

Together AGAIN!



SPECTRA



DUKE ENERGY CONVENTION CENTER REOPENING PLAN



Duke Energy Convention Center
Cincinnati

EXECUTIVE SUMMARY

The COVID-19 pandemic has generated a multitude of unique daily challenges, which has required all of us to create new ways of doing business. We are now seeing signs of optimism, with businesses reopening under Governor Mike DeWine's Responsible RestartOhio plan. This gives the Duke Energy Convention Center the opportunity to host events following specific guidelines, keeping our doors open and our employees working.

As the first facility in the State to receive a Global Biorisk Advisory Council (GBAC) STAR accreditation, the Center is fully committed to hosting events with the highest safety measures for our guests and our employees.

Leadership at the Center created a local Reopening Task Force, with guidance from Spectra's COVID-19 Reopening document and industry best practices. Spearheaded by leaders in operations, events, security, sales and marketing, audio visual, telecommunications and food services, the team has deployed a holistic reopening strategy to guide staff and clients to successfully host events.

Our goal is simple: reopen the DECC with a safe, legally responsible operation that guarantees a healthy experience for our staff, our clients and our guests.

"Together Again!" will address initial plans about specific preparations, and how we will maintain and operate our venue safely. Our final operating standards will follow all local, state, federal and Centers for Disease Control (CDC) guidelines, incorporating all individual venue needs and constraints. Through increased venue cleaning and sanitizing, guidance on social distancing, and training our employees as champions of the new policies and procedures, the plan is intended to help mitigate employee and guest exposure to COVID-19, as well as educate and communicate with the public as they reacclimate to public gatherings.

Spectra is committed to restoring the live entertainment and convention industry as a cornerstone of economic development. Spectra's suggestions are based on guidance available from the Centers for Disease Control (CDC), government and health officials, industry associations and other renowned resources in the event industry. The circumstances are fluid and these suggestions may change over time; however, Spectra and the Duke Energy Convention Center will closely monitor government policy changes, mandates, and public health advancements, and will continue to communicate important adjustments regarding venue-wide protocols and procedures as necessary or appropriate.

Meetings mean business, and our business supports hotels, restaurants, retail and economic stability for the City. We look forward to being Together AGAIN!



Ric Booth
General Manager
Spectra Venue Management
Duke Energy Convention Center



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ADMINISTRATION

Spectra Venue Management and partners of the Duke Energy Convention Center (DECC) have put together the following plan to resume business during COVID-19. The safety and well-being of our employees, partners, and guests is our top priority. Keeping social distancing and updated cleaning protocols in mind, this plan outlines overall venue operations and focuses on both internal and external customers.

As we receive updates and further guidance from local, state and national health officials and agencies, we will actively adjust our response and take all necessary steps and precautions to make sure our staff, partners and guests are safe.

Employees

The DECC maintains a blended work environment with the minimal active staff. Work from home with on-line access is an option as well as in-person work at the Center. Building maintenance, deep cleaning and regular office processes continue to function. As we begin hosting meetings and events, more staff will return to the office. Upon their return, all staff will be informed of our updated procedures and be required to attend training of new protocols.

Daily Health Assessments

Staff currently working on-site must perform a self-health assessment prior to reporting for work. If an employee is ill, they will stay home after following the proper call-out procedure. When arriving on-site, staff will need to sign/acknowledge they are not showing COVID-19 symptoms and are fit to work at the check-in location on the dock. If staff are showing symptoms, they will be asked to leave and must notify their supervisor immediately.

In addition to a self-health assessment and acknowledgement of showing no symptoms, Spectra employees, temporary staff and contractors are required to have their temperature checked upon entering the facility. **See Appendix A-Temperature Screening Policy.*

Confirmed Positive Case of COVID-19

Spectra has established a procedure and standards for navigating through an employee testing positive for Covid-19. **See Appendix B- Responding to a Positive COVID-19 Test-Employee*

Staff Entrances

Staff entrances will be designated to reduce traffic and maintain social distance. Hourly staff will continue to enter/exit through Sixth Street console entrance. Salaried staff will enter/exit through the Sixth and Plum Street skywalk entrance. Time clocks have been altered to use a personnel swipe card rather than a digital thumbprint.



ADMINISTRATION

Decorators, Contractors, Temporary Staff

Decorators, delivery teams, and installation crews will be required to wear a face mask and practice social distancing while on-site. The expectation is each person will have their own mask, either a personal one or one issued by their employer. Routine contracted vendors will be required to follow the protocols included in the mandatory staff reopening orientation.

- Decorators/Contractors
 - ESCA check-in will be set-up in the console foyer with a sign-in form to include: Name, name of company, radio #, and badge #. Badges will be available on the table with radios in chargers as well. Hand sanitizer and disinfecting supplies will be available with signage instructing that they sanitize a radio when they return it.
 - During show move-in when there are multiple workers/contractors, a remote ESCA sign-in will be set up on the dock at a designated location of move-in for that show.
- Temp Staff
 - Temp staff will sign-in at the console foyer prior to be buzzed up to the 2nd floor. The department for which they are reporting, will send an employee to escort them from the 2nd floor landing at the top of the stairwell.
 - For events that have a large number of temp staff, we can utilize the dock for a remote sign-in location; specifically, when there are multiple agencies or number of staff reporting at the same time.

Personal Protective Equipment (PPE)

Staff will be required to wear a face mask while on property. **See Appendix C-Workplace Face Covering Requirement.* Staff will be provided the appropriate PPE based on their scheduled tasks for each shift.

Social Distancing

All staff will maintain at least a six-foot (6') distance from other staff. Physical barriers have been added to work areas where necessary. Floors have been marked in offices, near cubicles and at time clock locations indicating social distancing.

Additionally, chairs have been removed from shared spaces such as the Admin Kitchen and Employee Breakroom. Pending the number of staff working, a satellite break room will be set up to maintain social distancing.

Shared Kitchen Areas and Break Rooms (including refrigerators in offices)

- Community refrigerators for staff food should be emptied each night by staff.
- No shared condiments.
- Staff will bring food and beverage items from home and store in their locker or personal work area when possible. If food is ordered, staff must meet delivery driver outside of facility for pickup.
- Coffee Pot touch-points will be disinfected by each user, prior to use and when finished brewing.
- No shared food items are allowed to be left out for self-serving.
- Housekeeping will continue sanitizing high-touch points in these areas, but all staff are asked to help with sanitizing touch points as appliances are used. Cleaning supplies have been made available in these locations.

ADMINISTRATION

Sanitizing Administration Offices

- Each staff member has received a personal bottle of PathoCide to sanitize their own desk daily. Paper towels have been placed in common areas near each workstation. Any workstations that are shared will be disinfected between users by each user.
- Signage has been posted and phone calls forwarded to another staff member during receptionist lunch break to reduce the number of users at one work station.
- Operations will wipe down the touch screen of copiers during their routine cleaning. Hand sanitizer stand has been added to each Copier area. Hands can be cleaned immediately after use.

Internal Meetings

Internal staff and committee meetings will take place in a meeting space conducive to social distancing. If meeting space is not available, staff will utilize Microsoft Teams to conduct meetings from their desk. In addition, Covid-19 compliant Maximum Occupancy signage will be posted in each meeting area.

Operations Department

The DECC Operations Department Manual has been updated to include new department procedures for staff; taking into consideration social distancing, PPE, equipment/machines, and routine cleaning. **See Appendix D-Operations Department Manual*



VENUE OPERATIONS

DECC has identified General Manager, Ric Booth, as the compliance officer who will ensure that the requirements of all *Director Orders* are followed. Additionally, the DECC has formed a sub-committee that will help to enforce the requirements. The sub-committee consists of the Reopening Task Force team, Event Managers, Guest Services Managers, Operations Managers and Food and Beverage Managers; covering all areas of service in the public space and during the event.

Additionally, the DECC will require the licensee/client to designate a compliance officer for their contracted space to assist with enforcement of social distancing with their guests per the Order(s).

