

# Back-to-Business

## Re-opening Plan Overview for The Huntington Convention Center

 HUNTINGTON CONVENTION CENTER OF CLEVELAND 

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 **Huntington**  
Convention  
Center of Cleveland

 **ASM**  
GLOBAL

CUYAHOGA COUNTY CONVENTION  
FACILITIES DEVELOPMENT CORPORATION

C C C F D C

## INTRODUCTION

To Our Valued Clients,

As our industry faces unprecedented times, ASM Global is committed to the safety and well-being of every client and guest that enters the Huntington Convention Center of Cleveland and the Global Center for Health Innovation. The Coronavirus (COVID-19) pandemic is a transformative global situation, requiring fresh thinking and increased safety precautions when hosting events.

We have developed this plan to demonstrate the key steps to be taken prior to and during event activity resuming at the HCCC. This document is an overview of our internal comprehensive plan which lays out in detail, the standard operating procedures behind each of the six parts detailed herein. The goal of this plan is to instill confidence in employees, visitors, clients, and key stakeholders that proper measures are in place to resume event activity safely. As the health crisis evolves, we will continue to modify our plan to be sure it is in line with the CDC, State, local government and VenueShield, which is ASM Global's environmental hygiene protocols created in response to the COVID-19 Pandemic. The HCCC has also signed on to be a Clean Committed facility, a program created by our partners at Destination Cleveland which requests a voluntary commitment to a standard set of cleanliness practices to help minimize the spread of COVID-19. The practices were developed in partnership with the Cuyahoga County Board of Health, Cleveland Clinic, The MetroHealth System and University Hospitals.

Thank you for letting us continue to be a valued partner. We look forward to hosting you again and to getting back to doing what we do best!

To achieve the goal of a smooth and safe reopening, this plan is divided into six parts:

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Cleaning the facility to the highest standards.

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### CUSTOMER JOURNEY ..... 19

Understanding the anatomy of our events to create physical distancing and new capacities.

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### PUBLIC AWARENESS ..... 48

Communicating the new ways we will be doing business

# INTRODUCTION

## Facility Description

The Huntington Convention Center of Cleveland (HCCC), managed by ASM Global is a 1 million square foot facility featuring over 410,000 sq. ft. of prime event space.



## Facility Management

ASM Global, the world's leading venue management and services company manages the facility on behalf of the Cuyahoga County Convention and Facilities Development Corporation. ASM Global's elite venue network spans five continents, with a portfolio of more than 325 of the world's most prestigious arenas, stadiums, convention, and exhibition centers, and performing arts venues.



# ENVIRONMENTAL HYGIENE

## VenueShield™

- ASM Global has introduced an environmental hygiene protocol called VenueShield™ in response to the evolving expectations of guests stemming from the COVID-19 pandemic.
- VenueShield, a comprehensive approach to venue hygiene has been deployed and is available to more than 325 ASM Global facilities worldwide.
- This comprehensive new protocol was developed in partnership with AECOM, the world's premier infrastructure firm, and its international team of sports venue design, environmental hygiene and biocontainment experts.
- SERVPRO, the #1 choice in commercial cleaning services for more than 50 years, will serve as ASM Global's primary partner in the implementation of the pro-active viral cleaning process. The customized, in-depth workflows for venue occupancy include industrial disinfection and workforce safety initiatives, developed in accordance with international guidelines from the CDC, NHS, PHAA and WHO, among others.



## ENVIRONMENTAL HYGIENE

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

- **PRE-EVENT CLEANING** - Preparation of the facility to resume hosting events.
- **EVENT CLEANING** - Ongoing protocols to be implemented once event activity has resumed.



**CLEAN  
HIGH TOUCH  
SURFACES**



**PROVIDE**



**INSTILL**



**STAFFING  
&  
EMPLOYEES**



**INDOOR AIR-QUALITY  
&  
MECHANICAL SYSTEMS**

### Pre-Event Cleaning

Prior to the start of once again hosting event activity we will implement our “**Pre-Event Cleaning Program**” designed to prepare the facility for safe occupancy. Our “**Pre-Event Cleaning Program**” was developed under the guidance of ASM’s VenueShield while adhering to all health and safety protocols outlined by the State of Ohio. Highlights of the program are as follows:

#### 2 Step Process:

Our team will utilize electrostatic sprayers and conventional application methods to perform the following 2 Step Process:



- **Step 1: Cleaning** - Consists of cleaning surfaces by removing dirt and impurities.

**Step 2: Disinfection** - Entails the use of our onsite green seal certified and EPA approved hypochlorous acid disinfectant generator to kill germs on surfaces following the completion of step 1.

### Core Focus Areas

Our Two Step Process will be focused on the following Core Focus Areas to prepare the facility for a safe return to hosting event activity:

- All interior functional space.
- High Touch Surfaces – Includes door handles, light switches, escalator handrails, elevator buttons, furniture, countertops, ATM’s, and water refill stations.
- Restrooms.
- Kitchen and Food Handling Areas.
- All back of house areas and employee offices and breakrooms.

