

# 2020 Re-Activation Operating Framework

For the Pennsylvania Convention Center



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AN  MANAGED FACILITY

# INTRODUCTION

The Pennsylvania Convention Center remains committed to re-opening safely. We have gone to great lengths to ensure your safety while maintaining the highest levels of customer service in a hospitable environment. To that effect, the Center has instituted new policies and procedures as part of this re-activation operating framework and is also pursuing the Global Biorisk Advisory Council (GBAC) STAR accreditation.

When we can welcome events at the Center, **you** will see many enhancements like renovated restrooms, new carpet, fresh paint and vibrant LED lights throughout our exhibit halls. Additionally, you will see hand sanitizers, digital and floor signage featuring details about the new protocols and physical distancing, as well as housekeeping staff dedicated to our increased sanitization efforts for your safety. Behind the scenes you will enjoy new technologies designed to sanitize high touch surfaces and enhance air quality. Beyond these investments in your experience, we have implemented enhanced protocols and procedures as part of our re-activation operating framework to keep guests, planners and workers healthy and safe.

Fueled by the ASM Global VenueShield program and following the guidance from the Center for Disease Control (CDC) and the Pennsylvania Department of Health (PDOH) and other public health agencies, this operating framework outlines enhancements to our standard operating procedures in six categories; environmental hygiene, food service, the customer journey, workforce & training, technology & equipment and public awareness. This operating framework is designed with the flexibility needed to adjust protocols as requirements and guidance changes. Accordingly, as the guidance from the CDC, PDOH and other public health officials evolve, so shall our operating protocol.

We look forward to welcoming you again soon to PHL - the City of Perseverance, Hope and Love.

Sincerely,



John J. McNichol  
President & CEO  
Pennsylvania Convention  
Center Authority



Kelvin D. Moore  
Regional General Manager  
ASM Global



The purpose of this plan is to articulate what steps will be taken to re-open the Pennsylvania Convention Center to conventions, tradeshow and other events. The goal is to demonstrate to employees and customers that attending tradeshow and conventions are safe. To achieve the goal of a smooth and safe re-opening, this plan is divided into six parts:

### **ENVIRONMENTAL HYGIENE**

PG 3

Cleaning the facility to the highest standards

### **FOOD SERVICE**

PG 21

Providing safe and enjoyable food

### **CUSTOMER JOURNEY**

PG 26

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

### **WORKFORCE**

PG 40

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

### **TECHNOLOGY & EQUIPMENT**

PG 53

Exploring the new role for technology and equipment

### **PUBLIC AWARENESS**

PG 57

Communicating our enhanced operational protocols

# VENUESHIELD™



The Pennsylvania Convention 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.
- ASM Global also has established cleaning protocols which are already in use at the Pennsylvania Convention Center.
- The VenueShield Environmental Hygiene Program works with over 400 products that include the recommended requirements for disinfecting various surfaces containing;
  - *Accelerated Hydrogen Peroxides* - commercially available from Diversey as Oxivir or equivalent.
  - *Quaternary Ammonia* - commercially available from Diversey as Virex II 256 or equivalent.
  - *Alcohol-Based* - disinfectants must be at least 60% alcohol containing ethanol or isopropanol are acceptable.
  - *Chlorine-Based* - to include bleach solutions
- The full 260+ page VenueShield Environmental Hygiene program is available for review upon request.
- To provide planners and guests an extra layer of confidence in our protocols, the Pennsylvania Convention Center has committed to achieving the Global Biorisk Advisory Council (GBAC) STAR Accreditation.

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 will be taken:

- **Deep Clean** the facility to be prepared to host events at Pennsylvania Convention Center
- **Keep it Clean** by adopting new protocols with enhanced frequency of cleaning and sanitization with the latest chemicals to kill viruses



# DEEP CLEAN PROGRAM

## DEEP CLEAN Program Highlights

- Remove organic material and bioburdens
- Apply EPA-approved disinfecting products that eliminate viral pathogens and bacteria
- High-touch surfaces and objects are disinfected daily
- 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 facility cleanliness
- All OSHA standards for cleaning and employee protection are met



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

## GUIDANCE FOR CLEANING AND DISINFECTING

### PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE  
FOR MORE  
INFORMATION

This guidance is intended for all Americans, whether you own a business, run a school, or want to ensure the cleanliness and safety of your home. Reopening America requires all of us to move forward together by practicing social distancing and other [daily habits](#) to reduce our risk of exposure to the virus that causes COVID-19. Reopening the country also strongly relies on public health strategies, including increased testing of people for the virus, social distancing, isolation, and keeping track of how someone infected might have infected other people. This plan is part of the larger [United States Government plan](#) and focuses on cleaning and disinfecting public spaces, workplaces, businesses, schools, and can also be applied to your home.

# KEEP IT CLEAN PROGRAM

Sustain a clean environment for returning employees and guests by using VenueShield approved products to provide confidence that space is regularly being cleaned to the same standards as the Deep Clean Program.

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

- *Daily cleaning to remove organic material and bioburden*
- *Betco TriForce Disinfectant and PH7Q Dual Disinfect Dilution contain Quaternary Ammonia compounds for high touch areas.*
- *Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency*
- *Enhanced communication tools targeted to colleagues and building occupants for awareness*



# HIGH TRAFFIC/TOUCH AREAS

High Touch Surfaces are defined as a surface or object which is touched or handled frequently by the building occupants and visitors. Below are examples of potentially highly contaminated surfaces that must not be overlooked or minimized in a cleaning program. If not properly cleaned and sanitized, these touch points can serve to spread disease from one person to another. In fact, it is impossible to have a healthy building if high touch surfaces are not emphasized. The key to minimizing the spread of disease is to clean and sanitize these surfaces frequently.

| SURFACES                         | CLEANING FREQUENCY                    |
|----------------------------------|---------------------------------------|
| Doorknobs and handles            | Once every hour                       |
| Door push plates and crash bars  | Once every hour                       |
| Arms on chairs                   | After use (room refresh)              |
| Back of chairs                   | After use (room refresh)              |
| Tabletops and edges              | Before and after use (room refresh)   |
| Podiums                          | Before and after use (room refresh)   |
| Light switches and room controls | Before and after use (room refresh)   |
| Elevator buttons                 | Once every hour                       |
| Vending machines                 | Once every hour                       |
| Drinking fountains               | Once every hour                       |
| Escalator rails                  | UV Protection cleaning (continuously) |
| Restroom doorknobs and handles   | Once every hour                       |
| Toilet horizontal surface/seat   | Once every hour                       |
| Sink faucet                      | Once every hour                       |
| Sink surfaces                    | Once every hour                       |
| Bathroom dispensers              | Once every hour                       |
| Step railings                    | Once every hour                       |
| Nursing rooms                    | Three times a day                     |

# HAND HYGIENE

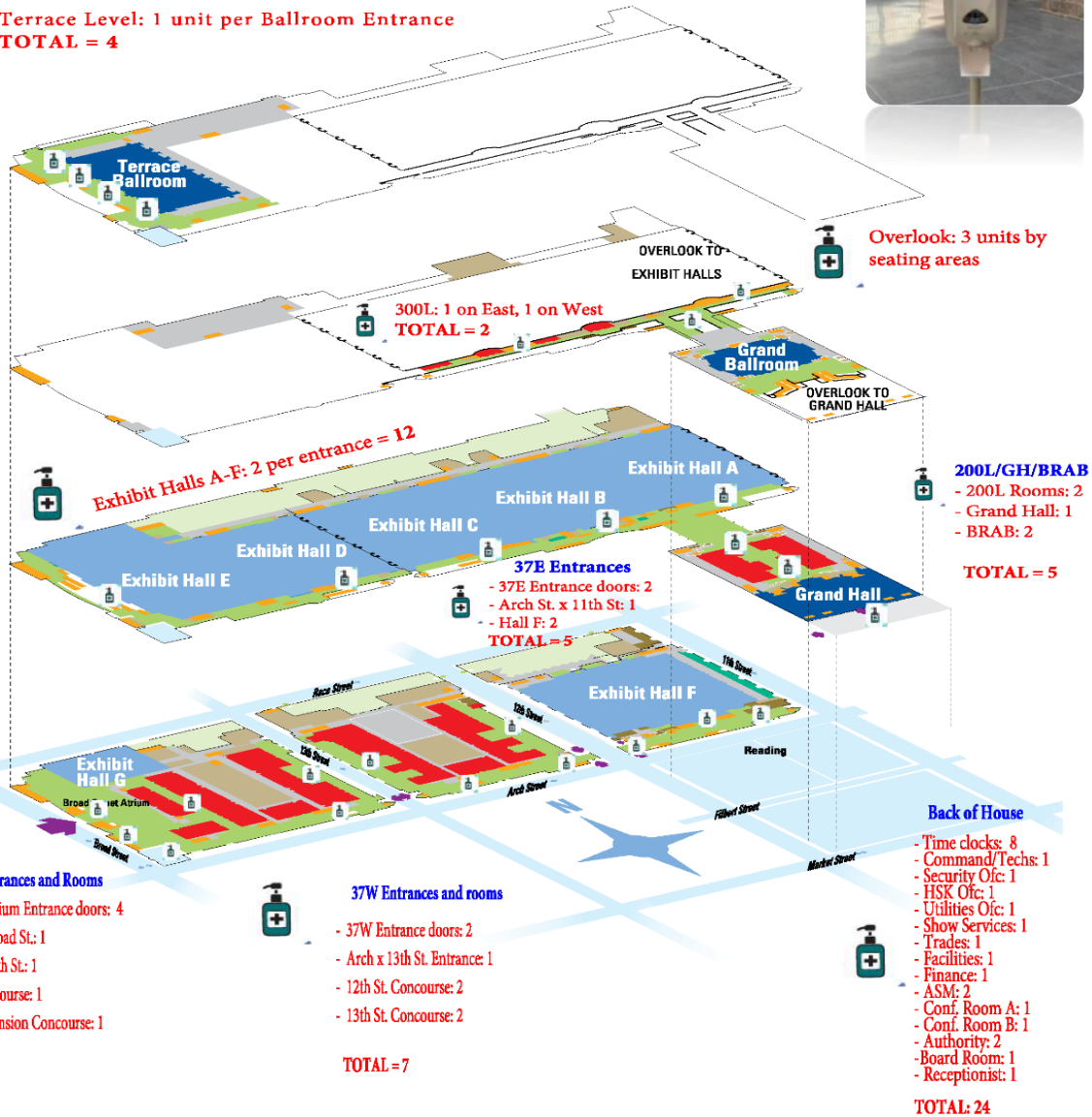


## HAND SANITIZER LOCATIONS

**Total: 70 units throughout the building**



**Terrace Level: 1 unit per Ballroom Entrance  
TOTAL = 4**



\*Note: Standard deployment shall include the 70 units shown above. Quantities shall increase and locations can be modified as event activities dictate.