A variety of methods will be used to enforce social distancing. Methods to include, but not limited to, floor markings, portable stanchions, plexiglass barriers, added signage, additional staff to maintain proper distancing, traffic flow identification and room capacity and floor plan adjustments.

Managing Entry/Exit

The DECC has always managed entry and exit to the venue through closure of the building during non-event hours. Visitors during non-event hours will be by appointment only. Security will notify staff when visitors arrive. Visit will take place in a space large enough to maintain social distancing.

During event hours, security posts will be increased from our previous requirements at the discretion of Security and Event Managers. Guards will be placed in high traffic “intersections” to help reduce cross traffic between events when hosting multiple groups.

Event Managers will work with clients to provide event identification to their attendees on the front end via mail or email. This will also be beneficial to easily direct guests in the direction of their event spaces.

Another effort to reduce cross traffic is to designate entry/exit doors to *each* event if there are multiple bookings at the discretion of a logistical team decision between Event and Security Managers.

Event Entry/Exit recommendations include:

- DECC will examine (case by case dependent on event bookings) the possibility of splitting the venue into quadrants or halves. In this scenario, guests would enter through doors in their quadrant or their half that includes direct access to their event location(s). The use of additional staff and bike racks could restrict guests to their area and not allow them to travel to other areas of the concourse/venue. Each zone would need to include restrooms, and concession stands to service guests in their area. Due to physical layout, this type of arrangement may not work for all event bookings.
- DECC will recommend that guests be queued in exterior areas prior to the doors opening and will use bicycle racks, increased staff, stanchions and pavement markings to reinforce social distancing. DECC Security staff would be positioned to control the flow of guests entering the venue and reinforce the distance between their party and the next.
- Based on event attendance, we will use every other door in the entry bank to create more distance.



VENUE OPERATIONS

Event Entry/Exit recommendations include (cont'd):

- Clients to consider printing on “tickets” a time the guest should arrive, where they should park, and what entrance they should use. The goal is to equally distribute the number of guests per entrance, minimize foot traffic, and lessen the potential for guests to congregate.
- Guest queue lines will have floor decals every six (6) feet to mark social distancing.
- Show Move-In / Exhibitor Access:
 - Exhibitors will only be permitted through the dock entrance if they are in a vehicle and need to unload. Remaining exhibitors, vendors or booth staff would need to enter at 5th & Elm and/or 2 North. Client will be required to pay for this Security during the hours of move-in. This would also be applicable on show days when exhibitors have earlier or late access. For exhibitors that enter at the dock, there will be a “satellite” check-in area located on the dock, outside of their designated hall. In an instance when a show is moving in to all 3 halls, a dock guard will be required at each of the roll-up doors.

Facial Coverings

All employees, clients, and guests of the DECC must wear a cloth/fabric face covering (mask) at all times, except for one of the reasons stated in the Director’s Order for Facial Coverings throughout the State of Ohio, signed July 23, 2020, or as it may thereafter be amended.

Performers are not required to wear facial coverings during performances, but otherwise are subject to the same facial covering requirements as employees, clients, and guests. Nothing in this Order prohibits a performer from wearing a facial covering while performing if it is practical to do so.

The only exceptions to facial coverings requirement are the reasons stated in the Director’s Order for Facial Coverings throughout the State of Ohio, signed July 23, 2020, or as it may thereafter be amended. The Order’s exceptions include, but are not limited to: 1. The individual is under 10 years of age; 2. The individual has a medical condition, including respiratory conditions that restrict breathing, mental health conditions, or disabilities that contraindicate the wearing of a facial covering; 3. The individual is communicating or seeking to communicate with someone who is hearing-impaired or has another disability, where the ability to see the mouth is essential for communication; 4. The individual is seated and actively consuming food and beverage or 5. Facial coverings are prohibited by law or regulation; or 6. The individual is actively participating in broadcast communications.

Written justification will be provided to local health officials, upon request, explaining why employees, clients or guests are not wearing facial coverings.

Temperature Checks

Spectra employees, temporary staff and contractors will be required to have their temperature checked upon entering the facility. If the client/licensee would like to implement temperature checks for their event attendees, the DECC will work with our health partner and provider, Tri-Health. Temperature checks will be conducted at all designated entrances by trained personnel for the event at the expense of the client/licensee.



VENUE OPERATIONS

Signage

Signage will be placed in all areas throughout the front and back of house informing employees and guests of our standards and protocols, and reminders to social distance and follow safe standards. We will use our digital signage system, branded print signs, and floor decals to display messaging, and will update as needed based on events and guidelines. Signage indicating maximum capacity for each event space will also be posted at the entry of each meeting room and ballroom. **See Appendix E-Sample Signage*

Following the Director's Order, clients will be responsible for providing signage within their contracted space. Branded signage packages can be developed with the client for specific events.

Concourse Management and Traffic Movement

The DECC will work with show management to establish a guest traffic flow plan for before, during, and after each event to encourage the use of social distancing. We will encourage all guests to utilize this plan by establishing and posting guidelines and using physical barriers, signs, and staff to support. Once guests have passed through security/registration screening, our team will reduce concourse/lobby congestion and encourage guests to separate as much as possible. We will redirect traffic flow to decrease the likelihood of face-to-face contact among guests with the suggestions below:

- Two options for traffic movement to be considered for the concourse to reduce the amount of face-to-face interaction between guest and guest, and guest and staff. Each method will require designated signage, floor markings with directional arrows, and increased staff to enforce.
- One-way concourse with directional signage and staff to enforce the direction. As guests enter the concourse either by entering the DECC, or exiting our event spaces (the exhibit hall, meeting room, ballroom), or visiting concession stands or restrooms, they would then be placed in the same direction circular traffic flow to avoid face-to-face contact with others.
- As concourse width allows, we will activate separate directional lanes that would be divided by a buffer zone in the middle. Crossover and turnaround areas would be created to access certain areas.

Elevators and Escalators

Signage will be placed outside of each elevator identifying the passenger capacity. The number of people in an elevator will be limited to (2) two or more if the group are family members, traveling together.

During events, we will consider establishing:

- Social distancing queue management for waiting passengers.
- Elevator attendants to manage flow, discourage over-crowding of elevator carriages, operate the buttons, and regularly sanitize surfaces.

Escalators will have specific signage showing social distancing recommendations between parties. Additional staffing may also be utilized to enforce using every third step.

Restrooms

In an effort to reduce touch-points, doors that can be propped open without a perceived invasion of privacy will be propped open. The DECC toilets, urinals, roll-towel dispensers, and sink faucets are touch-less. Urinals and sinks will be closed in a manner to support social distancing efforts.



VENUE OPERATIONS

Water Fountains

Water fountains will be closed in a manner to support social distancing. In some areas, touchless water fountains are available.

Ticket Offices and Coat Check:

Tabletop plexiglass will be installed to create a barrier between staff and attendees.

Handling Sick/Symptomatic Attendees

Any person with symptoms consistent with COVID-19 will be instructed to return home (at point of entry) or taken to a dedicated isolation area pre-determined by the client/licensee, and as required by the DECC.

In collaboration with our health provider and partner, Tri-Health, the following plan will be executed during an event:

- If an attendee exhibiting symptoms notifies the client/licensee
 - Attendee will be directed to the dedicated isolation room.
 - Client will contact the Event Manager on duty
 - Event Manager will contact Tri-Health to conduct a temperature screen and health assessment
 - If Tri-Health is not on-site, attendee will be advised to go home and seek medical attention
 - DECC Security will complete an incident report
 - Illness related incident report to include attendee contact information as well as having the attendee provide an account of where they were in the building throughout the day
 - ANY attendee who has notified DECC or show management prior to leaving the property, must complete an incident report with DECC Security
 - Any sick/symptomatic attendee exhibiting symptoms will then be instructed to return home and seek medical attention
- If an attendee exhibiting symptoms notifies Tri-Health
 - Tri-Health will conduct a temperature screen and health assessment
 - Tri-Health will contact the Event Manager on duty
 - Event Manager will notify client/licensee
 - Tri-Health will complete an incident report
 - DECC Security will complete an incident report
 - Illness related incident report to include attendee contact information as well as having the attendee provide an account of where they were in the building throughout the day
 - ANY attendee who has notified DECC or show management prior to leaving the property, must complete an incident report with DECC Security
 - Any sick/symptomatic attendee exhibiting symptoms will then be instructed to return home and seek medical attention
- In all cases of an attendee exhibiting symptoms, the local health department will be notified by Assistant General Manager, Linda Jensen.