### **ACCOUNTABILITY:**

Adenosine triphosphate (ATP) testing will be performed to ensure effectiveness and maintain accountability of our 2-Step Process.



### **Event Cleaning**

Once event activity has resumed on an ongoing basis we will shift to our “**Event Cleaning Program**”. This program utilizes the same 2 Step Process as outlined above and similar to our “**Pre-Event Cleaning Program**” it has also been developed under the guidance of ASM's VenueShield work and in compliance with all health and safety protocols outlined by the State of Ohio. Highlights of the program are as follows:

### **Client Communication**

Our Event Managers and Operations teams will proactively engage show management to fully understand the dynamics of the event so that a customized event specific cleaning plan can be developed.

### **Focus & Frequency**

In order to most effectively clean and sanitize the facility our housekeeping teams will adhere to cleaning strategies best suited to accommodate either an **Occupied** or **Unoccupied** facility.

- **Occupied:** Occurs during the periods when show management, attendees and exhibitors are present in the facility for an event.
- **Unoccupied:** Occurs after event hours when there is no longer show management, attendees and exhibitors present in the facility. Typically occurs during overnight hours.

In addition, our core plan shall consist of the following at a minimum:

### Exhibit Halls

- Occupied:
  - Actively cleaned and monitored throughout event hours at least once per hour or upon usage of items.
  - Spot disinfection of all high touch surfaces will be done throughout the open event hours.
- Unoccupied:
  - Overnight full disinfection will take place using electrostatic spray. \*Warnings shall be placed in the exhibitor kit to warn exhibitors to cover sensitive equipment.

### Meeting Rooms

- Occupied:
  - A full room refresh will require at least 30 minutes to clean and disinfect. The doors to room will be closed during this time and our staff will reopen when the room has been refreshed and disinfected. There will be a marker on the door to state that disinfection is in process and a marker or sign 6 feet from the door to begin the queue to enter the room.
  - Disinfection during lunch time using electrostatic sprayer (see above time frames).
- Unoccupied:
  - Disinfection overnight after resets and room usage.
  - Rooms will remain locked during non-licensed period to reduce disinfection need.

### Common Areas

- Occupied:
  - Hourly walkthroughs with Electrostatic Sprayers for all high touch surfaces.
  - Elevators and escalators.
  - Cleaning and disinfection of the entire elevator car will take place daily.

## ENVIRONMENTAL HYGIENE

- Hourly walkthroughs of areas in use with Electrostatic Sprayers for all handrails and high touch surfaces in elevators and on escalators.
- Stairwells in use will receive nightly disinfection (according to their usage patterns). Those that are not in regular use and considered an emergency exit will receive weekly disinfection.
- Cleaning and disinfection will take place during breaks in meeting rooms as prescribed above.
- Unoccupied:
  - Nightly disinfection of seating surfaces in use.
  - Whenever possible, inventory will sit for 72 hours prior to reuse for another event. If it cannot be isolated, then our disinfection protocols will be followed.

### **Mother's Rooms**

- Occupied:
  - Cleaned and disinfected three times per shift.
  - Wipes and hand sanitizer provided at sanitization stations for added peace of mind.
- Unoccupied:
  - Nightly cleaning and disinfection.

### **First Aid Room**

- Occupied:
  - Cleaned and disinfected three times per shift when in use.
  - Wipes and hand sanitizer provided at sanitization stations for added peace of mind.
- Unoccupied:
  - Nightly cleaning and disinfection.

### **Loading Dock**

- Occupied:
  - Restroom on loading dock will be cleaned and disinfected three times per shift during show hours. During move-in and move-out restroom will be cleaned and disinfected commensurate with usage (at least once every 2 hours).
  - Once a shift walkthrough of high touch surfaces.

## ENVIRONMENTAL HYGIENE

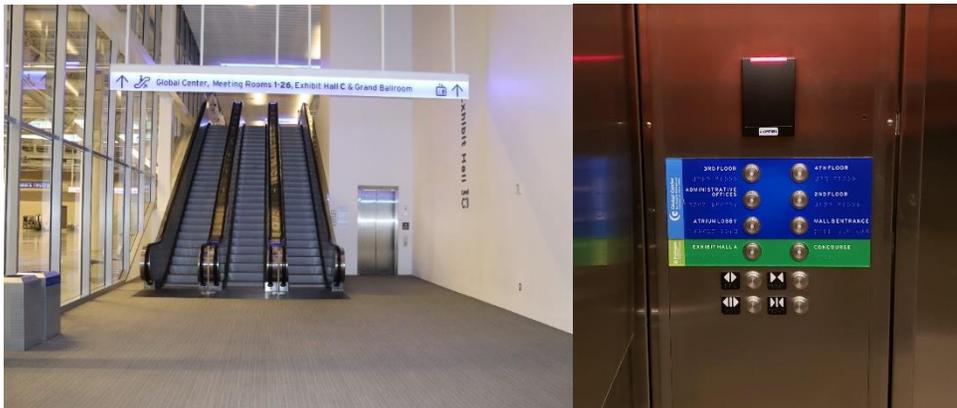
- Unoccupied:
  - Nightly cleaning and disinfection with electrostatic spray.