## TEAM TRAINING & SAFETY

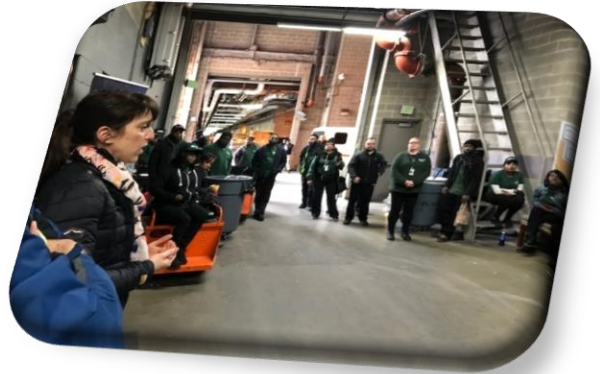
The Pennsylvania Convention Center Clean Shield Team is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety.

### PRE-SHIFT MEETINGS

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

### SAFETY TRAINING

- *Respiratory Safety*
- *Dusting Techniques*
- *Physical Distancing*
- *Personal Protective Equipment*
- *Infection Control*
- *Hazard Communications*
- *Contractor Safety*
- *Covid-19 Awareness Training*
- *Restroom Cleaning*
- *Product Use Training*
- *Equipment Operation Training*



**H GOOD  
HOUSEKEEPING  
PROMOTES  
SAFETY  
DO YOUR PART**

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

PCC employees will be provided with appropriate, government approved PPE once they enter the workplace.

- ❖ **Surgical Masks** - Surgical masks are made in different thicknesses and with different ability to protect you from contact with liquids. These properties may also affect how easily you can breathe through the face mask and how well the surgical mask protects you. These are standard for all staff not performing industrial or biological housekeeping tasks.
- ❖ **N-95 masks** They are tested for fluid resistance, filtration efficiency (particulate filtration efficiency and bacterial filtration efficiency), flammability and biocompatibility. These are standard for industrial or biological housekeeping tasks
- ❖ **Rubber gloves** -Wear 4-millimeter-thick nitrile gloves when making direct hand contact with blood or bodily fluids or when handling or touching potentially contaminated items or surfaces.
- ❖ **Safety glasses** -Wear safety glasses with side shields or goggles when chemical splashes, sprays, spatters, or droplets of blood or bodily fluids pose a hazard to the eye.
- ❖ **Shoe protection** -When overspray or floor application of biocide will impact the shoe surface, wear disposable booties over leather boots or shoes.



# HOSPITAL GRADE CLEANING PRODUCTS



## Disinfecting Wipes

Ready-to-use disinfectant cleaner wipes based on proprietary hydrogen peroxide technology to deliver fast, effective cleaning performance. Disinfects in 60 seconds. Virucide, bactericide, tuberculocidal, fungicide, and non-food contact sanitizer. Kills MRSA and Norovirus. Meets Bloodborne pathogen standards for decontaminating blood and body fluids. Colorless with a characteristic scent.



## Disinfectant Cleaners & Deodorant

A multi-purpose, germicidal detergent and deodorant, disinfects, cleans and deodorizes in one labor- saving step. Recommended for use in hospitals, nursing homes, schools/colleges, commercial and industrial institutions. Neutral pH formula is perfect for damp mopping highly polished floors and will never dull, haze or leave a film. Economical ultra-concentrate @ 2 oz. per gallon for a low-end use cost. Effective against antibiotic resistant strains, VRE and MRSA. Neutral pH won't dull haze or attack floor finish. Leaves no film.



## One-Step Quaternary-based Disinfectant

Triforce Disinfectant disinfects, cleans and deodorizes in one step, leaving a lemon fragrance. This concentrated, multipurpose, germicidal detergent / deodorant is recommended for use in hospitals, nursing homes, schools, commercial and industrial institutions. Broad-spectrum, EPA-registered disinfectant kills staphylococcus aureus, pseudomona, salmonella, VRE and MRSA. Neutral pH formula is perfect for damp mopping highly polished floors and will never dull, haze or leave a film. Disinfectant offers an economical dilution ratio at 0.5 oz. per gallon (1:256). It comes in Concentrated Fast Draw Container, and it must be used with Fast Draw Dilution Systems.



## EDIC CR2 Complete Touch-Free Restroom Restoration System

Enhanced Cleaning Intervals for Restrooms:

- *Monitoring & Full Cleaning during Operating Hours*
- *Daily and mid-day for high traffic restrooms*

# FREQUENCY

Increased frequency of cleaning activity is a visual cue used to generate and maintain guest trust. The Venue Shield Environmental Hygiene Program includes over 40 individual convention center SOP's for cleaning and frequency. One example of the public restroom SOP is available by clicking [here](#).



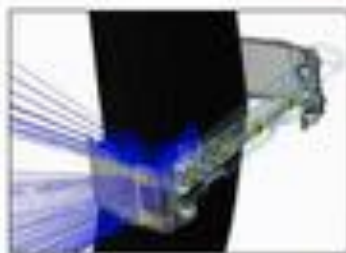
| Table of Contents  |                             |
|--|-----------------------------|
|  | SOP #                       |
| All - Re-Opening After Temporary Shutter   | <a href="#">05.00.02.06</a> |
| All - Re-Opening After High Risk Use   | <a href="#">05.00.03.06</a> |
| All - Specific Disinfection Scenario Procedures Occurring During Normal Operations | <a href="#">05.00.04.06</a> |
| All - Mechanical System Biocontainment Plan  |                             |
| Personal Protective Equipment  | <a href="#">05.00.05.06</a> |
| Disinfectants Selection and Use  | <a href="#">05.00.06.06</a> |
| Cleaning Procedures  | <a href="#">05.00.07.06</a> |
| Electronic Equipment   | <a href="#">05.00.08.06</a> |
| General Building All Types   | <a href="#">05.00.09.06</a> |
| Public / Front of the House  | <a href="#">05.01.01.01</a> |
| Event Floor  | <a href="#">05.02.01.01</a> |
| Entry Lobbies  | <a href="#">05.02.02.01</a> |
| Public Circulation (Concourse)   | <a href="#">05.02.03.01</a> |
| Corridors  | <a href="#">05.02.04.01</a> |
| Vertical Circulation (Stairs, Elevators, Escalators)                               | <a href="#">05.02.05.01</a> |
| Seating  | <a href="#">05.02.06.01</a> |
| Restrooms  | <a href="#">05.02.07.01</a> |
| Support Spaces   | <a href="#">05.02.08.01</a> |
| Support Spaces Mother's Rooms, First Aid   | <a href="#">05.02.09.01</a> |
| Interior Finished Spaces (Lounges, Meeting, Suites, Ballrooms)                     | <a href="#">05.02.10.01</a> |
| Pre-Functional Space   | <a href="#">05.02.11.01</a> |
| Operations - Back of House   | <a href="#">05.02.12.01</a> |
| Security   | <a href="#">05.03.01.01</a> |
| Loading Dock   | <a href="#">05.03.02.01</a> |
| Trash and Compactor Areas  | <a href="#">05.03.03.01</a> |
| Custodial Areas  | <a href="#">05.03.04.01</a> |
| Laundry  | <a href="#">05.03.05.01</a> |
| Storage Areas  | <a href="#">05.03.06.01</a> |
|  | <a href="#">05.03.07.01</a> |

# BUILDING & HVAC

15

12

- PCC 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 outside air intake/air exchange rates during occupied event hours*
  - *Ongoing process of replacing HVAC air filters with higher efficiency MERV-14 filters.*
  - *Advanced plasma air purification technology for larger spaces and UV fixtures for smaller spaces is being installed.*
- All Life Safety Systems are maintained by the PCC's inhouse and third-party contractors. City of Philadelphia Certification is required for these systems. Records are kept on file and up to date on our ALTUM CMMS software.
- KONE UV escalator handrail sanitization system installed





# TRACKING THE WORK

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

Menu
Dashboard
Calendar
Work Orders
Assets
Parts & Purchase Orders
SEMP/OSH
Admin

| PM
Go To
Help
Profile

Save
Save & View
Cancel
Jump To

TASKS/STEPS
Select from library
Add New Task

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

## THIRD-PARTY VERIFICATION

Pennsylvania Convention Center is committed to achieving the GBAC STAR Accreditation. GBAC (GLOBAL BIORISK ADVISORY COUNCIL), a division of International Sanitary Supply Association, 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.