VENUE OPERATIONS

- The DECC will cooperate with the local health department regarding contact tracing.
 - The DECC will encourage all clients/licensees to keep a record of all attendees or establish a communication protocol for attendees to better assist in contact tracing efforts.
 - If necessary, the DECC can activate Visitor Tracking within our event booking software. This will allow attendees to complete a self-health assessment prior to arriving on-site, and information will be stored for a period of time determined by local and state guidelines.



PLANNING EVENTS

The DECC Sales and Events team will take a consultative approach for events currently booked, and new clients prospecting the DECC for future business. Discussions will take place regarding local, state and national guidelines considering social distancing and cleaning protocols. Our internal Licensee Checklist has been updated to include this information.

A Marketing and Communications plan will be implemented to inform and communicate our health and safety protocols with our clients and attendees. The DECC website, social media channels and email marketing campaigns will be used to inform clients and attendees of what to expect prior to arriving on-site. The Marketing department will also work with each client to create messaging for their communication efforts.

Ingress and Egress

There are several elements the DECC Events team will consider regarding both ingress and egress from the meeting room to the concourse/lobby spaces to encourage guests to practice social distancing. We'll work with each client/licensee to implement the following protocols:

- Designated entry and exit for individual meeting spaces.
- Clients to consider printing on “*tickets*” a time the guest should arrive and what entrance they should use. The goal is to equally distribute the number of guests per entrance, minimize foot traffic, and lessen the potential for guests to congregate.
- Guest queue lines will have floor decals every six (6) feet to mark social distancing.
- Making aisles one-way for ingress and egress.
- Control egress from meeting space with phased dismissal of attendees; this will also control egress from the building to the parking lot.

Ticket Takers and/or Badge Checkers:

Clients should consider opening doors more than 2-hours earlier, if possible, to maintain crowd control and allow an extended time for entry and social distancing in the concourse area.

- Having multiple doors open for ticket/badge checking (with 1 guard per door and every-other-door is an entry / exit point)
- When a ticketed event is the only one in the building, consider placing ticket / badge checkers at all main entrances (paid by the client) rather than at the door of the event itself. (i.e. 2 North, 5th & Elm)
- If space allows, conduct ticket / badge check in an area further away from entry (for example, Halls B&C could have badge checkers further east of the 5th Street concourse and then granted entry to a designated area behind stanchions, etc.
- Floor clearly marked with social distancing for queue lines



PLANNING EVENTS

Room Capacities

With 750,000 square feet of space, the DECC is prepared to host events successfully following the Director's Orders. Below is a proposed capacity chart to host events safely following the requirements of the Responsible RestartOhio plan. A chart of our pre-COVID occupancy capacity limits also been provided. *See *Appendix F-Capacity Chart*

During COVID-19			
Room	Square Feet	Consumer, Trade Show & Retail-40% Occupancy	Meetings & Special Events-25% Occupancy
Exhibit Hall ABC	195,320	4,980	3,130
Meeting Rooms (North, South, West)	44,341	1,920	1,200
Junior Ballrooms	17,326	730	450
Grand Ballrooms	39,985	1,820	1,125
*Pre-COVID occupancy numbers can be found in Addendum			

**Center includes additional 450,000 square feet not included in these calculations

Seating and event layout will be designed per social distancing guidelines. Subject to show management input, the following is recommended for their event:

- Theater Seating
 - Single Chair with 6' on each side and front to back
 - Or in self-identified groups
 - 12' Aisles
- Classroom Seating
 - (1) Seat per 6' or 8' table
 - Tables are set 8' from the table in front of it
 - 12' Aisles
- Hollow Square and U-Shape
 - (1) Seat per 6' or 8' table



PLANNING EVENTS

- Exhibits
 - 12' – 15' aisles
 - Each aisle with 2-way traffic (preferred). Show Management to provide some type of barrier and directional signage (i.e. 3' pipe & drape or tape line down the center of each aisle with arrows indicating direction for each side)
 - 8' Pipe & Drape between each Booth
 - Larger booth footprint, if possible – allowing for patrons to step into the booth and out of aisles
- Banquet Seating
 - Rounds of 4-6 using a 72" Round
 - Rounds of 8-10 (for F&B events only, following Responsible RestartOhio guidance for Restaurants & Bars)
 - Rounds set on a minimum of 14' centers
- Receptions
 - Please contact your Event Manager for solutions that will meet the CDC and local guidelines for seating at events.
 - No unrestricted receptions, allowing free-flow of guests will be acceptable.
- For all event sets:
 - First row of seating will be set a minimum of 12' from presenters and/or performers.
 - We suggest bare tables for shared surfaces in meeting spaces; this will allow for sanitization during breaks and/or between sessions. If linens are desired, we suggest they are a one-time use.
 - AV Tech Areas will be set at least 4' from guest seating areas with 3' P&D
- *Sporting events will follow the requirements of the Director's Order for Youth, Collegiate, Amateur, Club and Professional Sports*
- *Consumer shows will follow the requirements of the Director's Order for Consumer, Retail, Services and Entertainment*
 - *Timed tickets with an allotted time between sessions will be encouraged. This will allow for social distancing and cleaning and sanitization between sessions.*
 - *Designated entry and exits will be determined to keep patrons separated in between sessions.*



PLANNING EVENTS

Working with Third Party Partners

In addition to taking into consideration DECC venue logistics, Event Managers will be in touch with all third-party partners for each event to communicate our standard operating procedures and work with their company's protocols when creating diagrams.

Each partner will be required to submit to the DECC Event Manager their company protocols regarding health and safety, and must be in accordance with the CDC, local, and state guidelines. **See Appendix G-Sample Partner Plan*

Plans should include the following:

- Social Distancing Protocol
- Cleaning and Sanitization of Equipment Protocol
- Employee/Staff Health Assessment Protocol
- Service Desk Protocol (for Decorators where applicable)



CLEANING PROTOCOLS

The DECC was the first in the Ohio Region to obtain the GBAC STAR™ Accreditation. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, Duke Energy Convention Center has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facility.

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

"GBAC STAR™ accreditation empowers facility owners and managers to assure workers, customers and key stakeholders that they have proven systems in place to maintain clean and healthy environments," said GBAC Executive Director Patricia Olinger. "By taking this important step to pursue GBAC STAR, Duke Energy Convention Center has received third-party validation that it follows strict protocols for bio risk situations, thereby demonstrating its preparedness and commitment to operating safely."

For more on the GBAC STAR™ accreditation, [click here](#).

Cleaning Protocols

Housekeeping will maintain our standard of frequently cleaning high touch-point areas using the building owned PathoSans unit that manufactures PathoCide, a disinfectant with EPA recognized efficacy claims against various viruses, such as COVID-19. High touch-point areas include door handles, elevator buttons, escalator handrails, light switches, fixture handles, exterior door access buttons, countertops and common workstations, employee break room tables and appliances, water fountains, and vending machine buttons and dispenser doors.

Based on event flow and use of event space(s), time-specific sanitizing tasks will be added to the Housekeeping Plan for each day. Cleaning checklists will also be maintained by staff and made available on request.

Hand sanitizer is available to facility staff and guests. The Operations Department will coordinate the installation and distribution of mounted hand sanitizer units, mobile units and individual bottles of hand sanitizer throughout the front and back of house.

Wall mounted units will be placed near high touch point areas including the security console, time clock locations, administration office, and employee break rooms. Mobile units will be placed in event spaces utilized, guest services guard locations, information booth, vending machines, and the Café. Individual sanitizer will be made available on the public accessible side of the Concession stands.