### High-Touch Surfaces

High touch surfaces include door handles, light switches, escalator handrails, elevator buttons, furniture, countertops, ATM's, drinking fountains, and touchless water refill stations.



- Occupied:
  - Cleaned and disinfected at a minimum every 2 hours or as usage dictates.
- Unoccupied:
  - Cleaned and disinfected prior to next day's occupancy.



## HCCC Team Training & Safety



HCCC is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety. Prior to resuming event activity, we will put employees through extensive training focusing on the latest techniques and products to be used as part of our program. Topics shall include:

### GENERAL

- What is COVID-19 and how it will change our operation?

### INFECTION PREVENTION

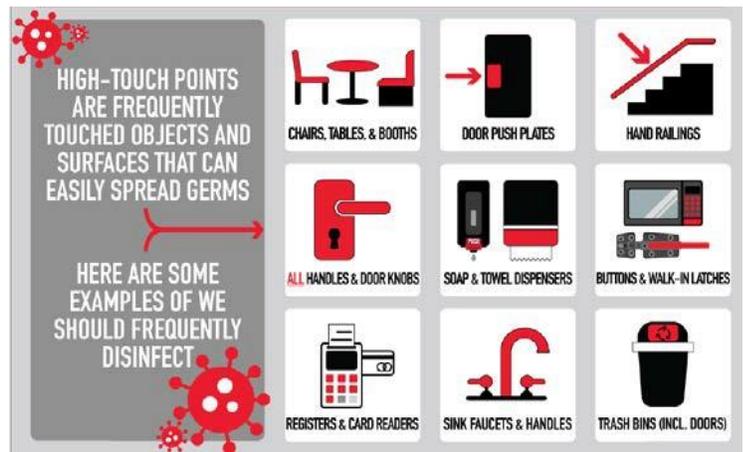
- New Product & Cart Setup
- High Touch Surface Schedules
- Cleaning vs Sanitation

### SAFETY TRAINING AND VISUAL AIDS

- Respiratory Hygiene
- Physical Distancing
- PPE

### DURING EVENT ACTIVITY

- Daily pre-shift meetings to discuss and lay out cleaning Event Cleaning Plan for the day.



## Personal Protective Equipment (PPE) for Custodial Staff

### PPE Training

- Full staff training on proper use of PPE.
- Face Masks mandatory.
- Gloves mandatory for select tasks.



### Building Systems & HVAC

HCCC building engineers continue to verify the operation of mechanical systems and will restore all sequences, set points and schedules modified from the rollback of operations. Air quality improvements include:



- Increasing building intake/air change rates during occupied event hours.
- Ongoing process of replacing HVAC air filters with high efficiency filters regularly.
- Pre-return inspection of all Life Safety Systems.
- Air flow management.



## Third Party Verification for Cleaning Protocols

### GBAC

The Huntington Convention Center of Cleveland managed by ASM Global on behalf of the Cuyahoga County Convention Facilities Development Corporation (CCCFDC), has achieved Global Biorisk Advisory Council® (GBAC) STAR™ accreditation which is the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, the Huntington Convention Center will implement the most stringent protocols for cleaning, disinfection, and infectious disease prevention in its facilities.



As the cleaning industry's only outbreak prevention, response, and recovery accreditation, GBAC STAR™ helps organizations establish protocols and procedures, offers expert-led training and assesses a facility's readiness for biorisk situations. The program will verify that the Huntington Convention Center implements best practices to prepare for, respond to and recover from outbreaks and pandemics.

### Clean Committed

Destination Cleveland's CLEAN COMMITTED program asks business owners for their word to help ensure a safe and responsible reopening of Cleveland's hospitality, entertainment, and tourism industries.



The program requests a voluntary commitment to a standard set of [cleanliness practices](#) to help minimize the spread of COVID-19. The practices were developed in partnership with the Cuyahoga County Board of Health, Cleveland Clinic, The MetroHealth System and University Hospitals.

The HCCC has made the Clean Commitment and will receive materials to post that indicate commitment and illustrate the clean practices. Keep an eye out for the Clean Commitment seal when you are eating out, shopping, visiting a local attraction, or enjoying a night away from home at a local hotel.

# SAFETY GUIDELINES

- The Levy Catering Team will work with each client to create a custom plan to ensure the safety of guests while still providing an outstanding product.
- Levy plans to offer new presentation options and service styles to support servicing clients.
  - Change food practices on certain items (i.e. from bulk offerings to pre-packaged).
  - Chef's tables/buffets to be served by Levy team member(s). No self-service F&B offerings unless pre-packaged.
  - Recommending all disposable/compostable vessels/service ware vs. china/silver to minimize contact.
  - No longer offering self-serve beverages; Levy team member must serve the guest (single-use cup).
  - All bulk condiments changed to packets.
- Levy is currently reviewing touchless payment options to support location payment options. At a minimum, all POS terminals will be cleaned and disinfected between users.
- New menu options with a selection of individually packaged meals.
- ServeSafe Certification for all managers.