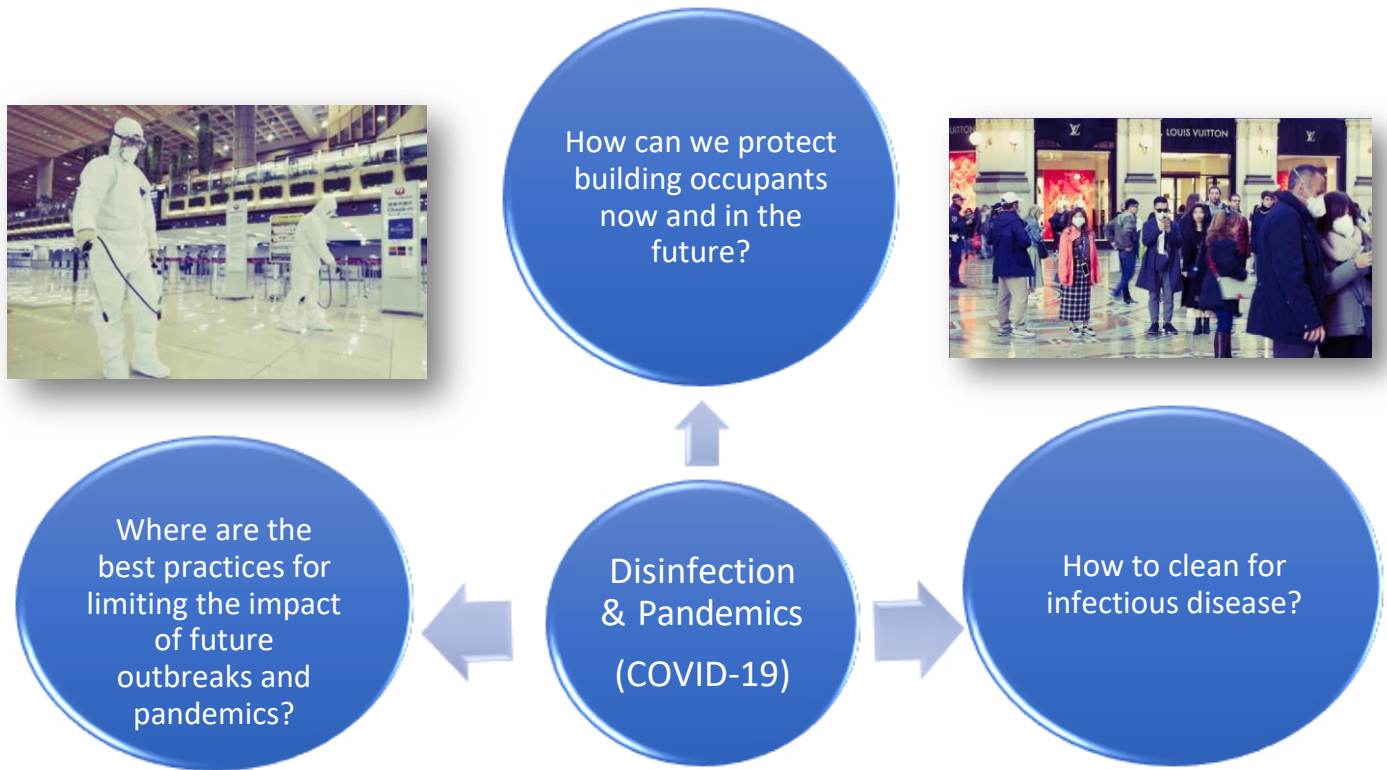
Prepare  
Respond  
Recover



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

GBAC helps create safe environments for public health.

# ABOUT GBAC

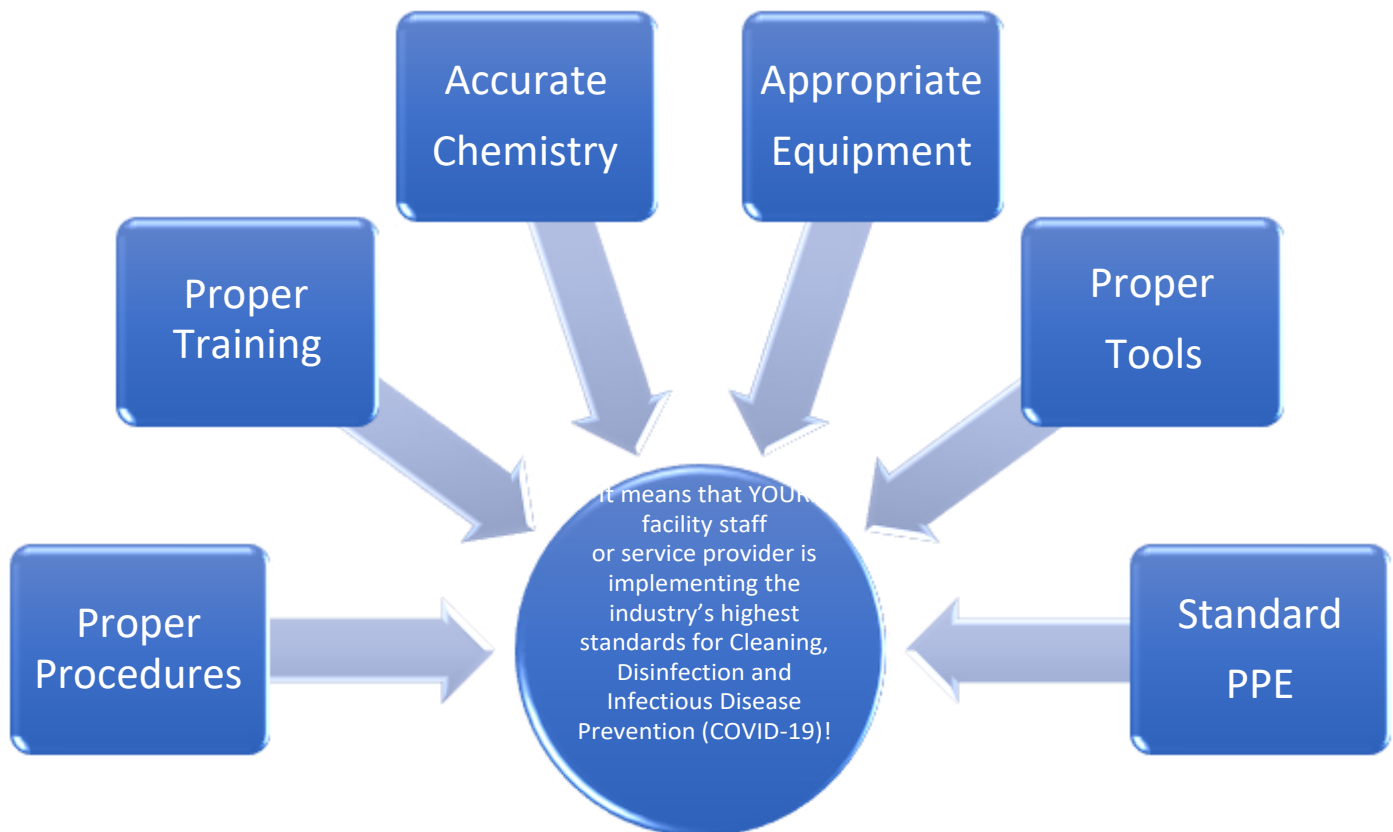


*GBAC helps organizations respond and recover from the current and future crises.*

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

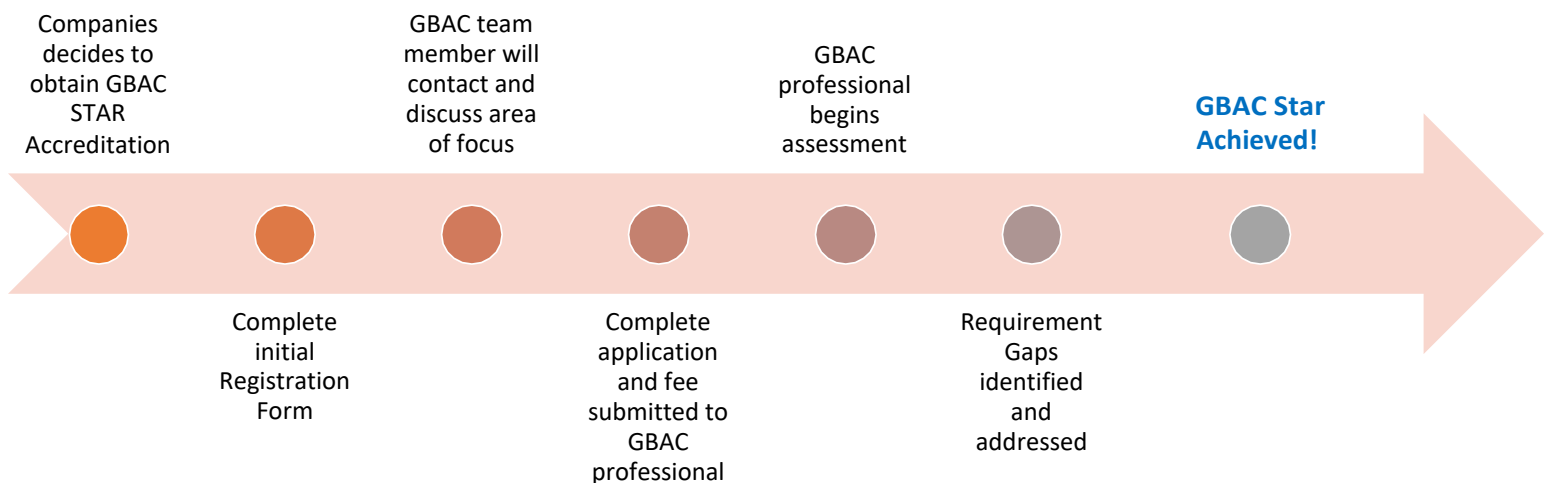
# GBAC STAR Accreditation

What does it mean for the Pennsylvania Convention Center?



# GBAC STAR Accreditation Process

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



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

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



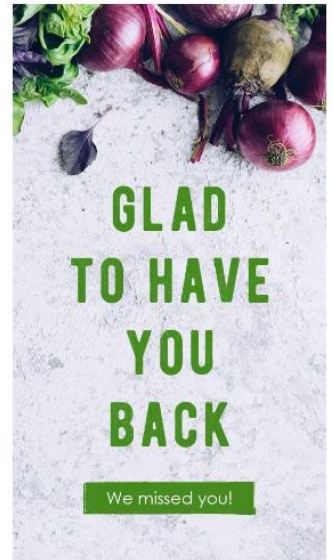


As the exclusive foodservice provider at the Pennsylvania Convention Center, Aramark is committed to creating experiences that enrich and nourish lives. With that commitment comes the understanding that providing world class food services in a safe and friendly environment is our top priority when it comes to servicing your next event to create memorable experiences for you and your attendees.

As we move into the re-opening phase, Aramark has dedicated its resources to developing new ways to provide you with options to seamlessly transition back to a new normal.

Hospitality goes beyond great customer service. With innovative solutions and time-tested expertise, our service exceeds industry standards even in dynamic circumstances.

Aramark EverSafe™ is a multi-dimensional platform created to support the safe re-opening and sustainable management of our client locations around the world.