CLEANING PROTOCOLS

The DECC has invested in handheld luminometers and electrostatic sprayers. **The addition of luminometers will allow us to measure levels of cleanliness through swab testing units and blacklight technology.**

Research is underway regarding software capabilities and how cleanliness test results can be communicated to stakeholders. Third party testing will be conducted at random by PathoSans. The electrostatic sprayers will be utilized to disinfect nonporous surfaces before and after events. Mid-event use of electrostatic sprayers will be scheduled during the event planning process.

Restrooms

Based on event flow, dedicated restroom attendants will be scheduled to disinfect high-touch points and service restrooms.



FOOD SERVICES & HOSPITALITY

The following plan has been created based on guidelines set forth by local, state, federal officials and agencies, the Center for Disease Control (CDC) and support and recommendations from Spectra and industry organizations. It is intended to be flexible and is subject to change as we work towards a Responsible RestartOhio. The Spectra Food Services and Hospitality team at the DECC will follow all protocols as listed in the Restaurants, Bars, and Banquet & Catering Facilities/Services Responsible RestartOhio plan.

At Duke Energy Convention Center, all Fulltime Spectra Management and Culinary team are Serv Safe certified.

Operational Procedures for Reopening

- Training for all staff, communication, teamwork and checklists are mandatory for each F&B staff member.
- Social Distancing, including guests in line and self-service stations.
- Employees entering the facility will be screened based on the DECC policies at the security entrance on floor one. Employees must also sign in and out here as well.
- Spectra employees will be issued and must wear clean face coverings (worn at all times) and disposable gloves.
- Spectra employees will pick up and wear a freshly cleaned apron each day.
- Spectra will provide written instructions and training for proper cleaning and laundering procedures for employee uniforms.
- Strong and frequent cleaning and sanitation procedures.
- Spectra will provide stanchions, directional signage, line control tape and sneeze guards between guests and cashiers.
- Spectra will provide portable hand washing units for all bars and carts

Banquet and Catering Operations

- After screening, management will require each employee to attend a pre-shift huddle with appropriate supervisor/captain to review safety and sanitation guidelines as well as PPE and uniform expectations.
- Management will schedule employees based on sales and customer guarantees with segregation of duties to prevent the potential spread of bacteria and viruses.
- Management will provide a full sanitation list to each employee prior to each event.
- Hand sanitizer stations will be placed at all entrances as well as heavily frequented locations.
- Masks, gloves and sanitizer will be available to each employee.
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.



FOOD SERVICES & HOSPITALITY

Banquet and Catering Bars

- Hand washing stations to be placed at all bars.
- Bartenders to wear gloves at all times.
- Bars to include a minimum of one cashier and one bartender when cash or tickets are used
- Credit card and cash options available however, we will work to increase cashless options
- Sanitizer to be located on all bar fronts for guests to wipe credit card and/or hands.
- Bar tops to be cleaned every 15 minutes during the events.
- Use disposables when possible, napkins and stir sticks available upon request.
- Work with Sales to sell canned beer when possible, and train bartenders to watch the guest open the container
- All unused glasses will be washed at the completion of each event.
- All wine and liquor bottles should be sanitized after each event for storage
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.

Catering Plated Meal Protocols

- 72" round tables will be set for a maximum of eight guests
- All tables will be set six feet apart from chair backs.
- The following items should not be preset on tables including salt and pepper shakers, sugar caddies, condiments, salad dressings or bread baskets.
- Clients will be asked not to put event items on tables or chairs. Sales to work on options to ensure guests receive necessary information
- Rolled silverware, bottled water or iced water with paper covered top, covered salads with individual dressings, covered entrees, bread/butter and desserts will be served.
- Coffee/ Hot Tea service will be offered upon request.
- No bussing station or trashcans will be visible or in guest areas. All dishes and silverware will be taken immediately to the breakdown station in back of house service areas.
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.



FOOD SERVICES & HOSPITALITY

Catering Buffet Protocols

- 72" round tables will be set for a maximum of eight guests
- There should be no items preset on guest tables including salt and pepper shakers, centerpieces, sugar caddies, condiments, and food items.
- All buffets must be single sided and served by Spectra staff.
- Serving utensils will be changed out every 30 minutes.
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and servers.
- Hand sanitizer should be present at all buffet stations.
- Include signage stating precautions that are being taken for guest and staff safety.
- Captain or banquet manager should coordinate to call tables to buffets to avoid mass congregation.
- Buffet items will be properly distanced to reduce congestion. If possible, prepackaged meals will be served from queue lines.
- Pre rolled silverware/plastic ware and beverages to be handed last on buffet.
- Prepackaged dessert to be served upon clearing of entrée.
- No bussing station or trashcans will be visible or in guest areas. All dishes and silverware will be taken immediately to the breakdown station in back of house service areas.

Receptions Protocols

- All receptions will be served with individual portions for appetizers (passed or stations)
- F&B Sales team to work with clients to ensure the proper amount of stations and items served to ensure success of each event with proper social distancing.
- F&B Sales team to encourage use of disposable individual portion vessels
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and Spectra staff.
- Location of receptions along with handwashing areas for guests will be considered when booking each event.

Coffee/Beverage, Snack Break Protocols

- Beverage stations will be single service items pre-wrapped in tamper-resistant packaging set up with service staff handing out items.
- Time limits for breaks will be adjusted and charged for appropriately
- Coffee stations will be set-up barista style with service staff pouring a cup of coffee and providing guest with a napkin and stir stick. Single portion coffee creamer and sugar should be provided by service staff.
- Staff will not fill guest-provided coffee cups.
- All pastry, trail mix and snacks etc. will be prepackaged and served by Spectra staff
- Signage listing the additional precautions that are being taken for guest and staff safety will be posted
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.



FOOD SERVICES & HOSPITALITY

Concessions Protocols

- Employees entering the facility will be screened based on DECC standards at security location on floor one.
- Spectra employees will be issued and wear clean face coverings (worn at all times), pick up and wear a freshly cleaned apron and disposable gloves.
- Spectra will provide written instruction and training for proper cleaning and laundering procedures for employee uniforms.
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.
- Concessions to include at least one cashier and food server to line or cart (segregated duties).
- Cash/POS stands and cashiers will be spaced six (6) feet apart, and six (6) feet from guests or as revised distances are provided by CDC/PHAC or other local, state, federal, or city orders.
- All items that guests might personally touch, such as coffee additives, drinkware, condiment packs, pre-packaged cutlery, individually wrapped straws, etc. will be removed and handed out as needed.
- Menus will be streamlined to promote a quick turn-around time and keep guest lines moving. Management will schedule employees based on sales and customer guarantees with segregation of duties to prevent the potential spread of bacteria and viruses.
- All self-serve items will be moved to the back counter to reduce touch points before they are handed to guests.
- All food options to be served in closed containers.
- All portable concession stands/carts/bars will have handwashing stations.

Concessions Bars

- Hand washing stations to be placed at all bars.
- Bartenders to wear gloves at all times.
- Bars to include a minimum of one cashier and one bartender (segregated duties).
- Credit card and cash options available, however working towards being cashless.
- Sanitizer to be located on all bar fronts for guests to wipe credit card and/or hands.
- Bar tops to be cleaned every 15 minutes during the events.
- Use disposable when possible, napkins and stir sticks available upon request.
- Spectra will provide stanchions, directional signs, line control tape, sneeze guards, and adequate barriers between guests and cashiers.
- Bartenders retrained to not open canned beer, however, to watch for the guest to open



APPENDIX A
TEMPERATURE SCREENING POLICY



SPECTRA

Temperature Screening Policy: Duke Energy Convention Center

Date Issued: June 26, 2020

Effective Date: July 1, 2020

PURPOSE: To ensure that all persons entering the Duke Energy Convention Center for purposes other than attending an event at the venue are temperature screened to prevent the spread of COVID-19.

