



KAY BAILEY HUTCHISON
CONVENTION CENTER DALLAS



SPECTRA

REOPENING PLAN CUSTOMER GUIDELINES

Updated: 8/14/2020

TABLE OF CONTENTS

- 3 Executive Summary
- 4 Guidelines
- 5 Initiatives
- 7 Enhanced Cleaning
- 11 Employee Training
- 12 Hygiene
- 13 Safety & Security
- 14 Social Distancing
- 15 Capacity Reduction
- 16 Personal Protective Equipment (PPE)
- 17 End-User Requirements
- 18 Marketing & Communications
- 19 Site Visits
- 20 Partner Plans & Spectra Venue Management Corporate Policies



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SPECTRA

EXECUTIVE SUMMARY

The Kay Bailey Hutchison Convention Center Dallas (KBHCCD) team worked with Spectra Venue Management’s corporate leaders to create the following Reopening Plan. The plan outlines the new practices and resources that Spectra is implementing at the KBHCCD specifically to ensure the health and safety of every employee, client, attendee, and partner that enters the facility. This fluid document will be updated as necessary to comply with the most recent changes in the City of Dallas, Dallas County, state, and federal regulations.

KBHCCD’s team is continually working to find and utilize the best resources to implement procedures that will give our visitors confidence. Through increased venue cleaning and sanitizing, guidance on social distancing, and training our employees as champions of the new policies and procedures, the plan will help mitigate employee and guest exposure to COVID-19, as well as communicate with the public as they re-acclimate to public gatherings. We are committed to restoring the convention industry as a cornerstone of economic development by providing expertise, resources, and support in essential areas of venue operation.

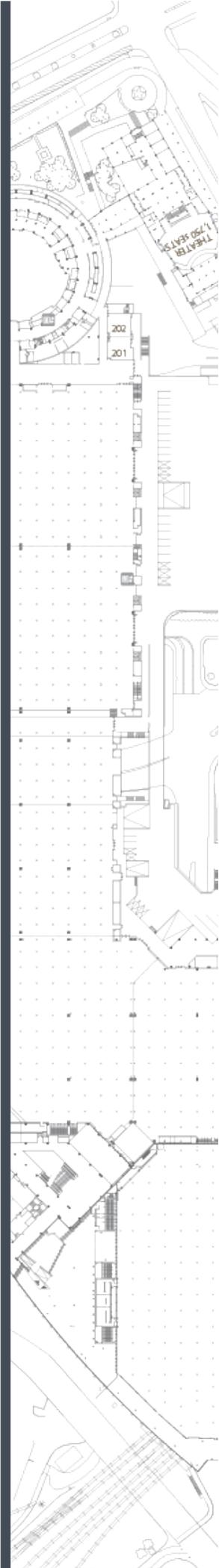
This plan outlines what KBHCCD will do to ensure the safety of our employees, guests, clients, and community. The following information relies on the most recent available technology and research of the proper methods to clean, sanitize, and disinfect. Our basis for the plan integrates recommendations and requirements from the Centers for Disease Control and Prevention (CDC), the City of Dallas, Dallas County, and state and federal mandates. We will continue to refine and update this plan as new information is received and vetted.



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CONVENTION CENTER DALLAS



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GUIDELINES

See file(s): [Coronavirus Disease 2019 \(COVID-19\) | CDC, OpenTexas- Checklist-Employers \(Revised 200603\).pdf, Reopening-Dallas](#)

The Kay Bailey Hutchison Convention Center Dallas (KBHCCD) leadership team used guidance from the Center for Disease Control (CDC), State of Texas, and the City of Dallas to create the Reopening Plan.

Center for Disease Control and Prevention

The CDC works 24/7 to protect the U.S. from health, safety, and security threats. As the nation's health protection agency, the CDC saves lives and protects people from health threats. Critical science is conducted by the CDC to provide health information that protects our nation against expensive and dangerous health threats.

