



OPEN FOR BUSINESS

2020 REOPENING PLAN



INTRODUCTION

The purpose of this plan is to demonstrate what steps will be taken to reopen TCF Center to events.

The goal is to demonstrate to employees and customers that are attending events are safe in TCF Center.

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

ENVIRONMENTAL HYGIENE3

Cleaning the facility to the highest standards

FOOD SERVICE19

Providing safe and enjoyable food

CUSTOMER JOURNEY23

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

WORKFORCE36

Returning our at-home workforce to the job site to serve our customers

TECHNOLOGY & EQUIPMENT48

Exploring the new role for technology and equipment

PUBLIC AWARENESS53

Communicating the new ways we will be doing business

VENUESHIELD™

TCF Center is managed by ASM Global

- ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- The TCF Center housekeeping team established cleaning protocols that are already in use
- Additionally, TCF Center has agreed 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:

- Deep Clean the building to be prepared to receive events at TCF Center
- Keep it Clean by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



**CLEAN
HIGH-TOUCH**



PROVIDE



INSTILL



**STAFFING AND
EMPLOYEE**

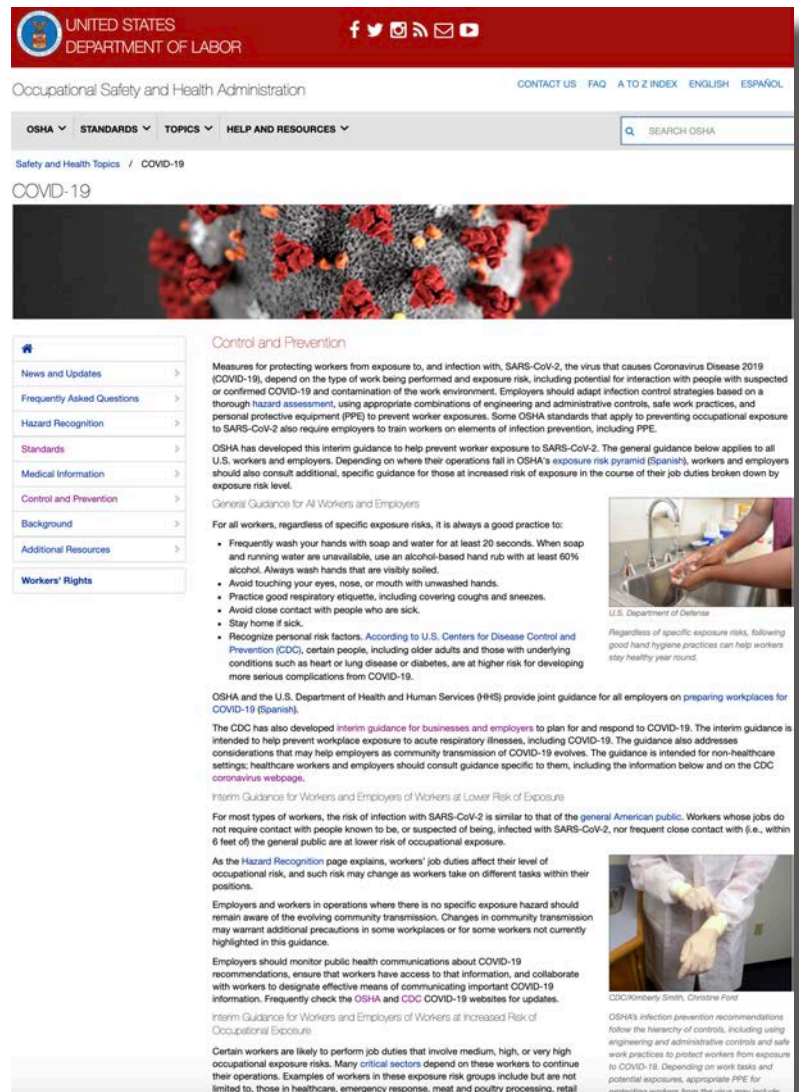


**INDOOR AIR QUALITY
& MECHANICAL SYS-**

DEEP CLEAN PROGRAM

BACK TO BUSINESS DEEP CLEANING PROGRAM HIGHLIGHTS

- High-touch surfaces and objects are disinfected daily. Examples include doorknobs, light switches, handrails, kitchen appliances, countertops, drawer handles, tables, sinks, faucet and toilet handles, drinking fountains, elevator buttons, push plates, phones, keys and remote controls
- Clean restrooms frequently
- Carpets and other flooring cleaned and disinfected after each event
- Custodial staff trained in latest disinfection techniques
- Installation of additional hand sanitizer dispensers
- Communication guidance and tools to reassure returning employees and customers about building cleanliness
- All OSHA standards for cleaning and employee protection are met.



KEEP IT CLEAN PROGRAM

PRODUCT SELECTION

PROCEDURES

DOCUMENTATION

THE NEW STANDARD OF SAFETY
Infection Prevention Guide

CLEANING & SANITIZING

HEALTH & HYGIENE

SOCIAL DISTANCING

We make clean safe™

- Sustain a clean environment for returning employees and occupants by using disinfectant cleaners to provide confidence that space is regularly being cleaned to the same standards as a Deep Clean
- Updated procedures and staff training 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
- Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency



GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE
FOR MORE
INFORMATION

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

KEEP IT CLEAN PROGRAM



CLEAN
HIGH-TOUCH



PROVIDE



INSTILL



STAFFING AND
EMPLOYEE



INDOOR AIR QUALITY
& MECHANICAL SYS-



SURFACES

Two-step process that first removes dirt and bioburden, and then applies EPA-approved N list disinfecting products including TB-Cide Quat Cleaner and NABC Germicidal Cleaner Disinfectant Cleaner and Deodorant



HIGH-TOUCH AREAS

Emphasis on high-touch surfaces using product with a 15-second kill time including Spartan Hard Surface Disinfecting Wipes.