**Enhanced procedures are outlined below with new ways of providing catering and concession services to guests attending events:**

## **CONTACTLESS POINT OF SALE**

- Intuitive approach to Front of House tasks
- Superior backend and kitchen management tools
- 2D Barcode & QR code scanning capabilities
- Integrated inventory management
- “All in One” portable hardware enhances mobility
- Integrates with Freedom Pay payment devices for Contactless Payments - supports all contactless cards and mobile wallets.
- Built-in 5GHz Wi-Fi capable



# OPERATIONAL MESSAGING

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

- Practice physical distancing while traveling to work
- Follow approved check-in procedure, including temperature check for food service employees
- Change into work clothes, storing outside clothes in locker
- Wellness posters outside entrances to dining areas and kitchens



CATERING IN A BOX



This food has been made and transported with care by employees adhering to strict safety guidelines



Sample packaging



# 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 an alcohol-based sanitizer that contains at least 60% alcohol
- Provide sanitizer stations and signage by food service areas, concessions, all staff areas, and stations.



## PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Proper PPE helps prevent the virus from spreading
- Aramark will supply employees with appropriate, government approved PPE once they enter the workplace
- In the United States the level of needed protection for our accounts is rated low by OSHA, our regular gloves and hair restraints are acceptable
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedures
- Provide sanitizer on dock areas
- Facilitate 'contactless' delivery process and provide disposable gloves and facemasks to incoming delivery drivers

# PHYSICAL DISTANCING

In our workplaces and dining areas we will enforce:

- Staying 6 feet apart (per current CDC guidelines)
- Preventing employees from grouping together
- Staggering breaks and meal periods
- Provide floor markings for employees and guests to show proper physical distancing
- Ensuring employees are practicing physical distancing during pre-meal and stand-up operational meetings

## CATERING & CONCESSIONS 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 at entrance and around service areas
- Enhanced customer signage
- Points of sale will be properly physically distanced
- Shielded registers at checkout
- Contactless payment available

## NO SELF-SERVICE BUFFET STYLE SERVICE

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

# DISINFECTING SURFACES

## EverSafe™

Aramark EverSafe™, a multi-dimensional platform created to support the safe re-opening and sustainable management of our client locations around the world. Through a partnership with Philadelphia's Jefferson Health, this platform provides safety excellence that aims to help reduce the spread of COVID-19 and provide the most hygienic, safe environments for our employees, clients, customers, and guests.



Jefferson has been at the forefront of the pandemic, leading efforts to combat the challenges of this coronavirus, and will provide medical and scientific insights, data analysis, and exploration of solutions to promote safety in the workplace.

Developed in accordance with recommendations of the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and other leading health organizations, EverSafe features five pillars:

- Good health and hygiene
- Appropriate spatial separation practices
- Enhanced cleaning, sanitation, and disinfecting
- Available and emerging technology
- New service offerings and capabilities

## DISINFECTING “HIGH TOUCH” SURFACES

Every one to two hours throughout the workday, and more frequently as needed, “High Touch” surfaces such as door handles, staff lounge and break areas, hand sinks, ice machines, refrigerator and freezer handles and cart handles are washed and disinfected.

## DISINFECTING WORK AREAS

At the end of each day. After food production areas have been cleaned, they are disinfected with an approved food service disinfectant and allowed to air dry.



# CUSTOMER JOURNEY



- The heart of the Pennsylvania Convention Center re-activation plan is focused on the customer experience.
- 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 visitors will take when visiting our facility. It begins with the opportunity for guests and meeting planners to tour the facility virtually and follows the journey through the event space.
- Recognizing the need to reinforce current 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 based on current CDC guidelines.
- As food is an integral part of any event experience, we also describe how catering and concessions will operate.

1.0  
Tour, Arrival &  
Departure

2.0  
Public Circulation

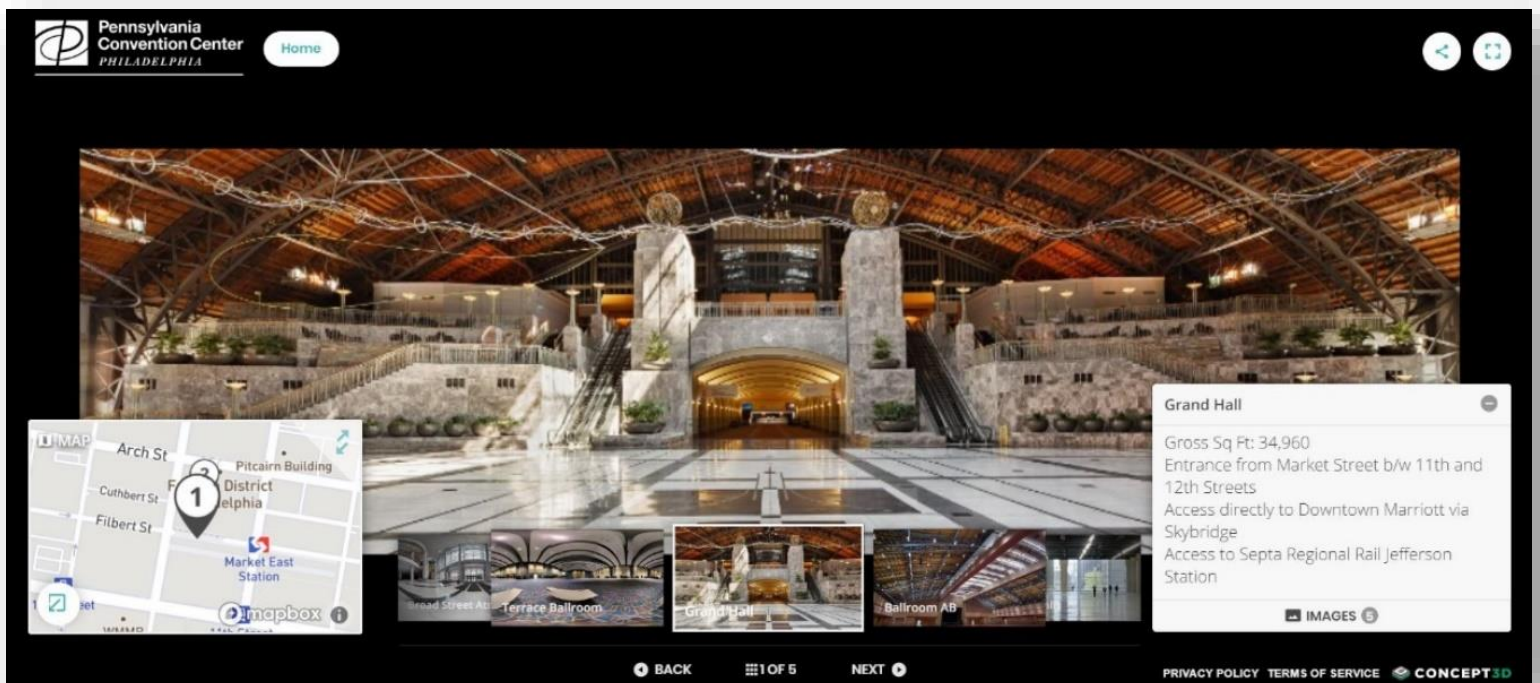
3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

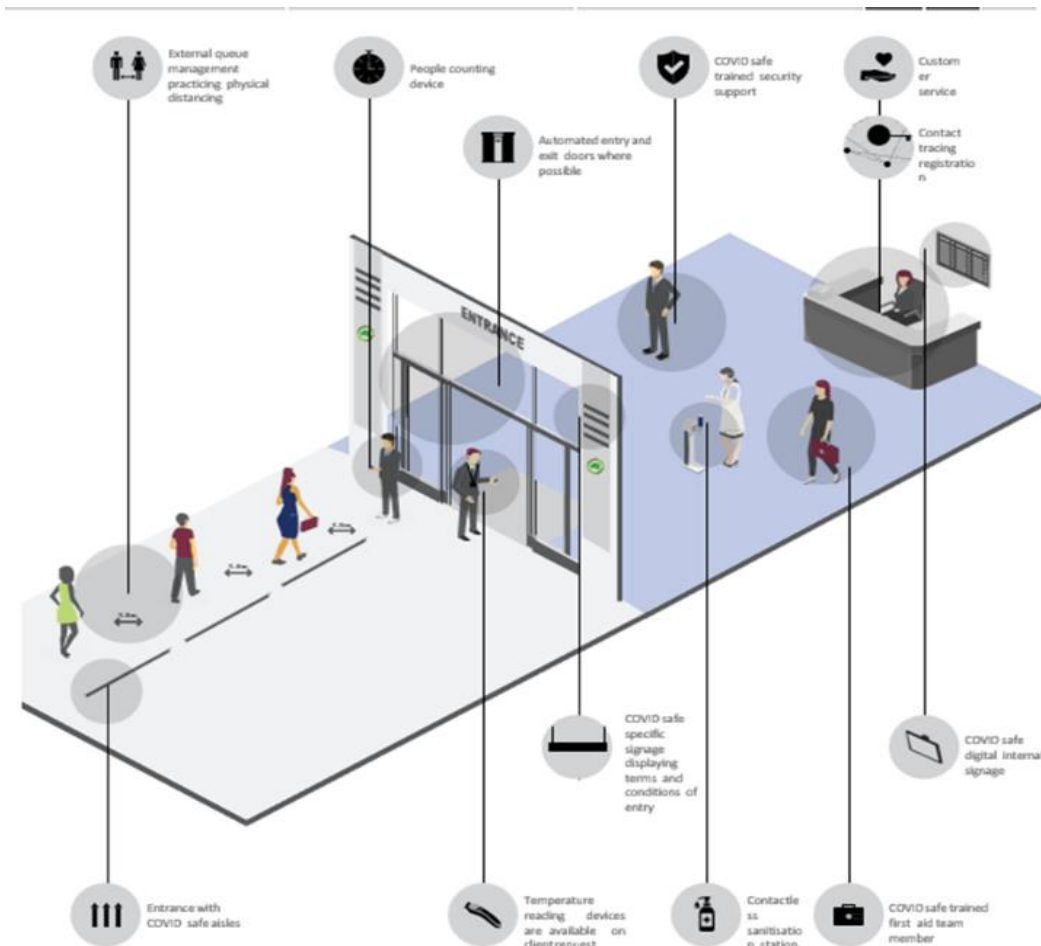
# VIRTUAL TOUR

- The virtual tour will provide both static and 360-degree images, floorplans and examples of setups and events
- If customer travel is not optimal, this comprehensive virtual tour of our facility will showcase all meetings spaces and concourses.
- Our virtual tour allows for a “You Are Here” experience for customers providing the ability to see the building as their attendees would see.
- The virtual tour can be self-guided, or the Sales/Events Manager can guide a customer through and answer specific questions much like an in-person site visit



# ARRIVAL & DEPARTURE

- All doors will be designated as either entrance or exit doors to maintain patron traffic flow in the same direction.
- External signage indicating entry and exit locations
- External signage will clearly display terms and conditions of entry.
- Entrance doors will remain open for contactless entry.
- Hand Sanitizer stations with supporting hygiene signage at all entrances and exits
- Temperature screening services are available from the PCC upon event organizer request. Temperature screening is not currently required by the CDC, WHO, PDOH or City of Philadelphia. Staff and show workers will be subject to health screenings and temperature screening protocols.
- Manage people flow through changing direction of escalator units throughout the day
- Six feet (5 steps) physical distancing on all escalators and stairs based on current CDC guidelines.
- Facility staff supporting the safe flow of people throughout the facility



## Exterior Transportation Areas

### Shuttle bus pick-up/drop-off

- Drop off/pick up locations will be stationed sufficiently apart to allow for physical distancing.
- Shuttle plans are required 45 days out to include physical distancing and crowd management protocols.