State of Texas

Governor Abbott works with the Lt. Governor, Speaker of the House, Attorney General, and Texas Comptroller to create and update the Open Texas plan. The strike force dedicated to implementing the plan will safely and strategically restart and revitalize Texas. All guidelines outlined in the Open Texas plan are a road map that will lay the groundwork to reopen the KBHCCD.

City of Dallas

Spectra Venue Management is working closely with the City of Dallas to ensure that the proper procedures are implemented before the facility reopens. Every measure put in place will be to protect the health and safety of our employees, guests, clients, and partners.

We will consider all current Federal, State, County, and City guidelines before beginning preparation for events at the KBHCCD:

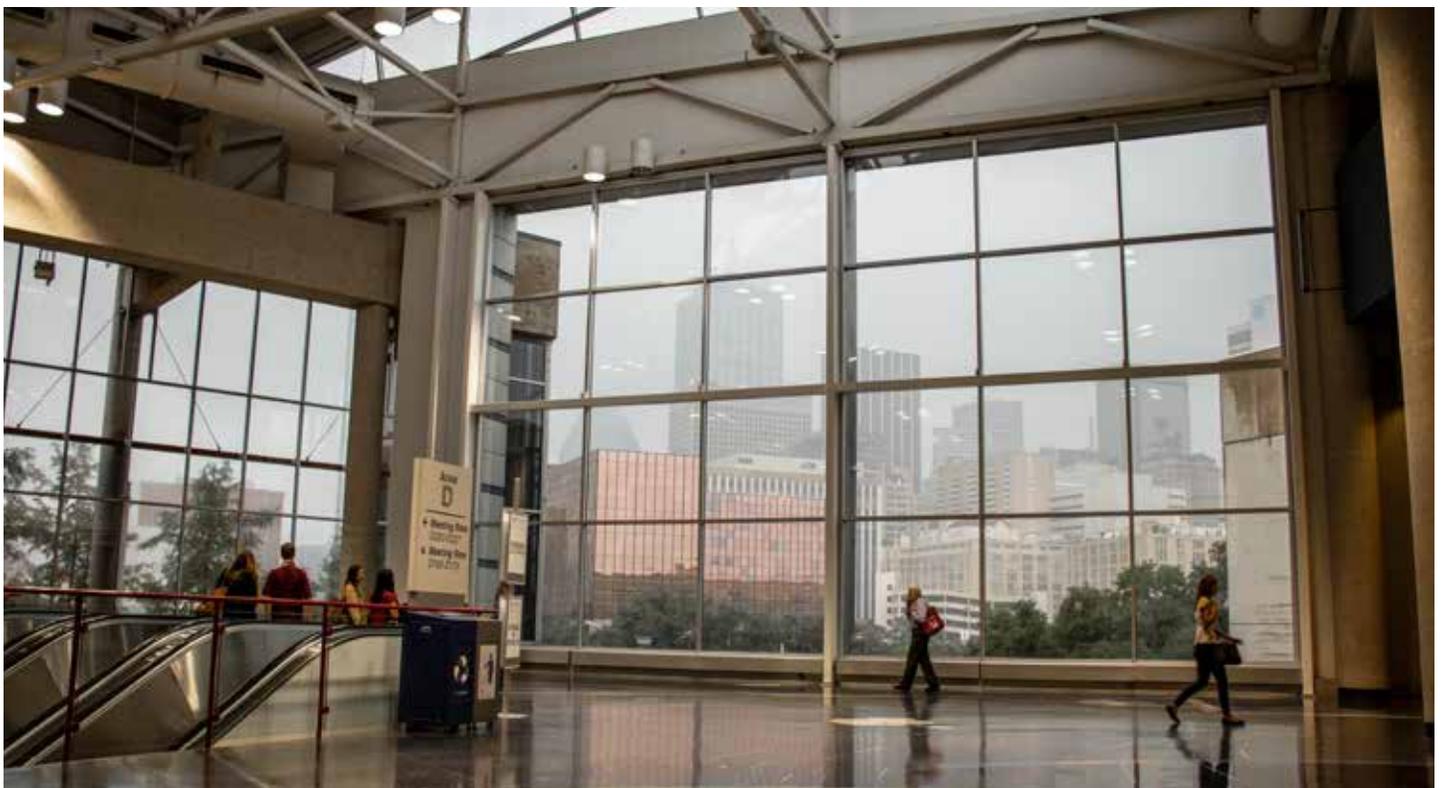
CLICK HERE TO SEE THE MOST RECENT CDC RECOMMENDATIONS



CLICK HERE TO SEE THE MOST RECENT STATE MANDATES



CLICK HERE TO SEE THE MOST RECENT CITY MANDATES



INITIATIVES

Employee Initiatives

The KBHCCD team has updated practices and implemented new policies to ensure our employees' and guests' health and safety. We keep up to date on the Occupational Safety and Health Association (OSHA) and CDC guidance for all employees. Some of the recommendations include frequent hand washing, avoiding touching face, using alcohol-based hand sanitizer with at least 60% alcohol, and avoiding contact with sick people.

Each member of our team is trained to maintain the safest facility for each event. From proper Personal Protective Equipment (PPE) disposal to social distancing, we are prepared to provide the environment for both attendees and meeting planners to feel comfortable and secure. The following items are the protocols that our employees uphold every day:

- Receiving daily screening check-ins prior to beginning work
- Wearing facial coverings and additional PPE
- Sanitizing and washing hands regularly
- Maintaining social distancing
- Disinfecting equipment
- Cleaning personal spaces twice a day
- Staying home when feeling sick
- Reporting contact with other employees

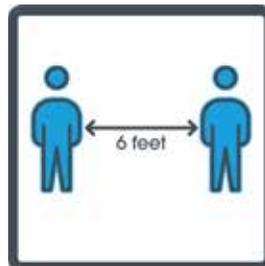
Guest Initiatives

