- Single line, two roller peristaltic pump - 2mL/sec. (+/- 8%)
- Lightweight for everyday use
- Handle mounted sprayer holster w/ drip cup (100mL capacity)
- 1 Gallon/2 product carry capacity
- One color coded RDI bottling connection cap - 1/8" ID Barb
- Optional upgrade for two gallon stainless steel tank

Manufacturer: ByoPlanet

Vendor(s): Byoplanet International R&D

Availability: SA, NA

**AECOM Recommended**

<https://byoplanet.com/byoplanet-ms-700-electrostatic-model.html>



#### Clorox 360 Disinfecting Machines

Keep your facility healthier while saving time, money and labor. The innovative electrostatic sprayer, with the patented PowerWrap™ nozzle, delivers trusted Clorox solutions to the front, back and sides of surfaces. Superior coverage for better germ protection.

Eligible for use against SARS-CoV-2, the virus that causes COVID-19, based on the EPA's Emerging Viral Pathogen Policy.

Manufacturer: CloroxPro

Vendor(s): Decon Seven

Availability: NA

**VenueShield Trusted**



New and improved ways to promote touchless technologies for events will become the new normal

## TECHNOLOGY CAPABILITIES

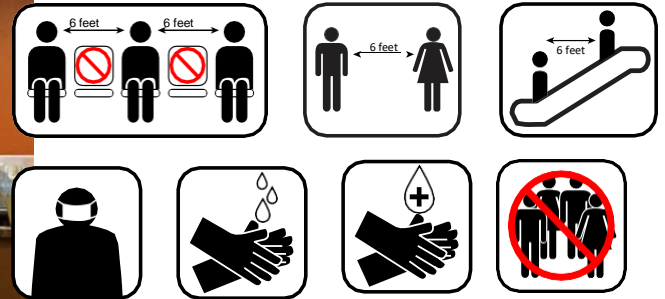
- Greater Columbus Convention Center is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options
- We can support additional overflow requirements to easily connect multiple rooms due to physical distancing in meeting rooms
- Support of virtual events – if there is a call for presenters/performers to be on site but to be onstage in front of an exclusively or primarily virtual audience, our internet circuits would again be very able to support these needs from a data and connectivity perspective
- The ability to deploy more access points to accommodate physical distancing



# PHYSICAL EQUIPMENT

**Stand Here!**  
Keep a safe  
distance

**Wait Here**



Examples of physical signage and acrylic guard that Greater Columbus Convention Center will deploy

## TECHNOLOGY GAINING POPULARITY

Examples of technology that Greater Columbus Convention Center is monitoring for future practical application within the facility



**Robotics to  
reduce cost  
and lower  
social  
interaction**



**UV-C Light  
Disinfection for high-  
touch areas**



**Touchless  
Technologies to  
reduce high-  
touch surfaces**



**Space  
Utilization  
Sensors to  
avoid  
unnecessary  
service  
delivery**

# PUBLIC AWARENESS



**VENUESHIELD REACTIVATION GUIDE COMPONENT:**  
**PUBLIC AWARENESS**

---



## An effective communication strategy must include methods to communicate information to our customers before, during, and after an event.

- Increased messaging through websites and social media will be necessary
- On site messaging through signage and digital will be required to reinforce physical distancing and promote proper hygiene
- An effective ongoing public awareness plan will instill confidence that Greater Columbus Convention Center is a safe place to do business

Examples of COVID-19 related communication on the Greater Columbus Convention Center website and social media.



## RESPONSE TO INQUIRIES RELATED TO COVID-19

Columbus, Ohio – The Greater Columbus Convention Center continues to closely monitor the latest developments regarding the Coronavirus (COVID-19) globally and any potential impact it may have on our day-to-day operations. In response to growing awareness and concern, the Greater Columbus Convention Center continues to follow the precautionary guidelines of the CDC and other public health organizations, which include:

- Increased signage outlining advisable precautions (e.g. frequent handwashing, safety recommendations, etc.)
- Regular cleaning of high touch point areas such as, escalator handrails, stair railings, door handles, purchase devices and elevator buttons with CDC recommended products.
- Regular cleaning and sanitizing of facility public spaces and rest rooms.
- Adding additional hand sanitizer stations in various locations throughout the facility.