KEEP IT CLEAN PROGRAM

HAND HYGIENE

Product	foamiQ	Lite'n Foamy	Desktop
Lemon Blossom Hand Sanitizer	4604	3338	•
Eucalyptus Mint Sanitizing Handwash	4603	3337	•
Healthcare Personnel Handwash	4605	3341	•
E2 Sanitizing Handwash	1606	3339	•
E3 Hand Sanitizer		3340	

Keep buildings safe with availability of on-demand sanitizing resources.

PRODUCT SELECTION

Health and Hygiene



foamiQ is a perfect fit for almost any hand hygiene application because of its slim footprint and dispenserless design.

foamiQ®



Desktop – foamer



Hand Sanitizer Stand



Sanitizing Station



Kills 99.999% of listed bacteria on hard surfaces in one minute

Sani-Tyze®



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.



KEEP IT CLEAN PROGRAM

HOSPITAL GRADE CLEANING PRODUCTS



Spartan® Disinfecting Wipes

Spartan Hard Surface Disinfecting Wipes are formulated to disinfect hard, non-porous, inanimate environmental surfaces. Convenient, and ready to use, Spartan's Hard Surface Disinfecting Wipes can be utilized in any environment where bacteria and norovirus disease spread. Kills 99.9% in just 15 seconds.



BNC-15® Sanitation Solution

BNC-15 offers 3-minute disinfection for most common bacteria and viruses and a 60-second disinfection for the HIV-1 and Influenza Type A/Hong Kong virus. In addition, BNC-15 provides Norovirus efficacy in 5 minutes and provides non-food contact sanitization in just 15 seconds and is a proven "one-step" disinfectant, cleaner, sanitizer, fungicide, mildewstat, virucide, deodorizer which is effective in water up to 250 ppm hardness in the presence of 5% serum contamination.



KAI VAC® No-Touch Restroom Cleaning

Enhanced Cleaning Intervals for Restrooms:

- Monitoring & Full Cleaning during Operating Hours
- KAI VAC with **Hospital Grade Disinfect** Daily and mid-day for high traffic restrooms

KEEP IT CLEAN PROGRAM

HOSPITAL GRADE CLEANING PRODUCTS



Clorox® Total 360® System

Protects the facility with a revolutionary system that helps reduce pathogens like never before. It pairs an innovative electrostatic sprayer with Total 360® Disinfectant Cleaner¹, Spore Defense™ Cleaner Disinfectant or Anywhere® Hard Surface Sanitizing Spray to deliver superior coverage in an efficient, cost-effective way. The system uses 65% less solution,* works 75% faster*† and covers 18,000 square feet per hour.



Electrostatic Handheld Sprayer

Professional Cordless Electrostatic Sprayer allows the user hours of spraying time without the hassle of dragging a cord. In addition, it is designed to save time and labor, spray less liquid, and cover more surfaces. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.

KEEP IT CLEAN PROGRAM

HIGH TRAFFIC/TOUCH AREAS

CLEANCHECK®

Trained workers are safer, more effective and get better results.



CleanCheck modules demonstrate CDC recommended procedures that will keep buildings safe, compliant and open.



CLEANING

The removal of dirt and impurities, including germs from surfaces. Cleaning alone does not kill the germs. But, by removing the germs it decreases their number and therefore any risk of spreading infection.



DISINFECTING

Works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

PROCEDURES

CleanCheck Check List

- ☒ Identify all frequently touched surfaces
- ☒ Apply personal protective equipment (PPE)
- ☒ Gather supplies and prepare cleaning solutions
- ☒ Clean all soiled surfaces
- ☒ Apply appropriate Spartan disinfectant
- ☒ Wipe or rinse surfaces
- ☒ Inspect work
- ☒ Clean and return supplies
- ☒ Remove PPE
- ☒ Thoroughly wash hands



Common High Touch Surfaces

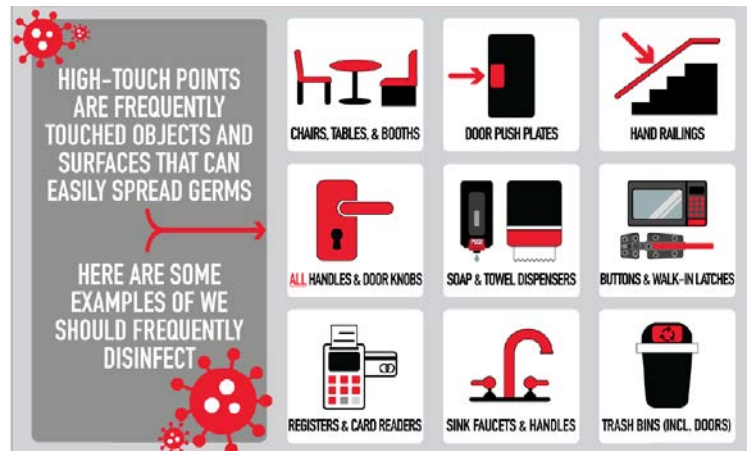
- | | |
|---------------------|----------------------------|
| Desks | Copy machine buttons |
| Phone/mobile phone | Chair back and arms |
| Light switch | Window handles/blind pulls |
| White board markers | Coffee machine |
| Door knob | Microwave |
| Door handle | Monitor/displays |
| Laptop/iPad | Remotes |
| Water stations | |
| Elevator buttons | |

TCF CENTER TEAM TRAINING & SAFETY



TCF Center is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety.

- 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



PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR CUSTODIAL STAFF



WASHABLE PREVENTATIVE MASK

- Non-medical grade
- Reusable and launderable
- 3-Layer fabric mask with elastic ear loop
- Home launder up to 75 washes
- Three masks per person
- One wearing, one ready to use and one in the laundry

BENEFITS

- Avoids costly disposable masks
- Implemented as an extension of employee uniforms
- Does not compete with medical grade



For KAIVAC Operators

BUILDING SYSTEMS & HVAC



- TCF Center 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 is an independent third-party verification system to make sure that TCF Center's cleaning protocols meet the highest standards
- More on the program follows

Prepare
Respond



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

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, MRCVS
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?