One of the most critical initiatives in our Reopening Plan is ensuring that every KBHCCD guest feels safe and comfortable during their visit. Our facility now has relevant signage, video messaging, visible employee initiatives, and FAQ for guests. In addition, we strongly encourage each meeting and event planner to consider the CDC and government's recommendations and integrate them into their procedures. Protocols to consider include:

- Encouraging increased cleaning and disinfecting practices
- Room sets that allow for social distancing
- Social distancing indicators for areas like registration lines
- Temperature screening for guests
- Additional signage to convey COVID-19 procedures to guests
- Encouraging groups to avoid close contact with others not in their party
- Promoting social distancing in areas such as escalators and lounge space
- Barriers at information and registration desks
- Facial coverings

[CLICK HERE TO SEE THE FULL LIST OF GUEST RECOMMENDATIONS](#)

[CLICK HERE TO LEARN MORE ABOUT THE GBAC ACCREDITATION](#)



INITIATIVES CONTINUED

GBAC Star Certification

Our team has modeled the entire KBHCCD Reopening Plan around the recommendations and requirements of organizations such as the Global Biorisk Advisory Council (GBAC) and the CDC. We have pledged to adjust our procedures whenever necessary to maintain the regulations required to fall in line with both entities. The KBHCCD is working with our partners at the City of Dallas and VisitDallas to obtain the GBAC STAR Facility Accreditation.

About GBAC:

The Global Biorisk Advisory Council helps organizations and businesses prepare for, respond to, and recover from biological threats, and bio-hazard situations and real-time crises. They offer education, training, certification, response management, and crisis consulting for situations where environments require a much higher level of cleaning, disinfection, and restoration.

About the GBAC STAR Facility Accreditation:

The GBAC STAR Accreditation Program is performance-based and designed to help facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention for their staff and their building. The program relies on GBAC's extensive training, which teaches the proper protocols, correct disinfection techniques, and cleaning best practices for bio-hazard situations like the novel coronavirus.