## SAMPLE OPERATIONAL MESSAGING



### Hand Washing

- Wash your hands thoroughly for at least 20 seconds, following local Health regulations.
- Dry with a single use towel.
- If you don't have soap and hot water, use at least 60% alcohol.
- Provide sanitizer stations.



### Personal Protective Equipment (PPE)

Proper PPE helps prevent the virus from spreading.

- Levy will supply employees with appropriate, government approved PPE once they enter the workplace.
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure.
- Provide sanitizer on dock areas.
- Implement 'Touchless' product delivery and provide disposable gloves to incoming delivery drivers docks, locker rooms and employee café



### Physical Distancing

In our workplaces and dining areas:

- Staying 6 feet (2 Meters) apart.
- Preventing employees from grouping together.
- Staggering breaks and meal periods.
- Marking guidance spots on the floor for employees and guests to show proper physical distancing.
- Ensuring employees are practicing.

The CDC recommends maintaining a distance of six feet from others to slow the spread of COVID-19. Eyeballing a distance can be tricky, so here are some visual cues to help.



### Concessions & Catering

- Staff to wear masks and gloves at all times.
- Limit number of guests in areas to maintain social distancing guidelines.
- Social distancing to be maintained at all times while within seating and concession areas.
- Utilize floor graphics and physical barriers to provide guidance.
- Hand sanitizers or sanitizer touch pads at entrance and around service areas.
- Dedicated staff in place to clean and disinfect seating areas located within Au Bon Pain, Starbucks, and other temporary concession areas on an ongoing basis during use.
- No Self-Serve Buffet Style Service.
- Minimize human contact points.
- All servers will wear proper PPE (masks, gloves).
- 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).

### **Disinfecting High Touch Surfaces**

Every two hours throughout the workday, frequently touched surfaces such as door handles, elevator buttons, hand sinks, ice machines, hand railings, refrigerator & freezer handles, and cart handles need to be washed and disinfected.

### **Disinfecting Work Areas**

At the end of the last shift for the day after the food production areas have been cleaned, they need to be disinfected with an approved food surface disinfectant and allowed to air dry.



# CUSTOMER JOURNEY

The heart of the HCCC re-opening plan is focused on the customers who use the facility every day. 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 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 ride share 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 concessions will operate.

## Attendee Arrival

- Lakeside Lobby West will be entrance only, Lakeside Lobby East exit only. Center set of doors will have barricade/stanchion as divider and signage on each set of doors.
- St. Clair Lobby will be entrance only, Ontario Lobby will be exit only.
- Additional security guards are recommended at Lakeside and St. Clair to control traffic for full building events.
- Temperature Checks (if applicable).
  - Attendees will be socially distanced in lines for temperature checks. In line they will see signage reminding them of the inherent risk of COVID – 19 and the checks will be performed by paramedics from building partner University Hospitals.

1.0 Arrival & Departure
2.0 Public Circulation
3.0 Meeting Room & Ballroom
4.0 Exhibit Halls

- Protocols for sick guests can be found in the quarantine section of this document.

### **Registration Areas**

Below are plans to keep the registration area safe for all attendees:

- Six-foot distancing to be maintained at all times between registration staff and registrants. Plexiglass or similar barriers will be need to be installed if 6' distancing is not possible.
- Recommend non-interface/touchless registration.
- Highly encourage print at home or scan with phone/digital registration process.
- Badges should either be mailed and received by attendees prior to the event or have a digital badge option.
- There will be continuous sanitizing of scanners and barriers.
- All floor markings and stanchions will be installed to provide the direction of the lines, one way in and a separate way out.
- All counters will be spaced 6 feet apart; there will not be any satellite stations.
- All staff will be masked and gloved.
- Stagger registration times for registrants in order to maintain proper social distancing.

### **Coat/Luggage Check**

- Due to the inability of receiving coats safely (as people are directed to sneeze and cough into elbows) we will not offer coat check as an available service.

### **Patron Flow**

- Goal is to provide structure and communication to maintain social distancing policies at all times. Some strategies to accomplish this are as follows:
  - 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.

### Contractors

- All labor must check in through our “Employee Entrance” or other designated area pre-approved by Center management.
- Social distancing policies must be adhered to at all times.
- Responsible to supply and wear a face covering providing services within the Facility.
- Daily temperature checks (if applicable).
- Encourage frequent hand washing to onsite staff.
- Encourage team to wear a lanyard with hand sanitizer attached if available and does not pose an occupational hazard.
- Limit number of workers riding in a cart, no sitting side-by-side.
- Space out labor sign-in/out locations and break areas to assure social distancing at all times.

### Audio-Visual Contractors

- PPE masks and gloves are required.
- Required to wipe down and sanitize equipment prior to each day of use.
- Adhere to social distancing guidelines at all times while providing services with the Facility.
- Strongly recommend using only wireless microphones as opposed to handheld microphones.
- Limit one occupant on all Scissor and Boom Lifts while performing rigging and sign handing services.
- Daily temperature checks (if applicable).