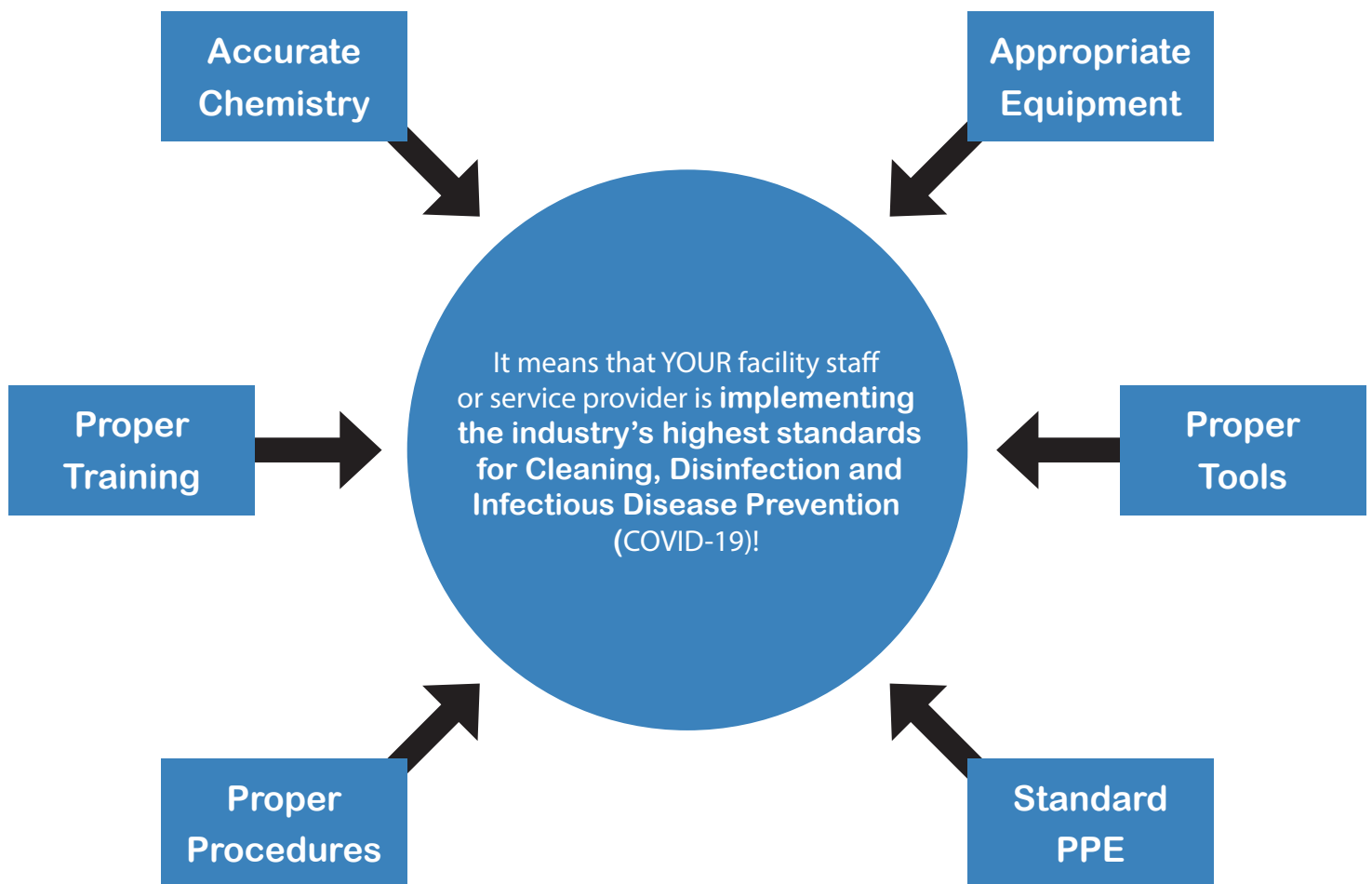
How does GBAC help organizations respond and recover from the current and future crisis?



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

ABOUT GBAC

GBAC STAR – What does it mean



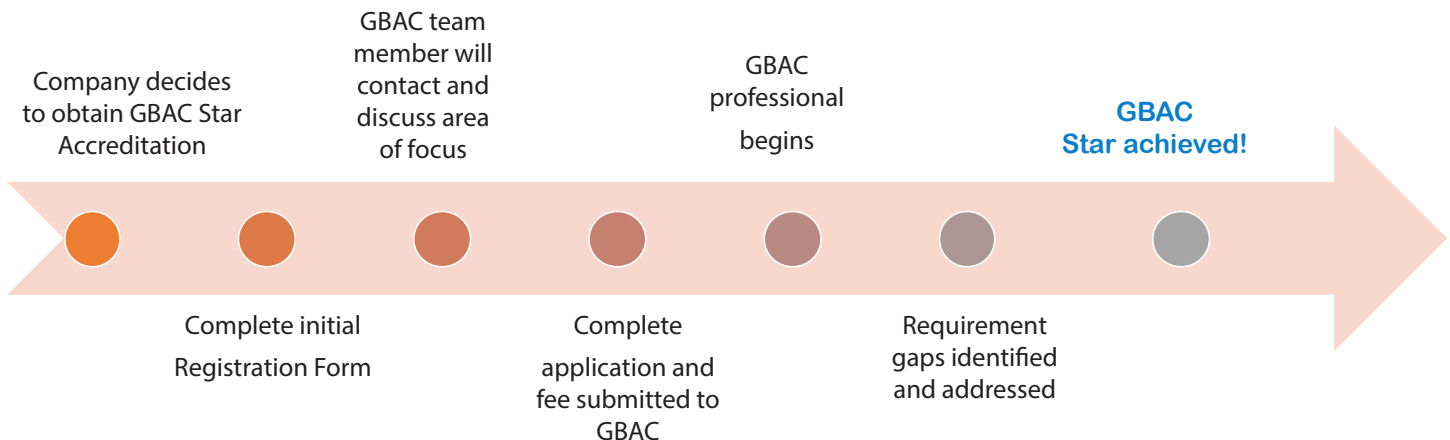
FOR ALL FACILITIES AND EVERYONE WHO CONSIDERS PUBLIC HEALTH

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

TCF Center will receive GBAC Star Certification

GBAC STAR™ certification is a performance based program. GBAC assists 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.