1. PARTIES:

- a. All persons entering the Duke Energy Convention Center, except persons who are there for the sole purpose of attending a ticketed or non-ticketed event, must “pass” a temperature screening.
- b. This includes, without limitation, Spectra’s employees, staff and crew of promoters or event-holders, and the staff of any contractors performing services at the venue (e.g. employees of any cleaning or security company).
- c. If there is union labor at the Duke Energy Convention Center, the terms of the Temperature Screening Policy for the venue should be discussed with, and if required by the union agreement, approved by, the union.

2. Scope and logistics of the screening process

- a. Persons conducting the screening
 1. Use of a third-party healthcare provider is preferred.
 2. If a third-party healthcare provider is not available or the use of one is not economically feasible, the Duke Energy Convention Center’s in-house or contracted security personnel will conduct the screening.
 3. Screeners (Security Staff) must be trained on the screening process and its confidentiality, safety, and decision-making components.
 - i. This training will be conducted by the Security Manager and/or Security Supervisor.

- ii. Training should include, at a minimum, a thorough review of the Temperature Screening Policy, information about how to use the thermometer, and safety protocol.
- iii. The trainer should document that the training was conducted, who was trained, and date of training.

b. Type of thermometer

A no-contact infrared thermometer will be utilized.

c. Screening location(s)

1. The Duke Energy Convention Center will have two (2) designated screening locations.
 - i. The 6th Street, ground level entry near Security - should be utilized by all non-exempt, contractors/temp staff, and crew where applicable.
 - ii. The 6th Street, 2nd level entry near the Administration Offices - should be utilized by all exempt employees.
2. If multiple employees are arriving simultaneously, a que line will be established at each entry point, and maintain social distancing of 6 feet apart while waiting. This social distancing requirement will be enforced by the DECC Security staff.
3. Signage will be posted advising this policy and with directions for correct entry by staff department/type.

d. Screening Process

1. Staff should wait in line while practicing safe social distancing of 6 feet apart and understanding this may be outside the building. (screenings will take place in a climate-controlled environment)
 - i. 6th Street, ground level entry persons will have their temperature taken inside the building, directly outside the Security console.
 - ii. 6th Street, 2nd level entry persons will have their temperature taken in the Administration Office lobby.
 - iii. A sign-in sheet will be available at the non-exempt staff entrance to clock-in/sign-in, as non-exempt employees must be compensated for time spent waiting in line and being screened.
 - iv. Only one (1) person will be permitted in the screening area, at one time. Screening should be conducted in private and cannot be seen by others.

- v. Individual departments may consider whether it needs to stagger start times due to a large number of persons arriving to be screened at one time, how many screening locations and screeners are available, and what will happen if a screener is late or does not report.
- 2. Upon entry, employee will be asked, and must declare that they have been asymptomatic of any COVID-19 symptoms, or been in contact with anyone who has tested positive for COVID-19.
- 3. Screener will take staff temperature using a non-contact thermometer.
 - i. Persons who pass the screening will be given a wristband indicating the check-in/screening process was completed successfully, and will be permitted to enter the DECC.
 - ii. Persons who do not pass the screening should be moved to a waiting area to await a second test. This area should be private, such that those in line cannot see who is waiting.
 - i. 6th Street, ground level entry staff would wait in the Security break room
 - ii. 6th Street, 2nd level entry staff would wait in the Front Conference Room

3. Safety Protocol

- a. Screeners must be provided with appropriate personal protective equipment (“PPE”), which includes gloves, a face mask (or shield/goggles if requested)
- b. Screeners must “pass” a screen themselves before entering the Duke Energy Convention Center and beginning a shift. The screener can screen himself/herself.
 - 1. Upon arrival, the screener should wash his/her hands with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol.
 - 2. Next, the screener should put on a facemask, eye protection (goggles or a face shield that fully covers the front and sides of the face, if preferred), and a single pair of disposable gloves.
 - i. If a non-contact thermometer is used and the screener does not have physical contact with an individual, the screener does not need to change gloves between screens.
 - ii. The thermometer should be cleaned and disinfected in accordance with the manufacturer’s instructions and, at a minimum, each time it comes in contact with a person.

Posting the Symptom & Travel Policy

- a. Copies of the Symptom & Travel Policy (which is attached to this Policy as Attachment A) must be printed in large type and posted in prominent locations in and around the queuing area.
- b. Copies of the Symptom & Travel Policy should be on-hand for anyone who would like to take a copy home.
- c. The Symptom & Travel Policy must be distributed in advance to employees of the Duke Energy Convention Center, Temporary Staffing Agencies that we work with.

4. Admitting/denying entry to the venue

a. Fevers

1. The screener must take the temperature of the person.
2. If the thermometer indicates no fever, the person shall be permitted to enter the venue.
 - i. A temperature of 100.4° F or higher will be considered a fever.
If the thermometer indicates that the person has a fever, that person will be sent to the designated “waiting area”
 - ii. After waiting at least 10 minutes, the person’s temperature will be taken again.
 - iii. If the second attempt indicates no fever, the person shall be permitted to enter the venue.
 - iv. If the second attempt also indicates a fever, the person should be sent home immediately and advised to seek medical attention.
 - v. The person should also be advised to immediately notify his/her supervisor that he/she has been sent home.
 - vi. After sending the person home, all areas the person may have touched or been present in before being screened and during the screening process should be thoroughly cleaned.

b. Refusal to participate.

1. Any person who refuses to undergo a temperature screen will be denied entry to the DECC, and should be advised to immediately notify his/her supervisor that he/she has been sent home

5. Documenting results of screenings

If a person is sent home because he/she refused to undergo a screening or had a fever, the DECC will document that the person was sent home and indicate the reason.

1. This documentation should be done by the screener in a log, an example of which is on Attachment B to this Policy (“Results Log”).

2. Only those persons sent home must be logged in the Results Log.

All Results Logs must be kept confidential and in a secure location.

- i. If the person sent home is not a Spectra employee, a copy of applicable Results Log should be submitted to the employer of the person and Spectra's copy should be kept confidential and in the HR Manager's office.
- ii. If the person sent home is a Spectra employee, the Results Log should not be kept in the employee's personnel file, but rather in a separate, secure location in the HR Manager's office, where confidentiality is assured.

6. Returning to work

1. Any Spectra employee sent home because of a fever, must be provided written notice of:
 - a. When he/she will be permitted to return to work and what procedures will apply for such return; and
 - b. Whether he/she will be allowed to work remotely, or if that's not possible, whether he/she will be placed on paid or unpaid leave during this time.
 - c. This notice should be sent to him/her within 24 hours of being sent home.
 - d. No person sent home because of a fever will be admitted to the DECC until:
 - i. The person certifies in writing that (A) he/she is fever free and has been completely symptom free for at least 3 days, achieved without medication, and (B) at least 10 days have passed since the later of the onset of any symptoms or a positive COVID-19 TEST;
or
 - ii. The person provides documentation from a medical provider confirming that he/she can return to work, that he/she had a negative test for COVID-19, and that any lingering symptoms, if applicable, are not the result of a contagious illness.

7. COMMUNICATE THE POLICY TO EMPLOYEES & CONTRACTORS


- a. The Duke Energy Convention Center will inform Spectra employees and contractors in writing about the Temperature Screening Policy before the policy takes effect.
- b. The policy should also be posted at the entrances to the venue where screening will occur.
- c. At the Private Screening Area, a specific notice will be posted that says: "BODY TEMPERATURES COLLECTED HERE. IT IS OUR GOAL TO MAINTAIN A SAFE WORK ENVIRONMENT FOR ALL. THANK YOU FOR YOUR COOPERATION."

ATTACHMENT A

**TO REDUCE THE SPREAD OF COVID-19, DO NOT ENTER
THE DUKE ENERGY CONVENTION CENTER IF:**

- In the last 14 days, you tested positive for COVID-19;
- In the last 14 days, you were in close contact (i.e. within 6ft for a prolonged period of time) with someone who tested positive for COVID-19 or someone who is currently awaiting a COVID-19 test result;
- In the last 14 days, you experienced symptoms of COVID-19 or other respiratory illness, such as fever, cough, shortness of breath, new loss of taste or smell, or persistent pain or pressure in your chest; and/or
- Government mandates require that you be in quarantine right now because of recent international or domestic travel.