### Material Handling (Forklifts, Pallet Jacks, etc.)

- Clean equipment prior to use.
- Equipment to be assigned and not shared throughout a shift unless cleaned and sanitized prior.
- All furniture, carpet and equipment provided from outside of the Facility must be properly cleaned and sanitized where needed prior to being set up.

- Develop and provide targeted move in/out plan to reduce occupancy numbers.
- All drivers must stay in their vehicles at delivery.

### Exhibit Booth Requirements

- Eight-foot-high siderails with drape or hard wall.
- Guidelines for interactions (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 to maintain 6' social distancing at all times.
- Nightly disinfecting via general spray via electrostatic sprayer of all exhibit areas.

### Exhibitors

To keep all exhibitors and event staff safe and healthy we ask that exhibitors adhere to the following:

- Limit people working in their booth to essential personnel only.
- Exhibitors should stay within their own booth and should not wander the show floor.
- Maintain social distancing.
- Wear face covering.
- Take daily temperature checks (if applicable)
- Coordinate move in/out schedule with show management to limit the number of exhibitors using docks, elevators etc.
- Clean and sanitize equipment/product in exhibit area daily. These services will be available for order thorough the HCCC via the exhibitor services desk or our online ordering link [online ordering.](#)
- Do not ship any freight or materials to the HCCC prior to the event. Ship all freight and materials to either the General Service Contractors Advance Shipment warehouse or to the HCCC during the load in days care of the General Service Contractor. HCCC will not except any advance shipments/materials for events.

### **Exhibitor Service Desk**

- An Exhibitor Service Desk and representative will still be available on-site during move-in and event hours.
- Plexiglass or other barrier will be installed for safety.
- A cue line with 6' spacing will be marked out on the floor in front of the desk and hand sanitizer will be available at the desk.
- The use of online ordering is strongly encouraged and will be made available throughout the move-in and show days.

### **Vertical Transportation**

#### **Elevators**

- Hand sanitizer units will be available near each elevator bank. Limit of 2 persons in all passenger elevators. Limit of 4 persons in all freight/service elevators unless otherwise posted.

#### **Escalators**

- Hand sanitizer units will be available near escalators. Run all escalator units (to include changing direction) throughout the day based on traffic flow to encourage social distancing. Handrails will be sanitized hourly.

### **Quarantine Room**

- A dedicated "quarantine room" is mandatory for the Event. Options include the first aid office and/or a designated meeting room.

# PUBLIC CIRCULATION

## Common Areas & Concourses

In our common areas and concourses seating that can be moved has been placed at physically distant intervals and all seating will be sanitized overnight and based on usage. Signage will be placed on stanchions in this area to remember 6-foot physical distancing and reminders regarding wearing a mask. One-way traffic flow will be reinforced via signage and bike rack.

## Public Restrooms

- Enhanced signage will be present to remind guests of good hygiene practices and physical distancing. 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 for a thorough cleaning midway through the day.
- Overnight deep cleaning and disinfection of all restrooms.

## Vertical Transportation

### Passenger Elevators

- Sanitize inside each elevator car at regular schedules.
- Install floor graphics in all elevator cars to promote physical distancing.
- Locate hand sanitizing stations proximate to all passenger elevators.
- Limit two person per passenger elevators.

### Escalators

- Sanitize inside each escalator handrail at regular schedules.
- Run all escalator units (to include changing direction) throughout the day based on traffic flow to encourage physical distancing.
- Locate hand sanitizing stations proximate to all passenger escalators.

1.0 Arrival & Departure
2.0 Public Circulation
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4.0 Exhibit Halls
5.0 Concession & Catering

### ADA Accommodations

- Limited quantities of wheelchairs will continue to be available at our Lakeside and St. Clair Entrances. Wheelchairs will be wiped down and sanitized prior to each use.
- 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 ADA.



### Medical Services

- Required for any event over 1,000 guests or with high risk attendants. We will strongly recommend that an EMT/Paramedic is onsite for all events regardless of attendance.
- Services planned for the event shall include:
  - Temperature checks at entrances.
  - EMT/Paramedic on site.
  - Response protocols in conjunction with security team to reduce risk of exposure to guests.



### Handling a Guest Who Becomes Ill in the HCCC

The Facility will follow the following protocols if we are notified that a visitor becomes sick and is onsite:

- Immediately notify our University Hospitals EMT and/or paramedic onsite who will respond to the location of the person to assess his/her medical condition.
- Based on the nature of the assessment and the location of the patient he or she will either be transported via ambulance offsite, stay in place or be relocated to our dedicated onsite quarantine room.
- Show Management will be immediately notified of the incident.
- Suspected cases in these areas will trigger a 24-hour lockdown of that space and the supplies in it (whenever possible) and the Operations



Team will initiate the VenueShield “Disinfection During Operations” operating procedure.