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 (COVID-19).
- 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.

CATERING AT TCF CENTER

Centerplate

As we look at welcoming guests back into our facilities, Centerplate is focused on one thing – Safety. The safety of Our Employees, Our Attendees, Our Vendors, and Our Partners.

OPERATIONAL MESSAGING

As we reopen and operate our facilities, this guidance is designed with what we currently know to minimize the risk to our employees and guests.

At The TCF Center, we have also added additional measures to protect the safety of our guests here at the center:

- Point of Sale Barriers
- Wrapped Silverware
- PC Condiments
- Outdoor Seating Options



Health Ambassador



Our Corporate Response Team has designated a Health Ambassador for our facility. Kyle Kalis will receive specialized training to help

- Direct local Teams
- Work with Local Health Department
- Pre-Shift Safety Training
- Client Liaison
- Sanitation Walkthrough

kyle.kalis@centerplate.com

Our talented Chefs are working to adapt traditional services and menus to work within our new norms. Individually packed meals, modified buffet services, specialized packaging, and adapted menus are all being created to offer our clients some new options when planning meal services for their guests



3 Ply Surgical Masks & Gloves for all Staff



Increased Cleaning Schedule



Elevated Training for all Team Members



Employee Wellness Screening Upon Arrival



Expanded Sanitizer Stations



New, Targeted Cleaning Solutions

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)

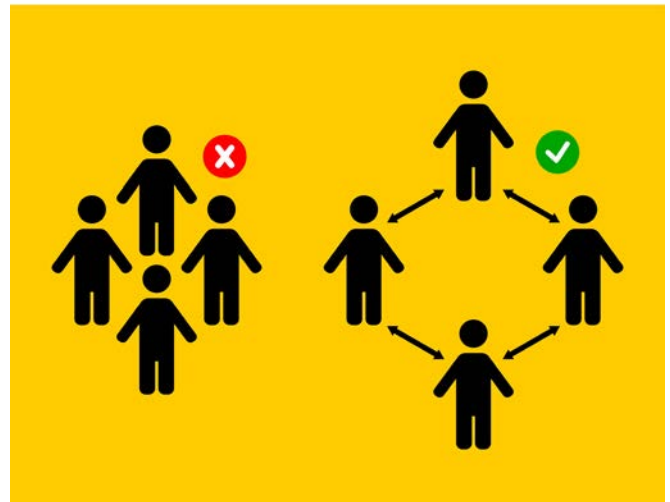
- Proper PPE helps prevent the virus from spreading
- Centerplate will supply employees with appropriate, government approved PPE once they enter the workplace
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure
- Provide sanitizer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

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

PHYSICAL DISTANCING



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 BUFFET STYLE SERVICE

- 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

DISINFECTING SURFACES GUIDANCE

DISINFECTING FREQUENTLY TOUCHED 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 TCF Center reopening 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 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

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering



ARRIVAL & DEPARTURE

PARKING

- Touchless pay at the gate with credit card only
- TCF Center Parking Operations
 - 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 soft, porous surfaces, including carpet, rugs and curtains
 - 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



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Exterior Transportation Areas

Taxi Staging, Uber/Lyft pick-up/drop-off, shuttle bus pick-up/drop-off

- Dedicated transportation gates areas
- Drop off areas will be stationed sufficiently apart to allow for crowd distribution
- Sidewalk graphics placed to promote physical distance

ARRIVAL & DEPARTURE

ATTENDEE ARRIVAL

- Drop off areas stationed sufficiently apart to allow for crowd distribution
- Floor graphics will be applied indicating safe distancing
- Recommend staggering of opening times for sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance

REGISTRATION AREAS

- Recommend non-interface/touchless registration
- 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, managers stations, etc.
- Space counters so there is one counter (6') of blank space between. No more than one desk 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

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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 badge; Aisles 1100-1500- Green badges)
 - 10am to noon (Aisles 100-500 - Green badges; Aisle 600-1000 – Blue badges; Aisles 1100-1500 - Red badges)

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 TRANSPORTATION – PASSENGER ELEVATORS

- Sanitize inside each elevator car at regular schedules
- Install floor graphics in all elevator cars to promote physical distancing

VERTICAL TRANSPORTATION – ESCALATORS

- Sanitize each escalator hand rail at regular schedules
- Run all 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

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PUBLIC CIRCULATION

HANDLING A GUEST WHO BECOMES ILL WHILE IN TCF CENTER

- If a guest presents in a manner that could be COVID-19 related, we have a dedicated room in TCF Center to isolate and evaluate the individual and plan for transport
- Show management can hire First Aid providers on event days for their guests
- On active event days, add more holding rooms if demand becomes necessary

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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