APPENDIX B
RESPONDING TO A POSITIVE COVID TEST-EMPLOYEES

 SPECTRA Responding to a Positive COVID-19 Test COVID19 GUIDELINES FOR MANAGEMENT			
Subject Responding to Positive COVID-19 Test or Employee Experiencing Symptoms of COVID-19	Document No. HR-COV-013	Effective Date 06.02.2020	Page 28 of 41
Key Topic Health, Safety & Security – COVID-19	Supersedes N/A	Last Updated	Approved By William Hughston

I. PURPOSE

To provide Spectra managers with meaningful guidelines for responding to employees who have tested positive for, or otherwise experience symptoms of COVID-19.

II. GUIDELINES

For however long the global coronavirus (COVID-19) crisis lasts, Spectra managers may have to grapple with what to do when an employee tests positive for, or otherwise is experiencing symptoms of, the virus. This policy is intended to establish a procedure and standards for navigating through this scenario.

Managers should complete the following steps in sequential order.

1. Express Empathy to the Affected Employee

- a. Show humanity since this will be an upsetting time for the employee.
- b. Let them express their feelings.

2. Advise Affected Employee to Self-Quarantine

- a. Inform the employee that, in accordance with guidelines issued by the Center for Disease Control ("CDC"), he or she should self-quarantine for at least 14 days (subject to Sections 7(b) and (c) below).
- b. If the employee is still working in the worksite, have them leave immediately. In any event, prohibit the employee from coming to their worksite's physical location during the 14- day period.
- c. Alert the employee that they may use available leave time, including emergency paid sick leave (if applicable). Consult with HR / Benefits regarding employee's leave eligibility.
 - i. Please be aware that because Spectra has over 500 employees, emergency paid family and medical leave under the Families First Coronavirus Response Act (FFCRA) does not apply.

- d. Inform the employee that they may work remotely if their symptoms do not prevent them from doing so and if telework is an option for their position.

3. Act Quickly with respect to Others in the Workplace

- a. Ask the affected employee who in the workplace they have been in close contact with in the past 14 days. The CDC defines "close contact" as a person that has been within six feet of the affected employee for a prolonged period of time.
- b. Notify coworkers, vendors and third parties with whom the affected employee may have come in close contact in the past 14 days. Do NOT reveal the affected employee's identity.
- d. Advise those individuals that an (unidentified) employee at the facility has tested positive for COVID-19, or otherwise experienced symptoms consistent with COVID-19, and that they may wish to be tested for the virus.
 - i. You should convey the general location within the facility in which the affected employee worked, and when the positive test was obtained.
- e. Follow CDC and local health department guidance as to whether those individuals who have been in close contact with the affected employee should be prohibited from coming to the worksite's physical location **[See Exhibit "A" attached hereto for CDC Guidelines as of June 1, 2020]**. If the CDC and/or health department guidance recommends that those individuals not enter the worksite, then they should be told not to report to the worksite and encouraged to be tested as soon as possible.
- f. Preferably, tests should be administered at a site offering "rapid results" so as to expedite the test results.

4. Keep Affected Individual's Identity Confidential

- a. Inform close contacts of the affected employee's diagnosis without identifying the affected individual by name or other identifiable characteristics.
- b. Avoid references that would lead coworkers to guess the affected employees identify.

5. Arrange for Cleaning of the Affected Employee's Workspace and Common Areas

- a. Professionally clean and disinfect the individual's workspace thoroughly if the employee was working at the employer's physical location as opposed to remotely.
- b. Professionally clean and disinfect all areas at the worksite that the affected employee visited in the past 14 days, including common areas such as breakrooms, restrooms and elevators.
- c. To the extent other employees are in the workplace, instruct them to thoroughly clean and disinfect their personal work areas.
- d. Please refer to "Policy 10: Cleaning/Sanitizing" in the Reopening Resource Center for guidelines as to how to properly conduct and document cleaning done for this purpose.

6. Consult the Latest Guidance from the CDC and OSHA

- a. It is important to follow the most current guidance and recommendations from the CDC, your local health department and the Occupational Safety and Health Administration (OSHA). Be aware that their guidance may change during this crisis, so it is important to stay abreast of the latest guidance by visiting their websites frequently.
 - i. If you are unaware of the latest guidance from the CDC, OSHA and/or your local health department, consult with Risk Management / HR on the recommendations/protocols to follow.

7. Returning to Work

- a. Encourage the affected employee to consult a health care provider before returning to the worksite. However, the employee is not required to obtain a health care provider's note that it is safe to return to work.
- b. Subject to 7.c below, advise the affected employee that he or she may not return to work until one of the following 2 options has been satisfied:
 - i. Option 1: If, in consultation with a healthcare provider and local public health authorities knowledgeable about locally available testing resources, the employee **will not** have access to a test to determine if they are still contagious, the employee can return to the worksite after these three conditions have been met:
 - The employee has had no fever for at least 72 hours (that is, 3 full days of no fever without the use of medicine that reduces fevers)
AND
 - respiratory symptoms have improved (for example, cough or shortness of breath have improved)
AND
 - at least 10 days have passed since their symptoms first appeared
 - ii. Option 2: If, in consultation with a healthcare provider and local public health authorities knowledgeable about locally available testing resources, the employee **will** be tested to determine if the employee is still contagious, the employee can leave home after these three conditions have been met:
 - The employee no longer has a fever (without the use of medicine that reduces fevers)
AND
 - respiratory symptoms have improved (for example, cough or shortness of breath have improved)
AND
 - the employee received two negative tests in a row, at least 24 hours apart.
- c. If the employee tested positive for COVID-19 but did not have, and continues not to have, any symptoms, the employee may return to the worksite 10 days after the test; provided, however, if the employee has a weakened immune system, he or she may need to stay home longer and should consult with a physician.

Tips

- The COVID-19 situation is constantly changing, and guidance from federal agencies may shift over time. In addition to keeping up to date on CDC, OSHA and your local health department's guidance, employers should regularly consult the Equal Employment Opportunity Commission (EEOC) and the Department of Labor (DOL) websites throughout the course of this pandemic to ensure they are complying with the most updated guidelines from those agencies.
- Consider teleworking options whenever possible. Under OSHA, employers have a duty to provide a safe workplace and should err on the side of caution before allowing an individual who has tested positive for COVID-19 to return to work.
- Be aware that an employee who tests positive for, or otherwise is exhibiting symptoms of, COVID-19 may be entitled to some sort of reasonable accommodation under the Americans with Disabilities Act (ADA) if their reaction to COVID-19 is severe or complicates one or more preexisting health conditions or disabilities, provided such accommodation does not pose an undue hardship on the employer. However, the employer need not accommodate a return to work request if doing so would pose a direct threat to the safety of the individual's co-workers. If you are trying to determine if a reasonable accommodation must be made, contact HR or Legal for guidance.

Please consult with HR / Legal / Risk Management to ensure compliance with any applicable state and local laws.

EXHIBIT "A"

The following is CDC Guidance as of June 1, 2020 with respect to employees who have come into close contact with an employee who tested positive for COVID-19 Note this guidance may have changed since June 1, 2020. Please refer to the CDC website for changes/updates to this policy.

- Potentially exposed employees who **have** symptoms of COVID-19 should self-isolate and follow CDC recommended steps.
- Potentially exposed employees who **do not have** symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

All other employees should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their supervisor and stay home.

APPENDIX C
WORKPLACE FACE COVERING REQUIREMENT



Workplace Face Covering Requirement

To prevent the transmission of COVID-19, each employee is required to wear a face covering at work, except in certain limited circumstances listed below. Please note the following:

- Subject to supply limitations, Spectra will provide disposable face coverings for employees' daily use.
- While in use, the face covering must cover the employee's nose and mouth. **Employees may not alter their face coverings to reduce coverage of the face, such as by creating mouth or nose holes or reducing the size of the face covering. Employees may not wear the face covering in a manner that leaves the nose and/or mouth exposed.**
- Do not wear a face covering for more than one day. Properly dispose of the face covering after it is used.
- Employees may use their own face coverings, subject to their supervisor's approval. Personal face coverings must be at least as protective as the face coverings provided by Spectra. Employees are responsible for cleaning their personal face coverings in accordance with CDC guidelines. If an employee is not able to clean his/her face covering accordingly, he/she should use the disposable face covering provided by the venue.