- In the event suspected case is confirmed as COVID-19 we will follow the current CDC and ASM VenueShield guidelines when determining what actions are to be taken.
- If a guest presents in a manner that could be COVID-19 related, we have dedicated room in HCCC to isolate and evaluate the individual and plan for transport.

# 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.
- Theater layouts designed with 6' spacing.

## Patron Flow

- Hand sanitizers at strategic locations.
- Create entrance doors and exit doors into each room where possible.
- Recommend staggering start/end times in meeting rooms.
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes).
- Wipe down door handles and garbage cans. Straighten chairs to maintain 6' distancing.

1.0  
Arrival & Departure

2.0  
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3.0  
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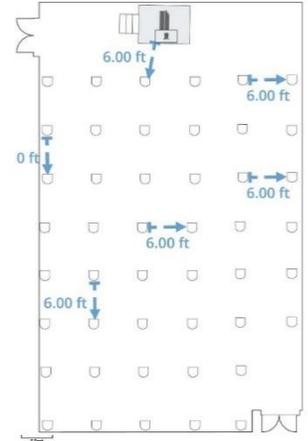
## Room Set Guidelines

Below are the guidelines our staff will follow when setting the standard room sets:

### Meeting Rooms/Ballrooms

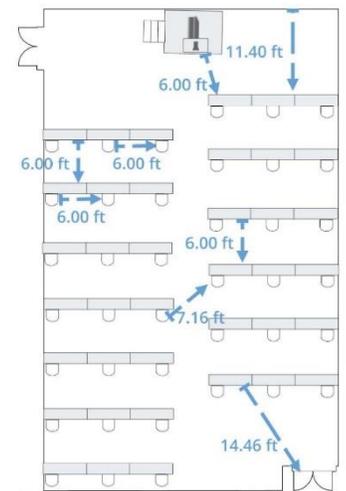
#### **Theater Layout Sample:**

A minimum of 6' aisles between each row and around perimeter. No chairs will be ganged together and 6' distancing between chairs.



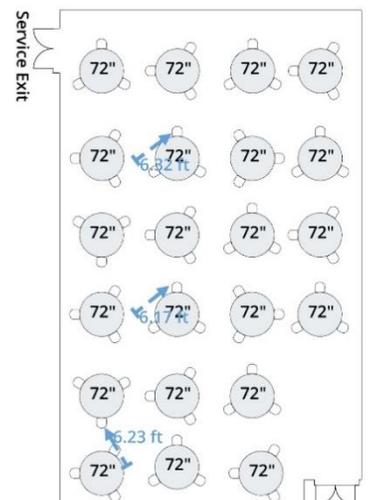
#### **Classroom Layout Sample:**

A minimum of 6' aisles between rows and around the perimeter 1 per table, with a maximum of 2 tables set together. Six foot spacing between tables.



#### **Banquet Layout Sample:**

A minimum of 6' aisles between each row and around the perimeter. Three chairs per rounds 6' spacing between rounds.



# EXHIBIT HALLS

Below are recommendations for Show Managers and their contractors.

## Capacity

The overall goal is to, through strategic design and programming, limit the occupancy to be able to adhere to social distancing policies. Some strategies are as follows:

- 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 (i.e.: 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.

## Patron Flow

- Install floor graphics to remind attendees/exhibitors to adhere to social distance policy.
- Educate attendees and exhibitors on safety rules for the event.
- Manage number of attendees and exhibitors in exhibit hall/specific areas.
- Congestion signage to indicate when an aisle or area is too crowded.

1.0  
Arrival & Departure

2.0  
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Exhibit Halls

5.0  
Concession & Catering

## CUSTOMER JOURNEY

- Staggered entrance times and entrance locations.
- Encourage appointments with exhibitors to manage timing and flow more effectively.
- Sanitization stations strategically placed throughout.

## Layout

- Reduce the number of exhibitors occupying booth at any given time to maintain social distancing guidelines.
- Use of floor graphics and dividers to visibly communicate traffic flow direction to maintain social distancing.
- Wider Aisles – 10' Minimum; Wider Cross-Aisles.
- Recommend buffer spaces in between booths where necessary.
- 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.
- Limit number of workers riding in a cart, no sitting side-by-side.
- Space out labor sign-in locations to assure it is distanced.

### 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 close interactions.
- Suggest that more information for membership renewals, ordering, association content or other items can be facilitated on personal devices.

### 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 siderails.
- Guidelines for interactions (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 for exhibitors to place next to any hands-on contact location.
- Provide simple peel and stick 24" floor lines 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.

# CONCESSIONS & CATERING

## Catering

- Maintain social distancing policies.
- No shared utensils, food, beverages, condiments etc.
- Self-serve buffets are not permitted.
- Hand sanitizers around service areas.
- Only individual servings plated with lids or boxed or action stations with sneeze guards and attendants.
- Minimize human contact points.
- Individual bottled/canned beverages.

## Concessions

- Maintain social distancing policies.
  - Arrange seating areas using 6 rounds with no more than 3 chairs.
  - Staff housekeeping team member to regularly clean and sanitize area.
  - Minimize human contact points.
  - Individual bottled/canned beverages.
  - No loose cutlery. Use banquet cutlery rollups (airline packs).
- ALSO SEE, FOOD SERVICE SECTION PAGE 17.