Providing a safe environment for our clients, visitors, guests and staff is our top priority. Through public health organizations such as, the Center for Disease Control (CDC) and the World Health Organization (WHO) we are staying abreast of the latest updates and developments as they occur. We are also in close communication with our local public health and government officials to determine what additional safeguards may need to be implemented.

This is an evolving situation, and rest assured that any actions we take will be consistent with guidelines from these agencies. Please continue to visit our website to learn of any changes to the event schedule as they become available.

[GCCC FEEDBACK](#) | [PRIVACY POLICY](#) | [DO NOT SELL MY INFO](#) | [COVID-19](#)

400 North High Street Columbus, Ohio 43215 | (614) 827-2500  
Copyright © 2020 Greater Columbus Convention Center

[FAQ's](#) | [MeetUsInColumbus](#)



VenueShield™ provides detailed communication strategies for venues to implement prior to the reopening process and during events to promote new policies and reinforce safe behaviors and preparedness:

The following checklist, with proposed timeline, can be used to guide an implementation schedule for public awareness activities.

Strategy Type	Timeline	Action Items
<b>Early Awareness</b>	<b>As soon as possible</b>	<ul style="list-style-type: none"> <li>• Identify stakeholders</li> <li>• Appoint a venue Communications Officer</li> <li>• Prepare venue-specific Public Awareness Plan that includes detailed communication plans and methods of outreach</li> <li>• Request press release from ASM Global to share with key stakeholders, as appropriate</li> <li>• Prepare a local venue-specific summary document to share with key stakeholders to promote confidence in ASM Global's ability to safely reactivate the venue</li> <li>• Begin education and training for all internal stakeholders</li> <li>• Begin preparing items for subsequent checklist steps: graphics, videos, interview requests and scheduling, signage</li> </ul>
<b>Reactivation</b>	<b>Two weeks before reopening</b>	<ul style="list-style-type: none"> <li>• Send out venue-specific press release using the provided template press release tailored to fit the venue</li> <li>• Consider creating a media day for local media to visit the venue to see the work that has been done to prepare for reopening and ask questions</li> <li>• Update the venue website and include a landing page that outlines guest policy information and details VenueShield preparedness information</li> </ul>
<b>Opening</b>	<b>One week before event</b>	<ul style="list-style-type: none"> <li>• Use the Customer Relationship Management (CRM) system to send emails to guests that will be attending the event to explain current venue policies</li> <li>• Use social media to distribute videos and messaging, inviting guests back into the venue</li> <li>• Push out a new graphic or video to social media each day</li> <li>• Continue to use radio and television to provide messaging about the reopening of the venue</li> <li>• Use local television networks to inform guests of new event protocols that they should be aware of before attending an event</li> </ul>
<b>Day of Event</b>	<b>During the event</b>	<ul style="list-style-type: none"> <li>• Post signage that is consistent in look and style with both the broad and specific messaging for the event; signage should convey venue policy and expectations, and be positive, practical, and proportionate</li> <li>• Use audio and video boards to remind guests of new policies and procedures</li> <li>• Continue to post on digital and social media outlets to keep public informed and updated</li> <li>• Use event-day signage, digital outlets, and social media posts to inform guests of prohibited items and new policies</li> </ul>

# SAMPLE MESSAGING

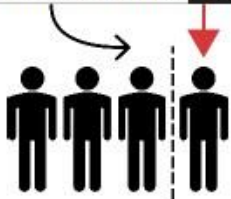


Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, close buildings and cancelling events.

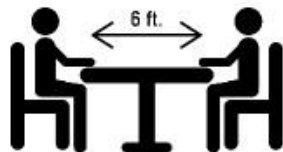
## Ask these questions:

1. What conditions support social distancing in offices, café/restaurants & retail?
2. What behaviors can you encourage to reduce close personal contact?
3. How can you help slow the spread of respiratory infections?

## Conditions that can support social distancing in offices, cafes, restaurants and retail outlets



Reduce number of people  
*Staggered breaks, work days  
and start times*



Space seats 6 feet apart  
*Remove furniture if needed*



Alternative service type  
*Grab & Go, Takeaway,  
Drop off service*



Reduce total transaction time  
*Use card payment/contactless*

## Slow the spread of respiratory infections. Promote;



Good hand hygiene



Good respiratory hygiene



Effective home / workplace  
hygiene



Cancel nonessential visits or  
appointments, reschedule it.