## Registration Areas

Registration plans must be submitted to event manager 90 days out and should reflect the following:

- Physical distancing based on current CDC guidelines
- Queue line spacing plan

### Registration Area Recommendations:

- Physical distance divider to separate staff from attendees
- Non-interface/contactless registration
- Digital credentials can eliminate physical badges and lanyards and enable contact tracing
- Badge scanning at entry & exit doors to allow for contact tracing
- Implementation of contactless payment system
- Pre-printed badges and no badge collection
- Schedule on-site registration in shifts
- Strongly encourage pre-distribution of badges and collateral prior to on site



# TEMPERATURE SCREENING

Temperature screening is not currently required by the CDC, WHO, PDOH or City of Philadelphia. However, temperature screening services are available from the PCC upon event organizer request. Staff and show workers will be subject to health screenings and temperature screening protocols.

## ❖ Temperature Scanning Procedures at Entrances

- An EMT or Certified Medical Representative will conduct scanning at PCC Entrances
- Staffing will consist of one (1) EMT conducting temperature checks per entrance line  
*Example: 3 Lines at 12<sup>th</sup> and Arch East - there will be 3 EMT's on duty. An additional EMT to monitor individuals with a 'hot' reading is not necessary.*

## ❖ Abnormal Temperature Screening Verification

- Individuals showing a 'hot' temperature will be re-tested.
- The individual will sit for several minutes in a nearby pre-designated location.
- If the second temperature screening continues to show an abnormal reading, an Oral Temperature screening will be conducted by that same EMT
- If the Oral Screening is abnormal, the individual will be asked to leave the building.

## ❖ Handling Individuals with High Temperatures

- Individuals will be instructed by the EMT to follow current CDC Guidelines
- Individuals are not referred to a Doctor or to a hospital
- ASM Global / PCCA will provide the on-duty EMT Staff with an informational sheet on PCC Letterhead stating PCC building procedures require that an individual registering an abnormal temperature must exit the building immediately.

## ❖ Handling Guests Who Become Ill While in the Facility

- If a guest visits First Aid and presents in a manner that could be COVID related, we have dedicated the Hall C First Aid Room to isolate and evaluate the individual and plan for transport
- Add an additional, dedicated First Aid provider on event days to take care of ill guests leaving remaining providers to address other first aid needs
- On active event days, add additional holding rooms if demand becomes necessary



**PUBLIC CIRCULATION**

## COMMON AREAS & CONCOURSES

- Concourses will be one-way walkways to encourage physical distancing.
- Directional signage will be placed throughout concourse to assist with attendee flow
- *See 100 Level Floorplan Example Below:*



## PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days, to maintain and focus on the highest foot traffic restrooms
- Implementation of contactless restroom feedback system
- Add digital signage to control restroom capacity
- Overnight deep cleaning of all restrooms

## PASSENGER ELEVATORS

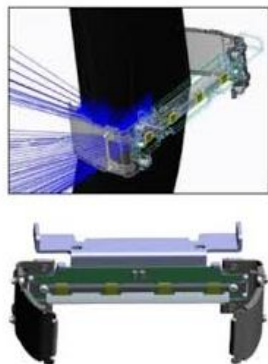
- Signage will be provided promoting physical distancing, elevator capacities, and hygiene reminders
- Contactless sanitizing stations will be provided outside of all elevators

## ESCALATORS

- Installation of KONE UV Light Sanitization apparatus to kill viruses

## 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



### 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.



# MEETING ROOMS & BALLROOMS

## CAPACITY

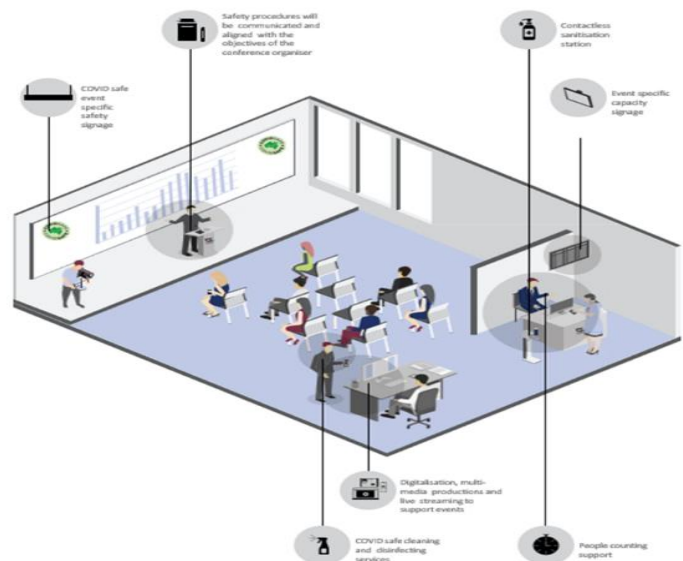
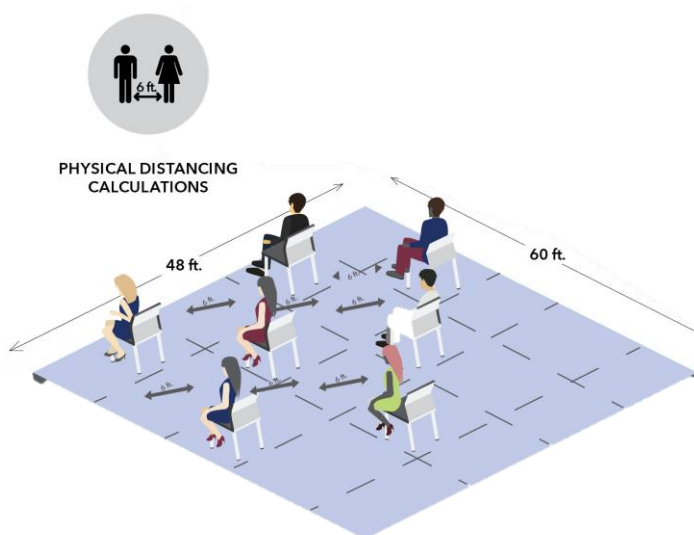
- Reduce capacity per room to adhere to physical distancing guidelines
- Customized capacity and floor plans provided by your production company or event manager that adhere to current CDC guidelines

## LAYOUTS

- Space furniture according to physical distancing guidelines
- Meeting room chairs will need to be set at 6' distance based on current CDC guidelines
- See examples on following pages as a guide

## ATTENDEE FLOW

- Hand sanitizers at strategic locations
- Create entrance doors and exit doors into each room
- Request customer to manage traffic flow inside of meeting room to adhere to physical distancing
- Suggest stagger start/end times to reduce congestion on concourses and in restrooms
- Provide ample time between sessions to allow for cleaning and straightening of chairs to maintain 6' distancing (more than standard 15 minutes)

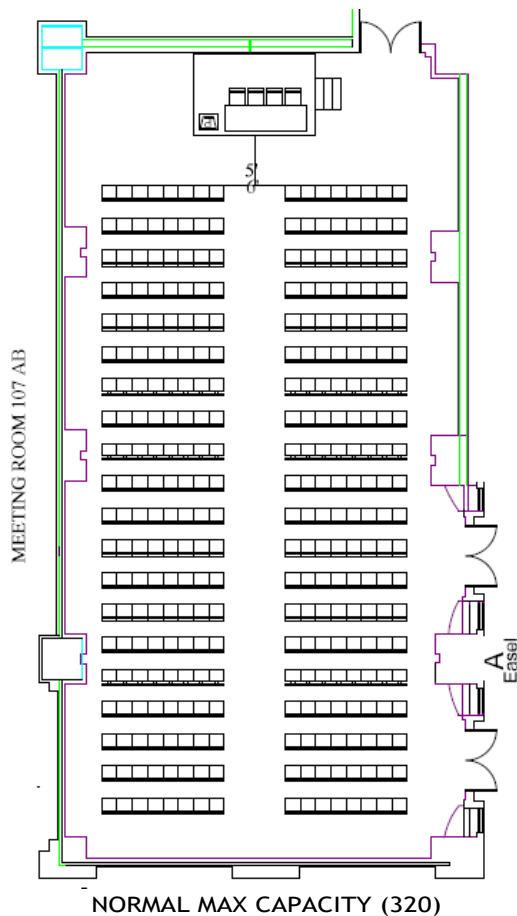


# MEETING ROOMS & BALLROOMS

## THEATER LAYOUT SAMPLE

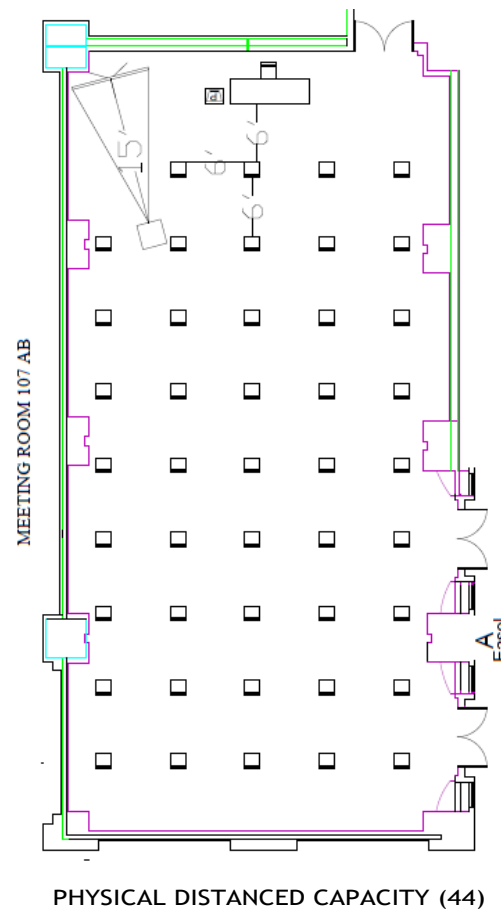
### STANDARD MEETING ROOMSETUP

- Minimum 4' center aisles
- Chairs are set on 36-inch centers, back-to-back, and are 18 ½" wide
- Chairs must be locked together
- Maximum 14 chairs across per row and up to 24 rows deep before a cross aisle is required



### PHYSICAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- No chairs ganged together
- 6' spacing between chairs
- Based on current CDC guidelines



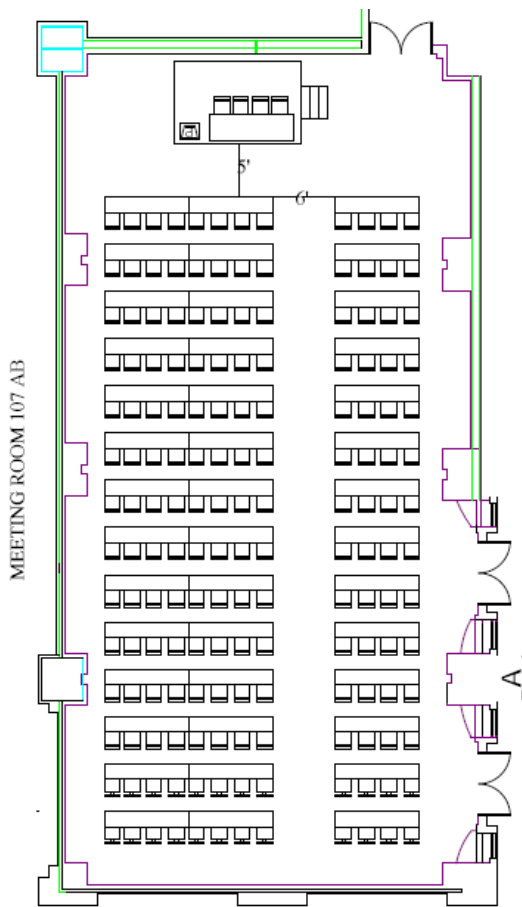
\*All physical distancing floorplans and associated capacities are estimates and meant to be used as a guide.

# MEETING ROOMS & BALLROOMS

## CLASSROOM LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

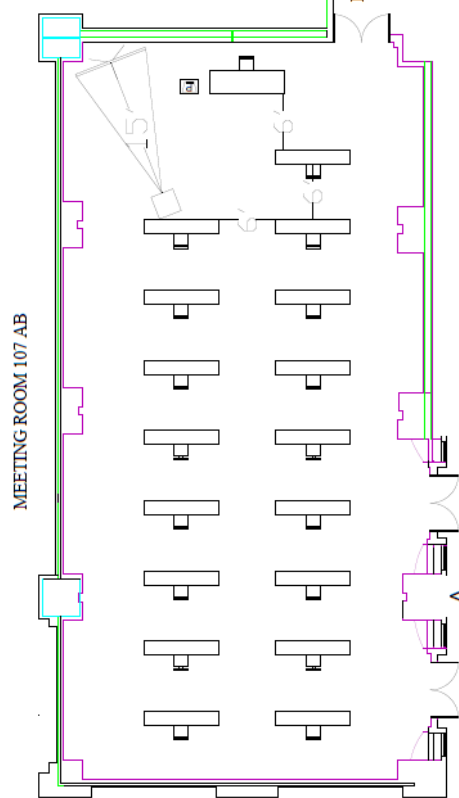
- Minimum 4' center aisle
- 3 per table, with maximum of 4 tables set together
- 4'6" spacing between tables



NORMAL MAX CAPACITY (168)

### PHYSICAL DISTANCED MEETING ROOM SETUP

- Minimum 6' center aisle with 6' spacing between tables
- 1 chair set per table
- 2 chairs can be placed on ends of 8' table w/ additional space between tables
- Based on current CDC guidelines



PHYSICAL DISTANCED CAPACITY (17)

\*All physical distancing floorplans and associated capacities are estimates and meant to be used as a guide.

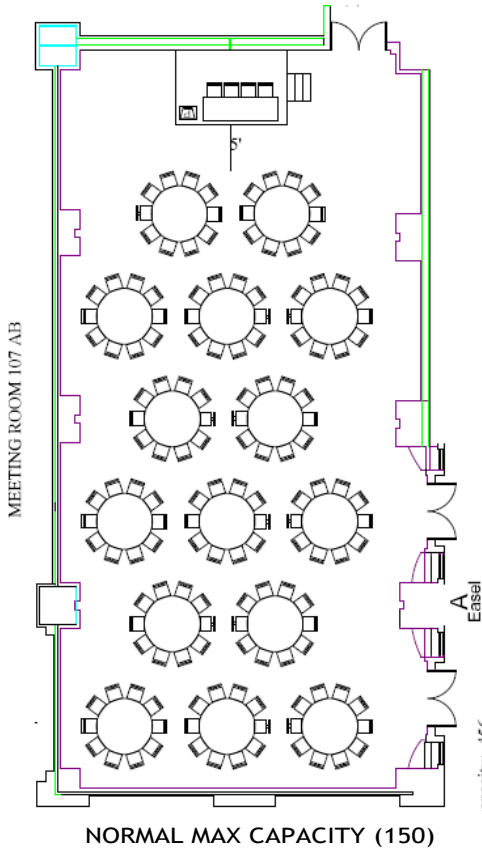


# MEETING ROOMS & BALLROOMS

## BANQUET LAYOUT SAMPLE

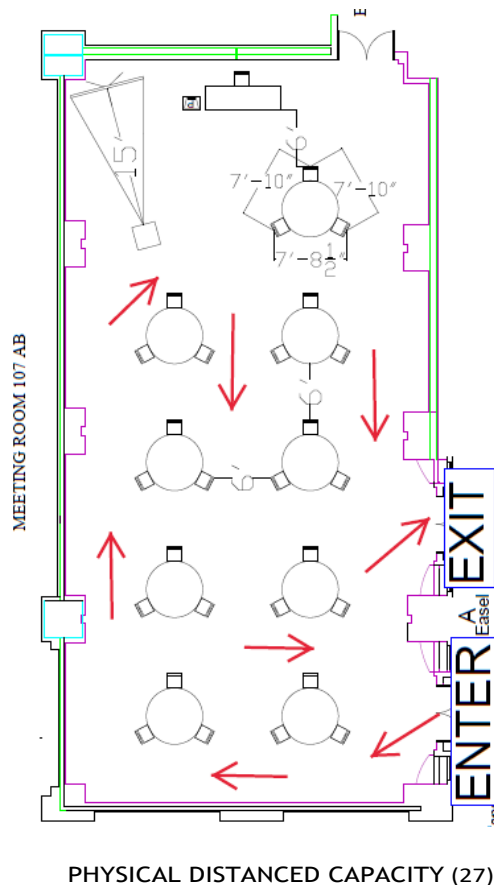
### STANDARD MEETING ROOM SETUP

- Standard is to set round tables on 11-foot centers (11) feet from table center to table center (*approx. 5' between rounds*)
- Cross aisles required for certain Food and Beverage functions
- 72" round - max 12 chairs
- 60" round - max 10 chairs



### PHYSICAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- 3 chairs per rounds
- 6' spacing between rounds
- Directional Arrows drawn in to provide example of guest flow
- Based on current CDC guidelines



\*All physical distancing floorplans and associated capacities are estimates and meant to be used as a guide.

# EXHIBIT HALLS

## MANAGING CAPACITY

- Utilize counting and controlled entrance area
- Encourage appointments with exhibitors to manage timing and flow more effectively
- Suggest time slots across the event days
- Show organizer should work closely with the PCC in determining capacity

## LAYOUTS

- Exhibit layout to adhere to physical distancing guidelines
- Wider Aisles (10' Minimum); Wider Cross-Aisles
- Buffer space in between booths if no protective barrier is present
- Recommend no aisle carpet to allow for enhanced cleaning/sanitation
- Number of exhibitors permitted in booth limited by physical distance per square foot
- Eliminate or limit in-booth giveaways

## ATTENDEE FLOW

- Show management to supply exhibit hall entrance and exit traffic plan.
- Suggest one-direction/one-way aisles for Entry and Exit.
- Aisles must be clearly marked and easily identifiable for attendees to assist with traffic flow

## EXHIBIT BOOTHS

- Establish booth density numbers
- Ensure exhibitors and attendees can maintain 6' of distance from each other
- Establish one-way traffic flow with marked entrances and exit
- Include dividers in areas where people will be in close contact
- Contactless alternatives to physical engagement, collateral materials and giveaways
- PPE (staff masks, shields, gloves, etc.)
- Distribute hand sanitizer dispensers throughout the area
- Implement contactless payment systems.
- Signage to promote health and safety best practices
- Cleaning of spaces and surfaces prior to, during and at the conclusion of each show day
- Temporary structures and exhibits (décor). Sanitation procedures may vary based on type of materials (hard surfaces, fabric, vinyl, or metal). Size and schedule of crew may need to be adjusted to ensure physical distancing.

# EXHIBIT HALLS

## CONTRACTORS

- Dedicated labor entrance and exit
- Labor Check in stations with 6' queue separations and floor markings
- Incorporate Health Screenings & Temperature Checks
- Provide PPE (gloves, masks, sanitizers readily available) for workers
- Daily safety briefings each morning
- Encourage show workers to wear a lanyard with hand sanitizer attached
- Limit number of workers riding in a cart, no sitting side-by-side
- General service contractors to submit enhanced protocols to Contractor Services 90 days prior to move-in.