1.0 Arrival & Departure
2.0 Public Circulation
3.0 Meeting Room & Ballroom
4.0 Exhibit Halls
5.0 Concession & Catering

# PROTECTING OUR WORKFORCE

The most important asset for HCCC are the people who work here every day. Producing large events requires a highly trained facility staff, contractors' staff, and skilled labor of various building trades. This section of the plan outlines how employees will return to work. Protecting our workforce and ensuring their wellbeing supports us providing a safe event experience,



## Following Best Practices

HCCC/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, HCCC will follow the most conservative approach.

**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>**

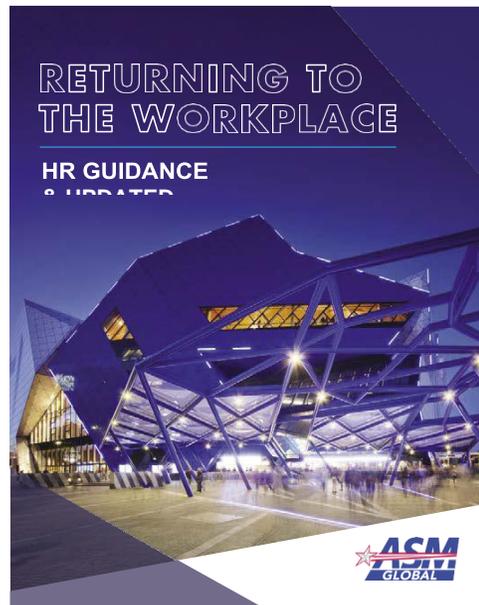
- 1. Educate your cleaning staff** about COVID-19 and encourage them to stay home when sick
- 2. Ensure your cleaning staff** has access to the right cleaning supplies
- 3. Train staff** how to properly clean and disinfect high-touch areas to minimize the risk of transmission

Go to the CDC website for the most up to date information on COVID-19.

U.S. CDC. 2020. COVID-19. <https://www.cdc.gov/coronavirus/2019-nCoV/about.html>. Accessed March 12, 2020.

# ASM Global Policy Recommendations

- 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





## TIPS AND RESOURCES FOR MANAGERS

Supporting Employees: Coronavirus Fears & Concerns

Managers and supervisors have a special role to play in helping their employees adjust during periods of prolonged stress. Here are some actions to consider, as the situation warrants.

**COMMUNICATE WITH YOUR EMPLOYEES**

A message should go out to all employees from a senior manager.

- Communicate the importance of the situation. Reflect the normal fears and anxieties that we all share.
- Remind employees of resources available to them in the community and through their jobs, including the Employee Assistance Program (EAP).

**COMMUNICATION IS A TWO-WAY PROCESS**

- Communicating by email can be a place to start for formal announcements and ongoing updates. Connecting personally with employees will also be important. Ask your employees how they are doing. Be prepared to spend some time listening.
- What are their main concerns?
- What do they need from you?
- Provide updates, or access to information, as more news comes in.

**ANTICIPATE BUSINESS DISRUPTION**

- Recognize that productivity may be lower and errors may be higher
- Be patient and compassionate during this temporary disruption.
- Consider "back-up" plans to ensure that essential business operations can continue in the event of increased absences.

**BE AWARE THAT SOME INDIVIDUALS MAY HAVE MORE INTENSE REACTIONS THAN OTHERS**

- They may behave in ways that are unusual to see in the workplace.
- Reactions may include panic attacks or hyper-vigilance to their health and the health of others. The best course for managers:
  - Communicate your willingness to talk.
  - Be patient.
  - Use active listening – giving feedback to let them know you hear them.
  - Be supportive.
- Make sure they know where to get support. Your EAP may be a good place to start.

**USE THE RESOURCES AVAILABLE TO YOU AS A MANAGER**

- If you have concerns about how individual employees are reacting, or the effect on your workforce in general, call your EAP for a management consultation.
- Remember to take care of yourself so you can take care of your employees; use your EAP if needed.

## Exposure Policy

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

**SCENARIO A:** 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 local Human Resources if they become symptomatic and should seek immediate medical treatment.

If the Team Member does become symptomatic and their doctor DOES NOT send them for a test or they DO send them but the test comes back negative, they need to 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 has improved).

AND:

- At least 7 days have passed since their symptoms first appeared.

If the Team Member does become symptomatic and their medical professional DOES send the Team Member for testing and they come back positive they need to immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted AND they follow the detailed CDC Guidelines outlined above based upon their specific circumstances.

### **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. HR 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 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 follow the detailed CDC guidelines

# RESTRICTED SITE ACCESS DURING RESPONSIBLE RE-START OHIO

## Ongoing Policies Until Further Notice

- Per ODPH guidelines, non-essential employees are allowed amended work from home schedules starting March 21, 2020.
- HCCC/ASM Global requests all employees to self-monitor for any new onset of symptoms and confirm that they have been symptom free for 72-hours prior to entering the workspace or starting their shift.
- Administrative office and facility access are restricted to employees with official business only. They can only enter through designated entrances after an applicable temperature check, completion of health screening questionnaire and disclosure of any symptoms.