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

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MEETING ROOMS & BALLROOMS

THEATER LAYOUT SAMPLE

STANDARD

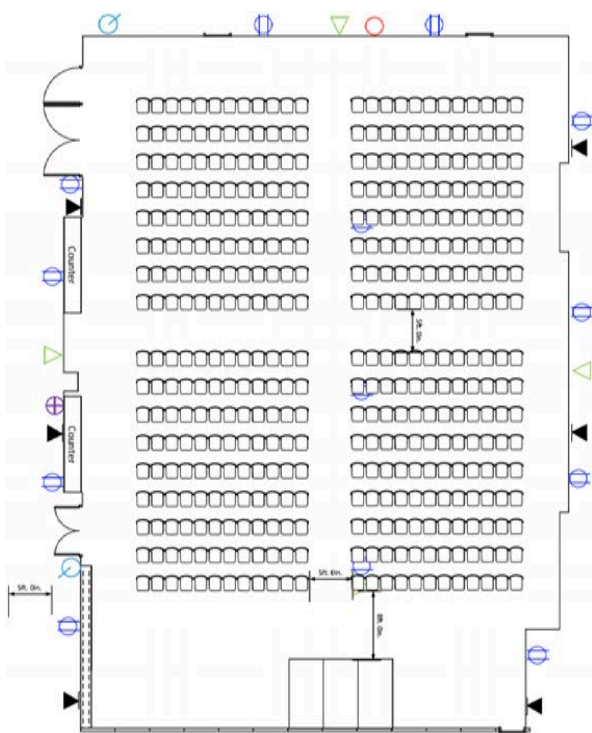
MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- Up to 15 chairs ganged together

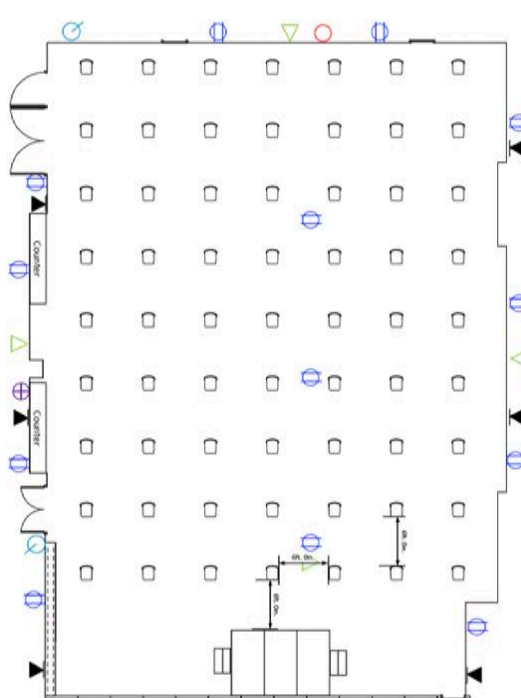
PHYSICAL DISTANCED

MEETING ROOM SETUP

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



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED
CAPACITY (63)

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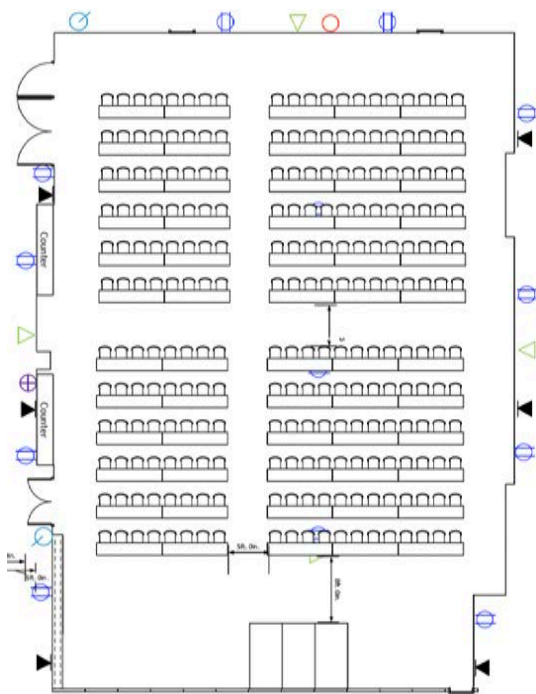
MEETING ROOMS & BALLROOMS

CLASSROOM LAYOUT SAMPLE

STANDARD

MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- 4 per table

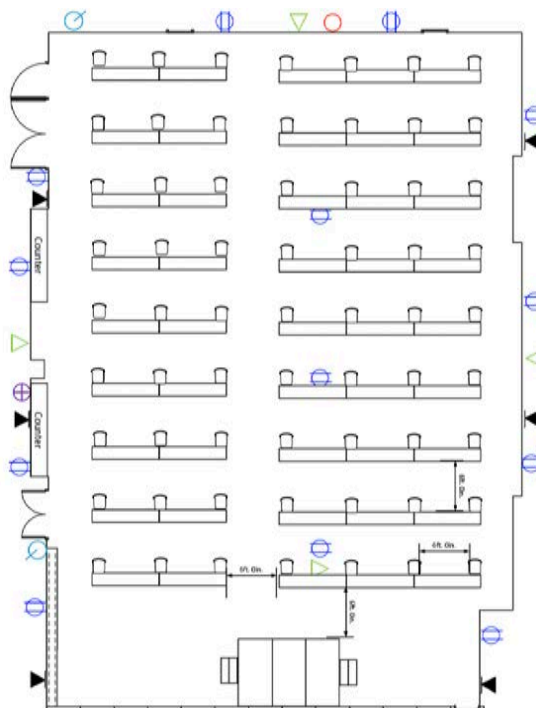


SAMPLE NORMAL

PHYSICAL DISTANCED

MEETING ROOM SETUP

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



SAMPLE PHYSICAL DISTANCED
CAPACITY (63)

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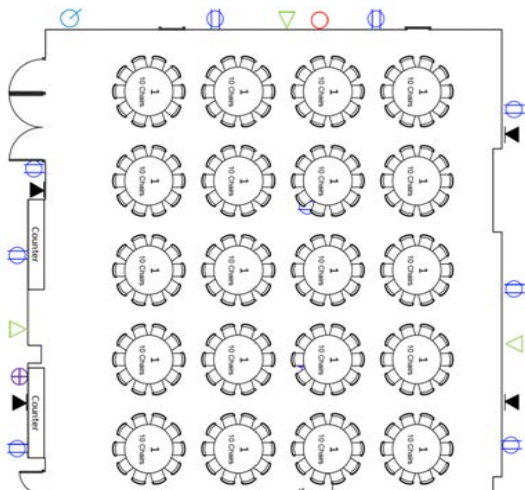
MEETING ROOMS & BALLROOMS