## MATERIAL HANDLING

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e. forklift)
- If equipment is shared, it must be disinfected between use
- 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

# CONCESSIONS & 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 or sanitizer touch pads at entrance and around service areas

## NO SELF-SERVICE BUFFET STYLE

- 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 on page 21***

# PROTECTING OUR WORKFORCE


The most important assets for Pennsylvania Convention Center are the people who work here every day. Producing some of the largest events in the United States requires a highly trained workforce. This section of the plan outlines how employees will be re-introduced to the workplace.

## FOLLOWING BEST PRACTICES

Pennsylvania Convention Center and ASM Global is closely monitoring government policy changes from WHO, CDC, PAPH, PPH 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, Pennsylvania Convention Center 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>

- 

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

**Ensure your cleaning staff** has access to the right cleaning supplies
- 

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

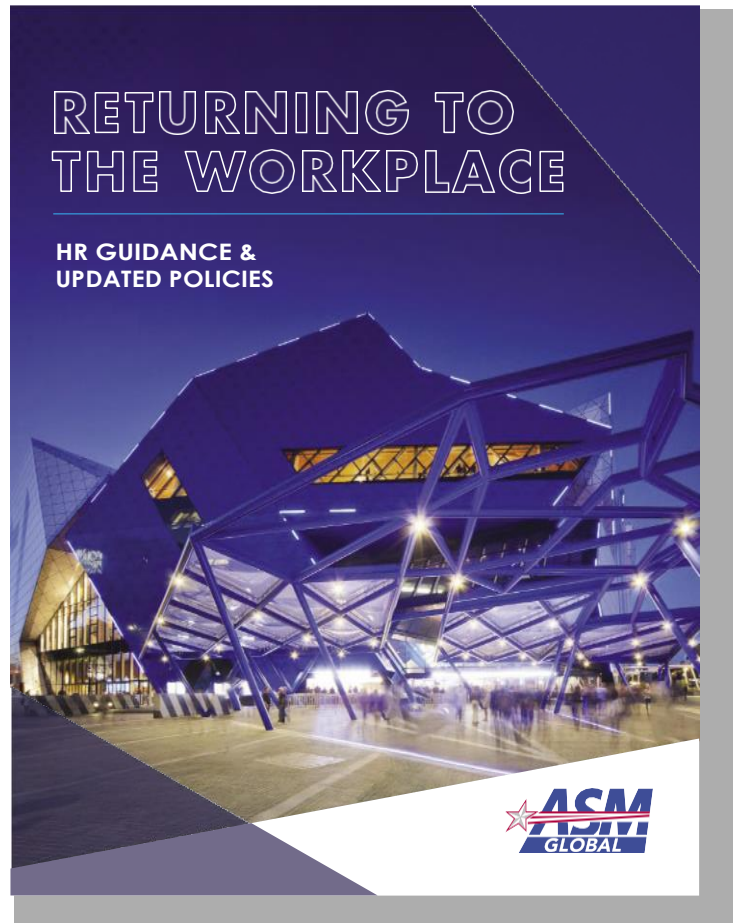
Go to the CDC website for the most up to date information on COVID-19.

1, 2 CDC 2020 Best Cleaning, Water, Clean, High Potency disinfectants (https://www.cdc.gov/media/releases/2020/s0519-cleaning.html)



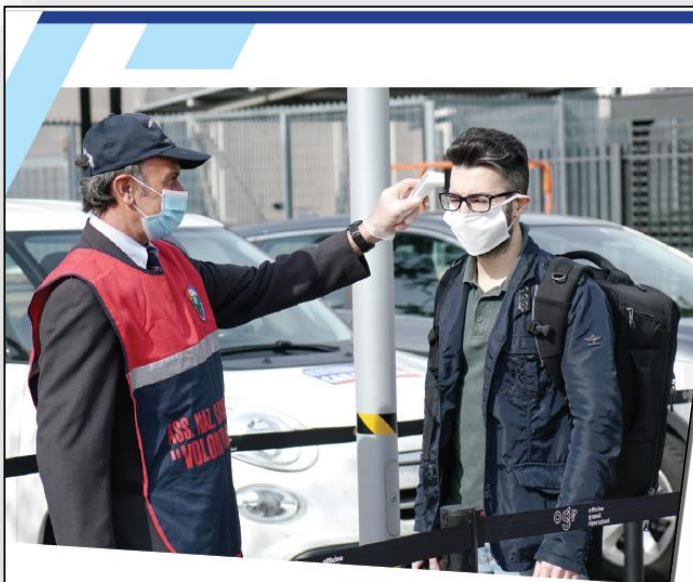
# RETURNING OUR WORKFORCE

- Phased re-introduction of team members
- New policies and procedures around bringing team members back to work
- Temporary flexible work arrangements
- Work from home
- Flexible work hours
- Considerations for at-risk team members
- Modified PTO policies
- Personal Leave of Absence Policy
- Temporary Relaxed Attendance Policy
- Health Questionnaires & Temperature Screening



# HEALTH QUESTIONNAIRE & TEMPERATURE SCREENING

- Team members should be reminded regularly that their health and the health of those around them is an important responsibility.
- Team members will fill out the Health Questionnaire weekly upon arrival. The results are confidential and will be submitted to HR.
- Team members will be temperature checked with a contactless thermometer weekly upon arrival.
- Any team member not feeling well will be asked to go home immediately and follow the current self-quarantine CDC guidelines.



## EMPLOYEE HEALTH QUESTIONNAIRE

ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?

☐ None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

☐ Fever (>100.4°F), chills, or sweating

☐ Difficulty breathing

☐ Cough

☐ Sudden loss of taste and/or smell

☐ Sore throat

☐ Aching throughout the body

☐ Vomiting or Diarrhea

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

☐ None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

☐ Fever (>100.4°F), chills, or sweating

☐ Difficulty breathing

☐ Cough

☐ Sudden loss of taste and/or smell

☐ Sore throat

☐ Aching throughout the body

☐ Vomiting or Diarrhea

ARE YOU TAKING MEDICATION FOR THE ABOVE SYMPTOMS?

☐ Yes

☐ No

IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?

☐ None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

☐ Fever (>100.4°F), chills, or sweating

☐ Difficulty breathing

☐ Cough

☐ Sudden loss of taste and/or smell

☐ Sore throat

☐ Aching throughout the body

☐ Vomiting or Diarrhea

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

☐ Yes

☐ No

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

ONE OF THE FOLLOWING

☐ I live with someone who has COVID-19

☐ I've had close contact with someone who has COVID-19

☐ I've been near someone who has COVID-19

☐ I've not had exposure

PRINTED NAME \_\_\_\_\_

SIGNATURE & DATE \_\_\_\_\_

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

**Pennsylvania Convention Center**  
 PHILADELPHIA  
 AN ASM MANAGED FACILITY

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

# EXPOSURE POLICY

With the CDC's Guidance in mind, below is ASM Global's direction on the following Team Member scenarios for the Pennsylvania Convention Center:

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

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

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

If the Team Member becomes symptomatic but DOES NOT get tested or they DO get tested and the **results are negative**, they need to immediately notify the HRBP and the employee cannot return to work until the 14-day quarantine period has exhausted

**AND**

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

**AND**

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

**AND**

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

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

# EXPOSURE POLICY

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

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

- *Team Member should be advised that they should stay home.*
- *The local HRBP and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.*
- *Ask Team Member to self-quarantine until test results are received on the 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 Business Partner (HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.*
- *Team Member must immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted and they follow the detailed CDC guidelines outlined above based upon their specific circumstances*

# RESTRICTED SITE ACCESS DURING STAY-AT-HOME ORDER

## ONGOING POLICIES UNTIL FURTHER NOTICE

- Per PA guidelines, all non-essential employees were ordered to shelter in place while working from home starting March 21, 2020.
- Facility access is restricted to only employees with essential functions.
- All Pennsylvania Convention Center/ASM Global employees were instructed 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.
- As of June 26, 2020, it is anticipated that the City of Philadelphia and the Pennsylvania Convention Center will enter the green phase on July 3, 2020. The green phase envisages an encouragement of staff continuing to work from home, but it is not listed as a requirement. The Pennsylvania Convention Center currently contemplates a slow, gradual return to the workplace by facility staff beginning shortly after entering the green phase.

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.





# 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 social 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 social 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.



SAMPLE SIGNAGE

# 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, Pennsylvania Convention Center will implement the following to reduce touchpoints, when possible:

#### LIGHT/POWER SWITCHES:

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

#### DOORS:

- Affix doors in an open position.

#### 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

#### KITCHEN AREAS

- 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

# **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 suspend face-to-face shift changes



# EDUCATION & TRAINING

Education and training programs will be implemented to communicate updated protocols for the following groups:

## FACILITY STAFF

- All team members will be provided initial onsite training based on the Venue Shield Returning to the Workplace guideline.
- Small group training will happen onsite before officially returning to individual workspaces. Team members will receive and review the Returning to the Workplace Guideline document and will receive applicable PPE and proper instruction on use of the provided equipment.
- A mechanism for team feedback will be provided and the ongoing training will be designed and evaluated based on the feedback and observations yielding from the initial live training.
- Ongoing COVID-19 safe training will be provided via the Litmos KMS allowing for individual learning, online documentation of training and periodic review/updates.
- Training will be reinforced via back of house messaging/signage and ongoing MS Teams reminders.

## LABOR PARTNERS

- All labor partners carrying out works for and within the facility will be provided detailed health and safety communications and training material related to COVID-19 safety protocols. All partners will have to confirm receipt of the training materials and will be monitored by the applicable supervising departments for compliance. Back of house messaging/signage will be in place to reinforce the protocols and expectations.

## EVENT ORGANIZERS

- All event organizers will be provided detailed COVID-19 safe training material addressing updated health and safety procedures, confirmation of staff and labor partners training and venue adherence to the most current guidelines (CDC, WHO, local and state governments).