# WORKPLACE GUIDELINES: RETURN TO WORK PHASE

## 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 work- place.

## 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 stairs, 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 area.

## Shipping & 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.
- Require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE.
- Sanitizing the exterior of packing if appropriate, removing items.

## Elevators/Escalators

- Physical distancing queue management for waiting 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.

### SOCIAL DISTANCING TIPS: **ELEVATOR ETIQUETTE**



• AVOID OVERCROWDING



• 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.



## High Touch 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, HCCC will implement the following to reduce touchpoints, when possible.

- **Light/Power Switches**
  - Affix signage to remind occupants to keep switches on all day.
  - Provide disinfectant dispensers.
- **Doors**
  - Affix doors in an open position.
- **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).

## 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
- **Hand Hygiene**
  - Promote frequent and thorough hand washing.
  - Make hand sanitizers available in multiple locations adjacent to common touchpoints 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.
  - Develop new practices on kitchen and meal preparation areas, which may include some temporary measures such as:
    - Encourage occupants 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.

### • **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).
- Avoid sharing of desks unless desk(s) have gone through the 2-Step Process of cleaning and disinfection.
- 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**

- Conduct in rooms large enough to accomplish physical distancing.
- Eliminate or suspend face-to-face shift changes.

# WORKFORCE CHECK-IN AT SECURITY COMMAND

## Building Entry & Exit Procedures

- Follow all COVID-19 safety protocols.
- Create 6' distancing lines at security command window with tape.
- Update signage to include reminders on a safe working environment under COVID-19 restrictions.
- Install additional check-in locations for larger events with a higher number of workers to maintain necessary social distancing.

# TECHNOLOGY & EQUIPMENT

As HCCC continues to operate with physical distancing protocols, the need to increase technology to promote virtual sessions will increase. New and improved ways to promote touchless technologies for events will become the new normal. Equipment that provides added safety and security for visitors will be needed.

## HCCC Technology Capabilities

- One gigabyte rated facility containing over 500 access points available to handle a wide array of technological that events needs.
- We can support additional overflow requirements to easily connect multiple rooms due to physical distancing in meeting rooms.
- Hybrid event packages that include on site presentations for offsite attendees, multiple rooms broadcasting the same presentation and other custom packages.
- The ability to deploy custom access point configurations to meet the needs of your event.
- A full 1 G facility fiber network throughout HCCC allows broadcasts from or to any place in the venue.
- Wireless access points support 2.4 and 5.0 GHz to ensure all devices can connect.
- HCCC's preferred AV provider, PSAV is in-house to provide everything needed for any type of hybrid meeting.
- Virtual conferences.
- Studio broadcast presentations.
- Event presenters streamed online.
- Main events broadcast to multiple event areas.



## Technology Gaining Popularity

Below are examples of technology that the HCCC is monitoring for future practical application within the facility.



**Virtual Conference Platforms**



**Virtual Venue Animations in Online Conferences**

### FEATURES:

- Scans one person at a time
- High-speed body temperature detection with facial recognition
- 5 ft. detection range
- Wall mount, table stand, and floor stand available (pricing includes one option)
- Medical grade accuracy

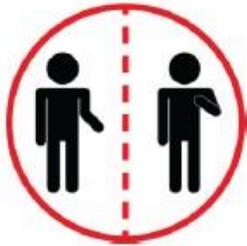


**Thermal Scan Body Temp Recognition**

# PUBLIC AWARENESS

An effective plan must include ways to communicate to our customers before, during and after an event. Increased messaging through websites and social media will be necessary. On site messaging to reinforce physical distancing and promote proper hygiene will be a must. An effective ongoing public awareness plan will instill confidence that HCCC is a safe place to do business.

## Sample Messaging

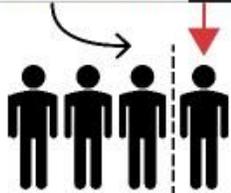


Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, close buildings and cancelling events.

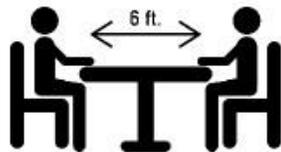
Ask these questions:

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



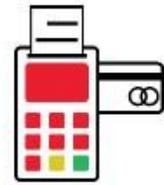
Reduce number of people  
*Staggered breaks, work days  
and start times*



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.

# Sample Messaging

### 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.**



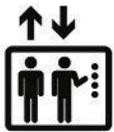
**WASH YOUR HANDS WITH SOAP AND WATER** after disposing the soiled mask properly into a bin.

### 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.
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.
5. Peel downwards, away from the wrist, turning the glove **inside out**.
6. Continue to pull the glove down and over the **inside-out** glove being held in your gloved hand.

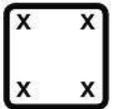
## SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



- **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.



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