BANQUET LAYOUT SAMPLE

STANDARD

MEETING ROOM SETUP

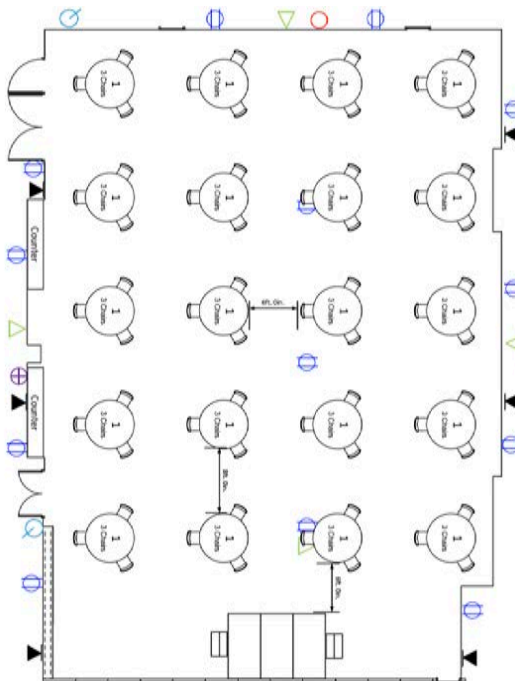
- Minimum 5' aisles between rows and around the perimeter
- 10 chairs set per round



SAMPLE NORMAL

PHYSICAL DISTANCED MEETING ROOM SETUP

- Minimum 8' aisles between rows and around the perimeter
- 3 chairs set per round
- 8' spacing between rounds



SAMPLE PHYSICAL DISTANCED
CAPACITY (60)

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& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

EXHIBIT HALLS

Recommendations for Show Managers and their contractors

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 Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

EXHIBIT HALLS

PATRON 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
- 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 Room
& Ballroom

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 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

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

CONSESSIONS & CATERING

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 around service areas

NO SELF-SERVICE BUFFET

- 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 18

1.0
Arrival &
Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

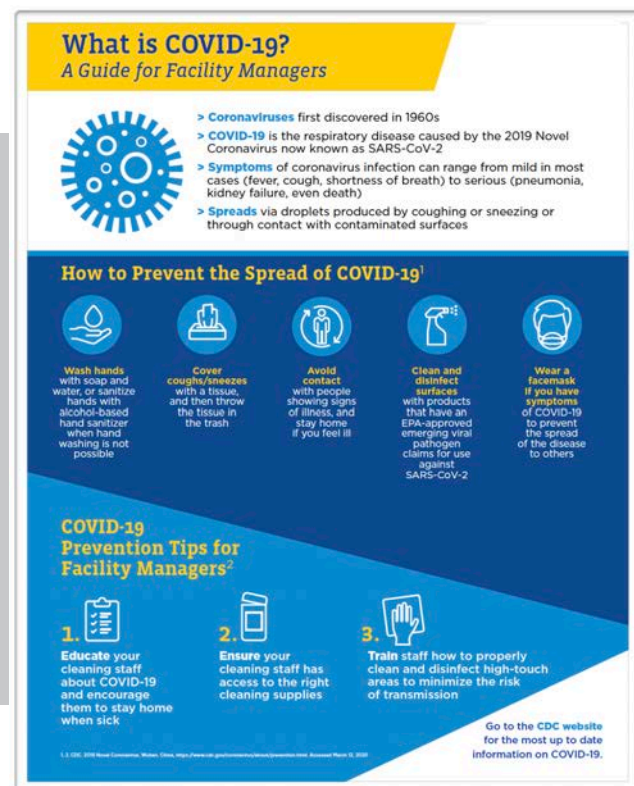
5.0
Concession
& Catering

PROTECTING OUR WORKFORCE

- The most important asset for TCF Center are the people who work here every day
- Producing some of the largest events in the United States requires a highly trained facility staff, contractors' staff and skilled represented labor of various building trades
- This section of the plan outlines how employees will return to work

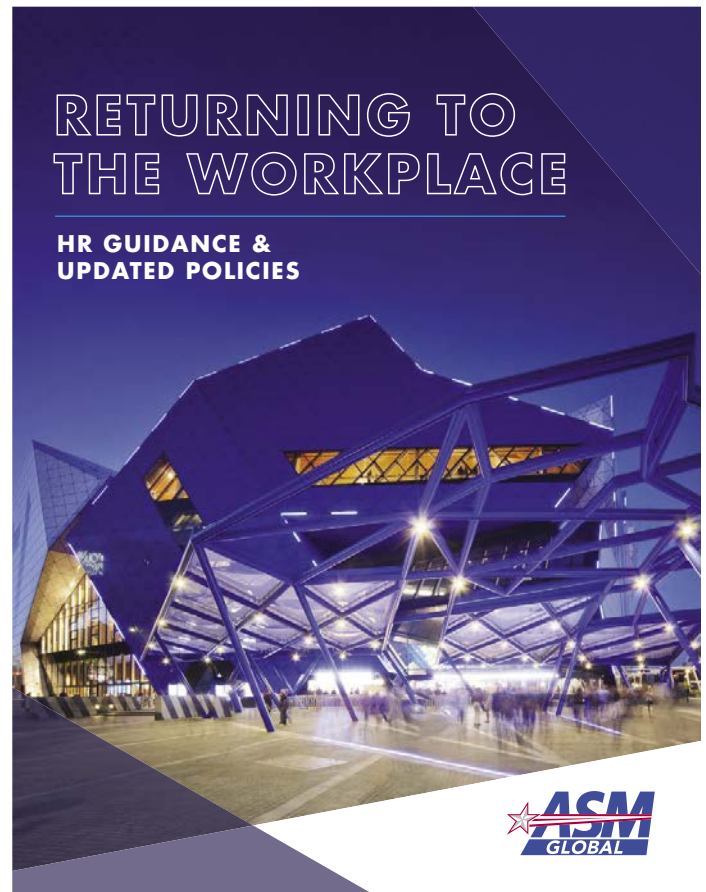
FOLLOWING BEST PRACTICES

TCF 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, TCF Center will follow the most conservative approach.