## Good workplace hygiene is important:



Prevent the spread of  
a virus on surfaces



A virus may survive for hours or  
days depending on the surface



Contact with contaminated  
surfaces can spread a virus

## Particular attention should be paid to surfaces frequently touched by hands:



Handles/door knobs on doors



Faucets/hand-wash sinks



Handrails



Telephones

## Cleaning and disinfecting is important:



Reinforce cleaning  
procedures / schedules



Use correct chemicals & follow  
manufacturer's instructions




Remember contact time is important  
for chemicals to work effectively



# SAMPLE MESSAGING


## What is COVID-19?

### A Guide for Facility Managers




- > **Coronaviruses** first discovered in 1960s
- > **COVID-19** is the respiratory disease caused by the 2019 Novel Coronavirus now known as SARS-CoV-2
- > **Symptoms** of coronavirus infection can range from mild in most cases (fever, cough, shortness of breath) to serious (pneumonia, kidney failure, even death)
- > **Spreads** via droplets produced by coughing or sneezing or through contact with contaminated surfaces


## How to Prevent the Spread of COVID-19<sup>1</sup>




**Wash hands** with soap and water, or sanitize hands with alcohol-based hand sanitizer when hand washing is not possible




**Cover coughs/sneezes** with a tissue, and then throw the tissue in the trash



**Avoid contact** with people showing signs of illness, and stay home if you feel ill




**Clean and disinfect surfaces** with products that have an EPA-approved emerging viral pathogen claims for use against SARS-CoV-2




**Wear a facemask** if you have symptoms of COVID-19 to prevent the spread of the disease to others


## COVID-19 Prevention Tips for Facility Managers<sup>2</sup>



**1. Educate your cleaning staff** about COVID-19 and encourage them to stay home when sick



**2. Ensure your cleaning staff has access to the right cleaning supplies**



**3. Train staff how to properly clean and disinfect high-touch areas** to minimize the risk of transmission

Go to the [CDC website](https://www.cdc.gov) for the most up to date information on COVID-19.

1, 2. CDC 2019 Novel Coronavirus, What to Know, <https://www.cdc.gov/media/releases/2020/s0409-novel-coronavirus-101.html>, Updated March 12, 2020

# SAMPLE MESSAGING

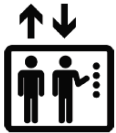
Health and Safety Digital Assets:





# SAMPLE MESSAGING

## SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



- AVOID OVERCROWDING
- LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO 2 - 4 PEOPLE



- WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR



- STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS



- AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS
- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR



Thank you for your participation in helping our Community combat the spread of COVID-19.



## PROTECT YOURSELF & COWORKERS FROM COVID-19



- STAY HOME IF YOU ARE SICK WITH A COUGH OR FEVER SYMPTOMS



- STAY 6 FEET AWAY FROM OTHER CUSTOMERS AND STAFF AS MUCH AS POSSIBLE



- USE A FACE COVERING WHILE YOU ARE HERE



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER CONTACT WITH FREQUENTLY TOUCHED SURFACES



Thank you for your participation in helping our Community combat the spread of COVID-19.



## HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS.**



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



**WASH YOUR HANDS WITH SOAP AND WATER** after disposing the soiled mask properly into a bin.

## REMOVING PROTECTIVE GLOVES



1. Pinch and hold the **outside** of the glove near the wrist area.



2. Peel downwards, away from the wrist, turning the glove inside-out.



3. Pull the glove away until it is removed from the hand, holding the inside-out glove with the gloved hand.



6. Continue to pull the glove down and over the inside-out glove being held in your gloved hand.



5. Peel downwards, away from the wrist, turning the glove inside out.



4. With your un-gloved hand, slide your finger's under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.

# CONCLUSION

The goal of this plan is to demonstrate to employees and customers that attending events, conventions and meetings can be accomplished responsibly and that GCCC hopes to continue to earn your trust through our actions.

The goal is achieved by enhanced cleaning protocols, new ways of providing food service, understanding the customer journey to promote physical distancing, safely returning our employees to work, embracing new forms of technology to enhance the experience, and explaining what we are doing and why.

We miss our clients, events, and partners and can't wait to see everyone at an event soon! Please view our video love letter to you below:



<https://youtu.be/LLIEHFidkEU>