[CLICK HERE TO LEARN MORE ABOUT THE GBAC ACCREDITATION](#)



ENHANCED CLEANING

The KBHCCD is continually updating existing cleaning policies to align with the guidance we receive. The following outlines and defines our current practices for enhanced cleaning.

Cleaning Tier Definitions

Another consideration when updating our procedures is the level of cleaning necessary to provide a safe and healthy environment. Our team is committed to cleaning, sanitizing, and disinfecting to prevent the spread of illness.

Cleaning

Cleaning is the physical removal of soil from surfaces and does not kill or reduce any bacteria or viruses. This process uses water and detergent to remove the debris from a surface.

Sanitizing

Sanitizing kills/reduces the number of bacteria present, but does not affect viruses or fungi. The number of bacteria present will reduce by 99.9% during sanitation. This process is necessary for surfaces that come into contact with food. Bleaching agents are commonly used for sanitation. Sanitizing is better than cleaning alone, but the reduction of pathogen populations is exponentially improved through disinfection.

Disinfecting

Disinfecting minimizes the number of microorganisms on a surface. It reduces the amount so effectively that the microorganisms can hardly cause damages to healthy individuals. Soap, bleaching agents, and alcohol are commonly used for disinfection. Unlike sterilization, disinfection does not completely eliminate microorganisms unless the disinfecting agent is a sterilizer.

Our goal for our cleaning procedures is to have a highly visible, transparent, and consistent cleaning process in every area of the facility. While concentrating on frequent touch-points, seldom touched surfaces will also receive sanitation and disinfecting as needed.

All disinfecting procedures will get logged by our housekeeping and setup staff. Logs will be collected daily for review to ensure accuracy and thoroughness.

Sanitizing vs Disinfecting

While sanitizing and disinfecting reduce the number of germs, disinfecting kills more germs than sanitizing alone. The EPA and other agencies use the word “sanitizing” to refer to a solution or device that reduces the number of germs on a surface by 99.9% or more. Disinfecting, on the other hand, kills “virtually everything” on a surface.

Commonly Used Sanitation Products:

- Bleaching agents
- Soap
- Quaternary ammonium compounds

Commonly Used Disinfection Products:

- Soap
- Bleaching agents
- Alcohol

ENHANCED CLEANING CONTINUED

Approved Chemicals and Equipment

Spectra has vetted and approved several pieces of equipment and chemicals that are allowed to be used in its facilities. Each of these approved items have been tested and verified to ensure that they properly clean, sanitize, and disinfect the viruses that we are working to prevent. EPA or NEA registered disinfectants are also allowed, but an EPA number must be visible on the product label.

Clients, general contractors, and KBHCCD partners are required to use one of the approved products. If there is another product that an entity requests to use, they must provide the EPA certification or NEA registered disinfectant document stating that it can kill, at a minimum, the following five viruses:

- COVID-19
- Flu A, B, C
- Norovirus
- Ebola
- MRSA

[CLICK HERE TO SEE THE LIST OF SPECTRA APPROVED CHEMICALS](#)



Cleaning Staff

Our staff will be highly visible throughout each event to give confidence to our guests. The cleaning and sanitation schedule will be consistent throughout the entire facility. Each duty will be performed efficiently by our hardworking team members in bright, noticeable uniforms.

Even when the facility is closed, our staff will routinely perform all cleaning and sanitizing procedures to prepare the KBHCCD for the next event. The focus will be on high contact areas that are touched by both employees and guests, while also consistently cleaning seldom touched surfaces.

Procedures will be documented by our KBHCCD housekeeping and setup labor provider. KBHCCD's Housekeeping/Setup Manager will collect the cleaning logs daily to review for accuracy and thoroughness.