PROTECTING 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

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, TCF Center/ASM Global currently adheres to the following procedures for COVID-19 exposure.

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 Director and General Manager should be notified. HR Director should notify ASM Global's Corporate Human Resources Department.
- Team Member should be advised that they need to notify HR 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 HR Director.

- 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

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

- 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.

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 HR Director 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 unconfirmed 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 Director and General Manager should be notified. HR 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

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

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

RESTRICTED SITE ACCESS DURING STAY-AT-HOME ORDER

ONGOING POLICIES UNTIL FURTHER NOTICE

- Per Human Resources guidelines, non-essential employees are allowed ammended work from home schedules starting March 21, 2020
- TCF Center/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 is restricted to employees with official business only. They can only enter through designated entrances after a 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 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 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

WORKPLACE GUIDELINES RETURN TO WORK PHASE

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
- 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

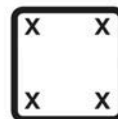
SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



- AVOID OVERCROWDING
- 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.



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

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

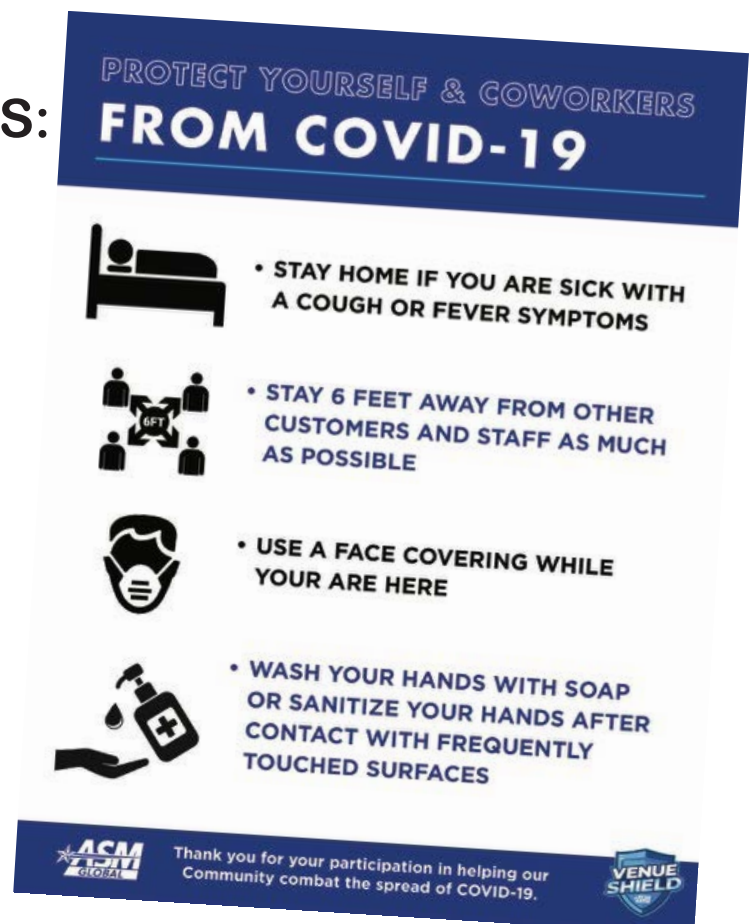
In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, TCF Center will implement the following to reduce touchpoints, when possible:

LIGHT/POWER SWITCHES:

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

DOOR:

- Affix doors in an open position



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

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 PHASE

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 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
- 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 micro-waves

WORKPLACE GUIDELINES

RETURN TO WORK PHASE

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

LABOR CHECK-IN AT BEEP

BUILDING ENTRY AND EXIT PROCEDURES (BEEP)

- Follow all COVID-19 safety protocols
- Create 6' distancing lines outside BEEP entrances with tape
- Update signage to include reminders on a safe working environment under COVID-19 restrictions
- Install additional BEEP locations for larger events with a higher number of workers to help with social distancing



TECHNOLOGY & EQUIPMENT

- As TCF Center 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

TECHNOLOGY CAPABILITIES

- With a redundant 10G network, TCF 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
- Hybrid event packages that include on-site presentations for offsite attendees, multiple rooms broadcasting the same presentation and other custom packages
- The ability to track crowds through the event space with WiFi tracking maps
- The ability to deploy custom access point configurations to meet the needs of your event



TECHNOLOGY & EQUIPMENT

- Two 10GB trunks provide Internet connectivity for the TCF Center to support failover redundancies to meet the needs of the industry's biggest power users
- A full 10G facility fiber network throughout TCF Center 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
- TCF Center's preferred AV provider, Premier Event Technology is in-house to provide everything needed for any type of hybrid meeting