An employee is not required to wear a face covering where:

- The face covering impedes the employee's vision or creates an unsafe condition in which to operate equipment or perform a task. In that case, the employee must maintain a distance of at least 6 feet from other people.
- The employee works alone in their own office seated at least six feet from the doorway. These employees must still wear a face covering or when they leave their individual office or invite a colleague into their office.
- Wearing a face covering poses a risk to the employee's health or the employee has trouble breathing. If this applies to you, please contact your manager or human resources to discuss potential accommodations.
- An employee objects to wearing a face covering for religious reasons. If this applies to you, please contact your manager or human resources to discuss potential accommodations.
- The employee is eating or drinking, provided he/she is situated at least six feet away from other people.
- The employee is unable to remove his/her face covering without assistance.
- The employee is performing job duties outdoors and expects to be able to maintain a distance of at least 6 feet from another person during the entire time he/she is performing those duties (e.g. mowing grass). The employee must carry the face covering with him/her and put it on if he/she comes within 6 feet of another person.

Face coverings are required at all other times for all employees. Additionally, employees should continue to practice social distancing even when wearing a face covering.

Some Spectra employees may work at a facility where Spectra's client is not requiring that all persons working at the facility wear face coverings. Even if the facility does not require workers to wear face coverings, it is Spectra's policy that all Spectra employees wear face coverings in accordance with this policy.

Thank you doing your part to keep the workplace safe.

APPENDIX D

OPERATIONS DEPARTMENT MANUAL

Social Distancing and New Procedures (Engineering)

All staff will maintain at least a six-foot (6') distance from other staff and guests.

- The following practices are currently in place and will continue until further notice:
 - **Engineering Tech Office:** No more than three (3) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.
 - **Sound Room / Old Engineering Tech Office:** No more than two (2) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.
 - **Uniform Cage:** One person may enter the cage at a time.
- When more staff begin returning to work, the following protocols will be activated:
 - **Engineering Tech Office (continued practice):** No more than three (3) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.
 - **Sound Room / Old Engineering Tech Office (continued practice):** No more than two (2) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.
 - **Uniform Cage (continued practice):** One person may enter the cage at a time.
- **Disinfecting Protocols:** The following will be practiced until further notice:
 - **Engineering Offices:**
 - Commonly shared equipment (ie, BAS computer keyboards and mice, workstation, lock boxes, printers, programmers) shall be disinfected between users.
 - Duty Engineer shall also provide a wipe down with PathoCide at the start of each shift and end of shift.
 - Do not spray PathoCide directly on equipment surfaces containing electronics or electrical circuits; spray on a cloth and wipe surfaces.
 - **Ladders:**
 - Ladders should be disinfected with PathoCide after each use.
 - Individuals using ladders should wear gloves.
 - **Lifts (One Man, Scissor, and Articulating)**
 - Each lift should be disinfected with PathoCide on common touch surfaces such as controls and rails before use each day and between operators.
 - Do not spray PathoCide directly on equipment surfaces containing electronics or electrical circuits; spray on a cloth and wipe surfaces.
 - Operators should wear gloves.

Social Distancing and New Procedures (Housekeeping & Set-Up)

All staff will maintain at least a six-foot (6') distance from other staff and guests as much as possible.

- The following practices are currently in place and will continue until further notice:
 - **Team Leader Office:** No more than three (3) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.
 - **Uniform Cage:** One person may enter the cage at a time.
- When more staff begin returning to work, the following protocols will be activated:
 - **Team Leader Office (continued practice):** No more than three (3) people allowed inside the office at one time. Anyone inside the office must maintain at least a 6' distance from each other.

- **Uniform Cage (continued practice):** One person may enter the cage at a time.
- **Shift Start Meetings:** Meetings will be conducted in areas that allow for appropriate physical distancing between employees.
 - Floor markings will be applied outside the Team Leader Office indicating how close employees can stand in proximity to each other.
 - If a larger space is needed for a shift meeting, temporary floor markings will be pre-applied to the WMR PFL or other available room that can accommodate the group.
 - Large crews will arrive at staggered start times (and leave at staggered end times) to minimize traffic volume back-of-house.
- **Daily Health Assessments:** Upon shift-start, Team Leaders will note if any team members appear visibly ill. Operations Management will be notified immediately if any staff member appears visibly ill, or reports a feeling of illness.
 - It will be the responsibility of each employee to conduct a self-evaluation prior to reporting for work. If an employee is ill, he/she should stay home after following the proper call-out procedure.
- **Supplies and Tools Access:** Staff are no longer to access supplies and tools en masse. At least 6' physical distance must be maintained at all times.
 - One (1) person can access yellow cans at a time – both outside the Team Leader Office and in satellite storage room by NMR 206.
 - Up to two (2) people can be at the Operations Lockers at the same time. If 6' distance cannot be maintained, staff must wait to access their locker.
 - One (1) person can access and enter the Set-Up Cage at a time.
 - One (1) person can be in a slop sink at once.
 - The Team Leader on duty will designate when supplies can be accessed in the basement.
 - The Team Leader on duty will be the only one to access supplies in the Blue Room and Laundry Room.
 - If Team Leader is not available, one (1) employee can be designated as the sole person to enter these spaces.
- **During a Typical Operations Shift:** Working in groups and as pairs will not be an option.
 - Housekeeping
 - Initially when events resume, staff will no longer be responsible for multiple tasks in their assigned area. Staff will be responsible for dedicated tasks in their assigned area(s):
 - **Restroom Attendant** – disinfecting high-touch points and service restrooms as immediate needs arise (i.e., refill products, clean spills, etc.).
 - Operations Manager has created a Restroom Cleaning Log for staff to use during each shift.
 - **Roaming Sanitizer** – disinfecting high-touch points in non-restroom areas in assigned zone(s). This position may be combined with the Restroom Attendant position if event flow is slow and manageable.
 - Operations Manager has created a Disinfecting Checklist for staff to use during each shift.
 - **General Housekeeping Team Member** – maintaining floor and trash cans. This position will be scheduled for the first events when the building reopens. If event flow is manageable, this position can be combined with Restroom Attendant and/or Roaming Sanitizer position.
 - Even if a male and a female are paired up to cover a specified zone, they must maintain at least 6' physical distance from each other.

- If help is needed, social distancing must be practiced. For example: if someone needs help removing a trash bag from a can, the employee requiring assistance must step at least 6' from the can so another employee can assist with removing the bag.
 - The majority of supplies will not be shared and staff will access only the supplies on their yellow can or inside a slop sink. If a supply is required to be shared, it should be sanitized with PathoCide:
 - The employee offering the supply should apply PathoCide to the touchable surface of the supply item.
 - The employee receiving the supply should also apply PathoCide to the touchable surface of the supply item.
 - The Housekeeping Planner will indicate how many people can access event spaces during time-sensitive refreshes. This number will be based on room size and what equipment is in the room.
- Set-Up
 - The Set Up Flip Chart will specifically list the number of team members that can work on each assigned task. This number will be based on room size.
 - Historically, the team worked as one group. Simultaneous tasks will be listed on the Flip Chart to break up the group and allow for social distancing.
- **Meal Breaks:** Break times will be staggered throughout each shift to control the number of staff in the Break Room at once.
 - Scheduled times for sanitizing of the Break Room will be added to the Housekeeping Planner.
 - Each employee must also do their part and sanitize surfaces they touch, utilizing the bottle of PathoCide and roll towel that will remain in the Break Room at all times.
 - Chairs will be removed from the second floor Break Room to promote social distancing at tables.
 - Alternate eating locations will be considered if there is room in the building and large groups of staff are working the same shift.
- **Shift Close:** In an effort to minimize congregating of staff, shift end times will be staggered.
 - When staff return supplies and tools, they must wipe down touchable surfaces with PathoCide prior to turning them in. This includes, but is not limited to the following:
 - Yellow trash can handles
 - Dust pan handles
 - Broom handles
 - Triggers on all spray bottles on the assigned yellow can
 - Radios
 - Stage key
 - Dance floor key
 - Air wall crank
 - Any other tools
 - Team Leader will remain inside the Team Leader Office and staff will remain outside the Team Leader Office while maintaining a 6' physical distance from each other.
 - Team Leader will verbally "close-out" each employee.
 - Employee will show the Team Leader the following:
 - Uniform shirt is placed in dirty shirt bin in Uniform Cage.
 - Radio is placed on the classroom table outside the office.