# LABOR CHECK-IN

## BUILDING ENTRY AND EXIT PROCEDURES

- Follow all COVID-19 safety protocols
- Utilization of pre-screening protocols
- Designated single point of entry and exit for labor
- Labor check in stations with 6' queue separations and floor markings
- Update signage to include reminders on a safe working environment
- Install additional locations for larger events with a higher number of workers to help with physical distancing
- Suggest staggered start times for large labor calls to assist with meal and break times



# TECHNOLOGY & EQUIPMENT

- As Pennsylvania Convention Center continues to operate with physical distancing protocols, the need to increase technology to promote virtual and hybrid sessions will increase.
- New and improved ways to promote contactless technologies for events
- Equipment that provides added safety and security for visitors will be needed

## TECHNOLOGY CAPABILITIES

- Pennsylvania Convention Center is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options
- Support of virtual events - if there is a call for presenters/performers to be on site and to be onstage in front of an exclusively or primarily virtual audience, our internet circuits are sufficiently able to support these needs from a data and connectivity perspective
- The ability to deploy more access points to accommodate physical distancing

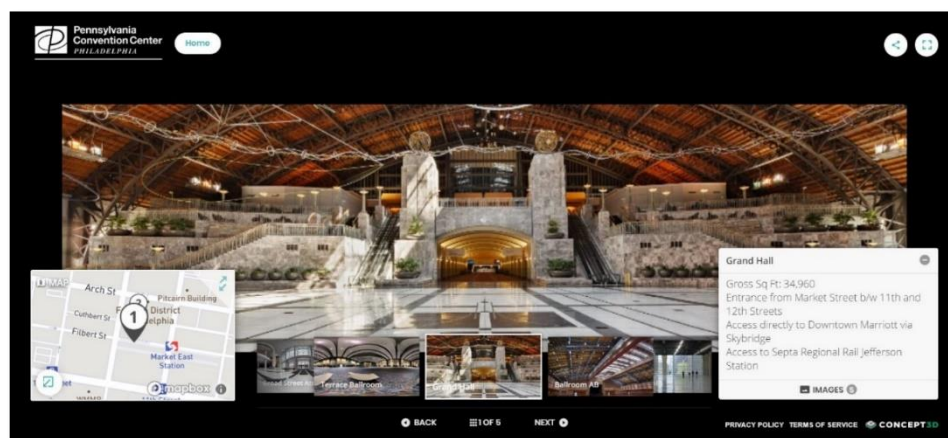


## Huddle Rooms

- A Huddle room is a small and private meeting area, typically seating 3-6 people and equipped with **teleconferencing** and **collaboration** technologies.
- Huddle rooms save money. They are much less expensive to outfit than large conference rooms and they also can take advantage of spaces that are too small to serve any other useful purpose.
- We plan to have 3 such rooms, each completely outfitted with computers, large monitors and audio and video systems for ease of use.
- The rooms will accommodate up to 6 people.

## Virtual Tour

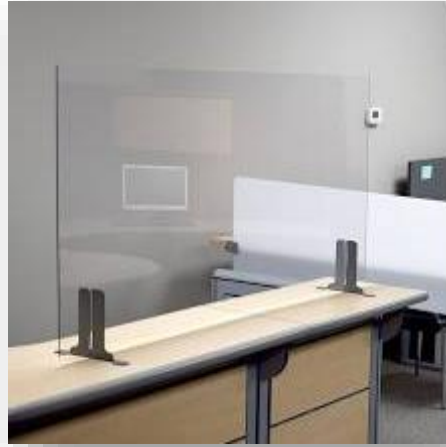
- The virtual tour will provide both static and 360-degree images, floorplans and examples of setups and events.
- If customer travel is not optimal, this comprehensive virtual tour of our facility will showcase all meetings spaces and concourses.
- Our engaging virtual tour allows for a “You Are Here” experience for customers providing the ability to see the building as their attendees would see it.
- It is a key element in our competitive advantage.
- The virtual tour can be self-guided, or the Sales/Events Manager can guide a customer through and answer specific questions much like an in-person site visit.
- The Sales or Events Manager may invite other departments to the Tour along with the customer and provide as close to an in-person experience as possible.
- Virtual site visits will assist with a contactless planning experience.
- The tour will have a mechanism to send an email to sales, with specific information about the space being viewed.
- Sales can send links to rooms and spaces within the building to facilitate additional conversation.



## Meeting Room AV

- Devices to allow a presenter to wirelessly connect their own device to the monitor or screen. This eliminates the need to touch cables, common computers, or to insert USB drives
- Microphones will have disposable covers. Each evening, the microphone covers will be sanitized.
- Complimentary hardwired internet in room where PCC Event technology provides webcasting/web-conferencing services.
- Have webcams and other necessary equipment to make a session a webcast room as needed

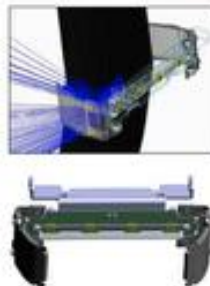
# PHYSICAL EQUIPMENT



Examples of physical signage, stanchions, and acrylic guard that Pennsylvania Convention Center will deploy.

## BUILDING SYSTEMS & HVAC TECHNOLOGY

- Air quality improvements include:
  - Increasing building outside air intake/air exchange rates during occupied event hours
  - Advanced plasma air purification technology for larger spaces and UV fixtures for smaller spaces is being installed.
- Escalator handrails sterilized using UV-light technology



## TECHNOLOGY GAINING POPULARITY

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



Robotics to  
reduce cost and  
lower social  
interaction



Contactless  
Feedback



Contactless  
Technologies to  
reduce high-  
touch surfaces



Digital  
Occupancy  
signage for  
restrooms



# 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. Relevant information will be added under the COVID -19 webpage as well as the applicable section on the website that pertain to the updated information.
- On site messaging to reinforce physical distancing and promote proper hygiene
- An effective ongoing public awareness plan will instill confidence that the Pennsylvania Convention Center is a safe place to do business.

## MEDIA

- Issue a press release for the announcement of the Center in pursuit of the GBAC facility accreditation.
- Issue a press release with post COVID-19 protocols and set up media interviews for in depth coverage on new operating framework.

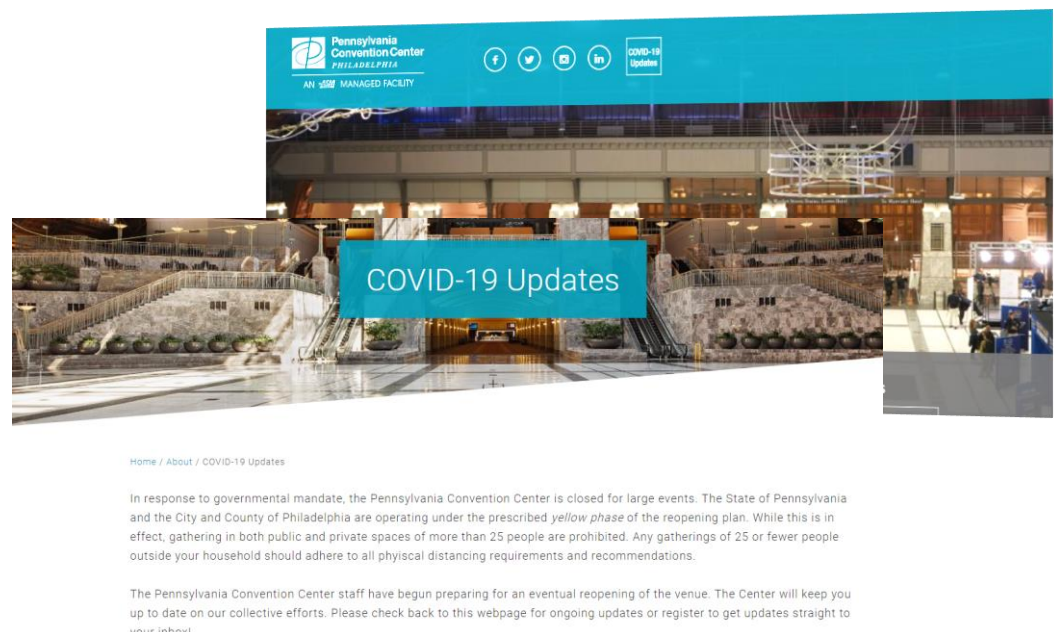
## INTERNAL ASSETS

- Utilize all social media channels, website, email and building signage to assist with awareness of the re-imaging protocols.

## PARTNERS

- Collaborate with partners, including PHL CVB, GPHA, and VISIT PHILLY, to share re-imaging protocols post COVID-19.

Examples of COVID-19 related communication on the Pennsylvania Convention Center website, social and email to customers.



# SAMPLE MESSAGING



## SAFE Restart - Employee Checklist

### WELCOME BACK

- Review all new safety posters to keep you and guests safe
- Take notice of barriers or directional markings
- Participate in all safety meetings and pre-service huddles
- Talk to your manager if you have questions



### BE HEALTHY



- Wearing masks or coverings is acceptable
- Ask your manager about mask usage at your site



- Frequently wash hands with soap & water
- Avoid touching your face with unwashed hands
- Never touch Ready-to-Eat foods with bare hands



- Take your temperature before coming to work
- Stay home if you're sick or have these symptoms: cough, short of breath, fever, chills, muscle pain, headache, sore throat, new loss of taste or smell



### BE SAFE



- Read product labels before use - follow instructions
- Know the hazards for all cleaning products
- Clean and sanitize surfaces often - wear proper PPE



- Maintain at least 6 feet between you & others
- Be mindful of all social distancing practices
- Follow posted signs and directional markings



### BE WELL



- If changes are unclear - speak with your manager
- If you are stressed, confused, or angry, please call the confidential, toll-free, 24/7 Employee Assistance Program (EAP) at: +1 (888) 636-6717



**SCAN ME**

- Another way to call the EAP is to scan this QR code via the Camera App on your smartphone

(Be sure to enable "Scan QR Codes" in Settings)



Take care of your mind & body - Eat well, exercise, and get plenty of rest!


05/14/20

SAFE

# SAMPLE MESSAGING


## What is COVID-19?

### A Guide for Facility Managers




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


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




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




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



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




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




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


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



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



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



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

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

1,2. CDC 2020 Press Conference, White, Chen, Hahn, Peters, et al. and International Health Protection Unit. Accessed March 12, 2020.



# SAMPLE MESSAGING

## 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.



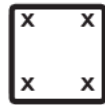
## SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



- 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.



## 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 attending tradeshow and conventions 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 re-opening 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 social 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 our enhanced operational protocols