	PRESENTERS	ATTENDEES	CREW
REMOTECAST	Remote	Remote	Remote

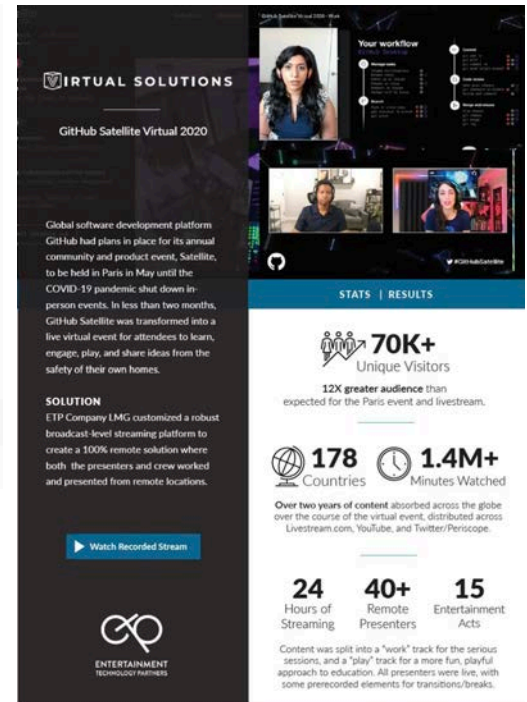


	PRESENTERS	ATTENDEES	CREW
BROADCAST	Remote/On-site	Remote	Remote/On-site



	PRESENTERS	ATTENDEES	CREW
EVENTCAST	Remote/On-site	Remote/On-site	Remote/On-site

- Virtual conferences
- Studio broadcast presentations
- Event presenters streamed online
- Main events broadcast to multiple event areas



TECHNOLOGY & EQUIPMENT

VIRTUAL SOLUTIONS

VIRTUAL CONFERENCES

Two 10GB trunks provide Internet connectivity for the TCF Center to support failover redundancies to meet the needs of the industry's biggest power users

- Total virtual experience from home
- Virtual lobbies to navigate the event
- Live networking, video playback and additional options available
- Virtual exhibit hall with live interaction
- Video on demand option



REMOTECAST

- Up to 8 presenters at once but more can be added and removed during the event
- Easy login
- Video playback
- Custom graphics and branding
- Q&A and polling
- Remote teleprompting



STUDIOCAST

- Up to 8 presenters at once but more can be added and removed during the event
- Easy login
- Video playback
- Custom graphics and branding
- Q&A and polling
- Remote teleprompting

TECHNOLOGY & EQUIPMENT

EVENTCAST (hybrid)

- Customizable hardware solution with improved flexibility and reliability
- Extends presentations to multiple rooms
- Live interaction with in-house audience
- Same features as Remote Cast and Event Cast
- Custom scenic design and branding
- Remote teleprompting



PHYSICAL EQUIPMENT

BODY TEMPERATURE SCANNING

- Facial recognition body temperature LCD display
- 8GB ROM
- Scans one person at a time
- Hi-speed body recognition
- 5-foot detection range
- Wall mount, table stand or floor stand



PHYSICAL EQUIPMENT



TECHNOLOGY GAINING POPULARITY

Examples of technology that TCF Center is monitoring for future practical application within the facility



Virtual Conference Platforms



Virtual venue animations in online conferences



Hands-free doorways

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 TCF Center is a safe place to do business



COVID-19

Information And Resources Regarding Novel Corona Virus/ COVID-19 Pandemic

These are extraordinary times for our state and nation. In response to the COVID-19 crisis, TCF Center has been designated by Governor Gretchen Whitmer, State of Michigan and the Federal Emergency Management Agency (FEMA)



June 1, 2020

With field hospital on pause, TCF Center preps to reopen

As the Alternate Care Facility (ACF), put in place to treat COVID-19 patients, pauses, the health and safety of all persons at the TCF Center remains the utmost importance and concern.

"The ACF in our venue opened on April 9 and was paused in mid-May," said Claude Molinari, general manager TCF Center/ASM Global. "The ACF will remain dormant but available if needed and, in the meantime, our staff is busy implementing the safety precautions and protocols necessary to resume events in the center once Governor Gretchen Whitmer calls for it to be dismantled."



Following the use of the facility as a field hospital for patients recovering from COVID-19, and prior to the building re-opening to welcome meetings and events, the TCF Center will undergo a thorough restoration and remediation process. This will include all of the current Center for Disease (CDC) Control, World Health Organization (WHO) and Occupational Safety and Health Administration (OSHA) operational standards.

New housekeeping standards were the first protocol TCF Center adopted, using the ASM Global VenueShield certification to provide standards of sanitation so that customers can feel they are in a safe place. Contactless payment options for event services and food and beverage point of sale are currently established. Plexiglass partitions in food courts, the Business Center and security desks are in place to uphold a high standard of care for employees and guests. Outside air is utilized for ventilation where appropriate. Floor plans for all event spaces have been developed to accommodate physical distancing.

Face coverings and physical distancing are required for staff. Temperature checks and health screening are conducted before entry to work and critical pathways through the building are strictly followed.

A permanent medical treatment/isolation room has been established with necessary PPE. Security control protocol has been updated with emergency medical contacts and onsite service that can be utilized when events return to the venue.

"Some of the measures planned have already been implemented," said Molinari. "Some require more research into the best product to fit the venue and some are dependent on availability of materials in the current constricted economy."



SAMPLE MESSAGING

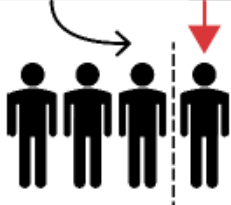


Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, close buildings and cancelling events.

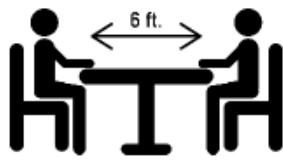
Ask these questions:

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



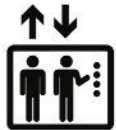
Use correct chemicals & follow
manufacturer's instructions



Remember contact time is important
for chemicals to work effectively

SAMPLE MESSAGING

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 is to demonstrate to employees and customers that are attending events are safe.

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

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

ENVIRONMENTAL HYGIENE

Cleaning the facility to the highest standards

FOOD SERVICE

Providing safe and enjoyable food

CUSTOMER JOURNEY

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

WORKFORCE

Returning our at-home workforce to the job site to serve our customers

TECHNOLOGY & EQUIPMENT

Exploring the new role for technology and equipment

PUBLIC AWARENESS

Communicating the new ways we will be doing business