- Keys or tools that were issued at the start of shift are placed on the classroom table outside the office.
- Anyone requiring a Time Clock Adjustment Form will discuss the information on the form with the Team Leader for their shift.
 - Team Leader will not sign the form, but instead list detailed information on the corresponding roster.
 - Employee will fill out the Form with the appropriate information and place in the metal box on the OPS Office door.
- Once staff have been cleared to leave, Team Leader will obtain the items left on the table outside the Team Leader Office and put them away.
- **Shift Overlap:** Due to the increased time needed to open and close a shift while maintaining social distancing, the time overlap between shifts will extend from 30 minutes to 60 minutes.
 - *This will result in a labor cost increase of up to approximately \$10 per person, per shift.*

Personal Protective Equipment (PPE)

Staff will be assigned the appropriate PPE based on their scheduled tasks for each shift.

- **Face Masks:** All employees (Spectra and labor agency staff) will be provided a mask and be required to wear that mask while on property.
 - Core team members will be issued a cloth reusable/washable mask. It is each employee's responsibility to keep track of and maintain this mask as it is part of their uniform.
 - New team members will be issued a single-use disposable mask.
- **Gloves**
 - Staff scheduled to work in Housekeeping will be issued a disposable glove appropriate for that day's tasks.
 - Staff will be reminded of the proper way to remove and dispose of gloves.
 - Instructional signage has been posted outside the Operations Team Leader Office and inside the Employee Break Room.
 - Staff scheduled to work in Set-Up will be issued a pair of reusable work gloves appropriate for that day's tasks.
 - Each team member will be responsible for keeping track of their gloves as these are part of their uniform.
 - Cell phones should not be used in work areas. If staff need to use their phone, gloves should be removed prior and hands washed after use before returning to the assigned work area.

Equipment/Machines

Staff will be required to wear the appropriate gloves while working with Operations Equipment. Staff should never touch their face.

- **Forklifts and Pallet Jacks:** Staff should wear company-issued set-up gloves while using.
- **Vacuums, and walk-behind sweepers, and riding Housekeeping machines:** Staff should wear disposable gloves while using and change gloves after use.

Routine Cleaning Plan

Housekeeping will continue the daily sanitizing of offices. This includes service at the end of the standard business day.

Housekeeping will continue frequent sanitizing of touch-points in each assigned area, in line with recommendations from the CDC and the *Reopening Ohio* mandates.

- Based on event flow and use of event space(s), time-specific sanitizing tasks will be added to the Housekeeping Planner.
- Scheduled sanitizing tasks of the Employee Break Room will be added to the Housekeeping Planner.

APPENDIX E SAMPLE SIGNAGE



Floor Decals



Elevator Signage



Escalator Floor Graphic
Placed at the top and bottom of each escalator



1M Boards

Placed at main entrances, albee arch and as needed based on event location

Appendix F Capacity Chart



Exhibit Halls

Room	Square Feet	Ceiling	Exhibits (10 x 10)	Theater	Banquet	Drive-Onto-Floor Door Sizes
Exhibit Hall A	92,350	34'/19'	460	5,000	6,110	18'h / 22'w
Exhibit Hall B	60,190	34'/19'	300	3,700	3,770	18'h / 19'5" w
Exhibit Hall C	42,780	34'	196	3,000	2,670	18'11"h / 23'11" w
Combined	195,320	34'/19'	964	11,700	12,550	

North Meeting Rooms

Room No.	Square Feet	Ceiling	Theater	Banquet	Classroom
200	2,905	16'	362	180	120
201	1,871	16'	229	110	80
202	1,355	16'	140	60	40
203	1,345	16'	140	70	40
204	1,862	16'	229	110	80
205	2,890	16'	323	160	120
206	3,744	16'	498	230	168
207	1,193	16'	108	60	44
208	1,205	16'	105	60	44
209	685	16'	57	30	32
210	673	16'	66	40	32
211	1,593	16'	158	90	64
212	1,698	16'	182	90	64

South Meeting Rooms

Room No.	Square Feet	Ceiling	Theater	Banquet	Classroom
230	1,096	16'	104	60	36
231	1,105	16'	104	60	36
232	2,509	16'	344	150	112
233	2,091	16'	270	100	84
234	836	16'	72	40	32
235	797	16'	72	40	28
236	1,449	16'	168	70	68
237	870	16'	90	50	32
238	833	16'	90	50	28

West Meeting Rooms

Room No.	Square Feet	Ceiling	Theater	Banquet	Classroom
250	1,067	16'	94	50	56
251	969	16'	84	40	48
252	1,091	16'	94	50	56
260	779	14'	62	30	32
261	773	14'	62	30	32
262	1,557	14'	170	90	84
263	1,715	16'	172	90	96
264	1,785	16'	172	90	96

Ballrooms

Room	Square Feet	Ceiling	Exhibits (10 x 10)	Theater	Banquet	Classroom
Grand Ballroom AB	39,985	33'6"	214	4,560	2,400	2,400
Grand Ballroom A	16,198	33'6"	83	1,554	960	960
Grand Ballroom B	23,787	33'6"	129	2,590	1,440	1,440
Junior Ballroom ABCD	17,326	19'9"	82	1,824	960	780
Junior Ballroom A	4,461	19'9"	20	448	240	236
Junior Ballroom B	4,197	19'9"	15	428	240	212
Junior Ballroom C	4,202	19'9"	15	428	240	212
Junior Ballroom D	4,466	19'9"	20	448	240	236

Appendix G Sample Partner Plan

HEALTH + SANITATION



At Prestige AV & Creative Services, the safety and wellbeing of our staff, clients and event attendees has always been paramount. Honesty and transparency are company values we hold in high regard. To that end, we would like to outline the procedures we've always had in place, and more importantly, highlight our coordinated efforts to further improve and generate absolute consumer confidence.

Cleaning equipment has been an integral part of our quality control process for decades, including:

- Cleaning our tech area (*consoles, monitors, laptops and other equipment used by our team*)
- Cleaning equipment in contact with clients (*lecterns, laptops, microphones, clickers, etc.*)
- Cleaning equipment used in between events, during check in and check out, at our warehouse facilities

What **is** new at Prestige AV & Creative Services is our **Health and Sanitation Committee**, an active team of dedicated individuals ensuring we are not only observing and maintaining the current recommended guidelines, but exceeding them where we can, including:

- Daily Health Screenings, including temperature checks and answering a basic health questionnaire, administered to Prestige employees at all job locations
- Personal Protective Equipment for our technicians, including masks, gloves, face shields and individual cleaning kits
- Social Distancing Tech Areas, including backstage, front-of-house and alternative tech areas that meet or exceed the recommended 6 ft. distance
- Show Site Cleaning Packages for each department (*audio, video, lighting, etc.*)
- Improved Cleaning, Disinfecting & Sterilization techniques, both on site and in our facilities
- Empowering Team Members to exemplify the standards set for social distancing and all current best practices

The Prestige Health and Sanitation Committee is working in conjunction with our facilities policies and staying abreast of local, state and national guidelines. Please feel free to email us at healthcommittee@prestigeav.com with any questions you may have for our team.

Prestige AV & Creative Services is known for delivering memorable event experiences, and now we want to be remembered for going above and beyond – for our team members, clients, partners and guests – and all the very important people in between.