Areas for Cleaning

See also: [Event Practices](#)

We are establishing new "best practices" for all areas of the building. KBHCCD will meet or exceed all recommendations provided by health organizations. The facility will thoroughly sanitize and disinfect the areas they currently clean, and show management will remain responsible for providing enhanced cleaning for the areas and items they currently clean. Additionally, both facility and event contractors are responsible for cleaning, sanitizing, and disinfecting their equipment and areas they currently clean.

Daily Cleaning

See also: Approved Chemicals and Equipment (Above)

Every day, "disinfecting runs" will be completed by KBHCCD's Housekeeping/Setup contractor and overseen by the Housekeeping/Setup Manager for their items and areas. Every employee will complete the run on a loop for the duration of each event. Only EPA or NEA registered disinfectants will be used for the disinfecting runs.

ENHANCED CLEANING CONTINUED

Common Touch-points

The following list shows some of the common touch-points that are cleaned throughout the facility:

- Doors and door handles
- Crash bars
- Light switches
- Handrails
- Escalator handrails
- Elevator controls
- Lobby furniture
- ATM pin pads
- Time Clocks

Floors

Hard surface flooring will be cleaned on a routine basis and disinfected based on event activity. Carpeted areas will be cleaned and vacuumed on a routine basis and sanitized based on event activity.

Air Filtration (HVAC)

HVAC filters will be changed quarterly and logged to ensure we maintain healthy air quality.

Restrooms

KBHCCD will ensure that restrooms are frequently cleaned and disinfected during event hours. Overnight deep cleaning and disinfecting procedures will be performed by our staff with a focus on, but not limited to, the following high-touch areas:

- Toilets and urinals
- Soap and paper towel dispensers
- Doors and door handles
- Toilet seat cover storage containers
- Partition walls/doors
- Toilet paper dispensers

Each open restroom will have a dedicated attendant positioned inside during event hours to sanitize high-touch areas continuously, and to control the flow of traffic to ensure social distancing.

Exterior Power Washing

Enhanced exterior power washing services will be implemented to include a disinfectant solution treatment post-cleaning procedure.

ENHANCED CLEANING CONTINUED

Event Practices

See also: Client Cleaning Responsibilities (Below)

Pre-Event Practices

- Entrances, foyers, and lobbies: Electrostatic sprayers will be used to disinfect items such as barricades, bike racks, door handles, security gates, escalators, staircase rails, elevator buttons, trash and recycling receptacles, furniture, and drinking fountains.
- Meeting spaces: We will use an electrostatic sprayer to disinfect items such as arena fixed seating, chairs, tables, bike racks, staging and stair rails, and podiums.
- Restrooms: We will use an electrostatic sprayer to disinfect items such as soap dispensers, stall door handles and locks, toilets, urinals, sinks, counters, paper dispensers, seat cover dispensers, sanitary napkin dispensers, changing tables, and handicap rails.

Event Day Practices

During events, KBHCCD staff will be highly visible while conducting cleaning processes in the facility's area of responsibility. Areas include:

- Entrances, foyers, and lobbies: Staff will have assigned areas where they will regularly clean and disinfect high touch-point surfaces.
- Meeting spaces: Our staff will regularly clean and disinfect items within our area of responsibility.
- Restrooms: We will clean and disinfect regularly.

Post-Event Practices

- Entrances, foyers, and lobbies: Electrostatic sprayers will be used after cleaning to disinfect items such as barricades, bike racks, door handles, security gates, escalators, staircase rails, elevator buttons, trash and recycling receptacles, furniture, and drinking fountains.
- Meeting spaces: We will use an electrostatic sprayer after cleaning to disinfect items such as arena fixed seating, chairs, tables, bike racks, staging and stair rails, and podiums.
- Restrooms: We will use an electrostatic sprayer to disinfect items after cleaning. Whenever possible, we will allow the disinfectant to dry on its own to achieve the longest dwell time possible. If spots remain after drying, the area should be wiped down to remove them.

Client Cleaning Responsibilities

See also: [Approved Chemicals and Equipment](#)

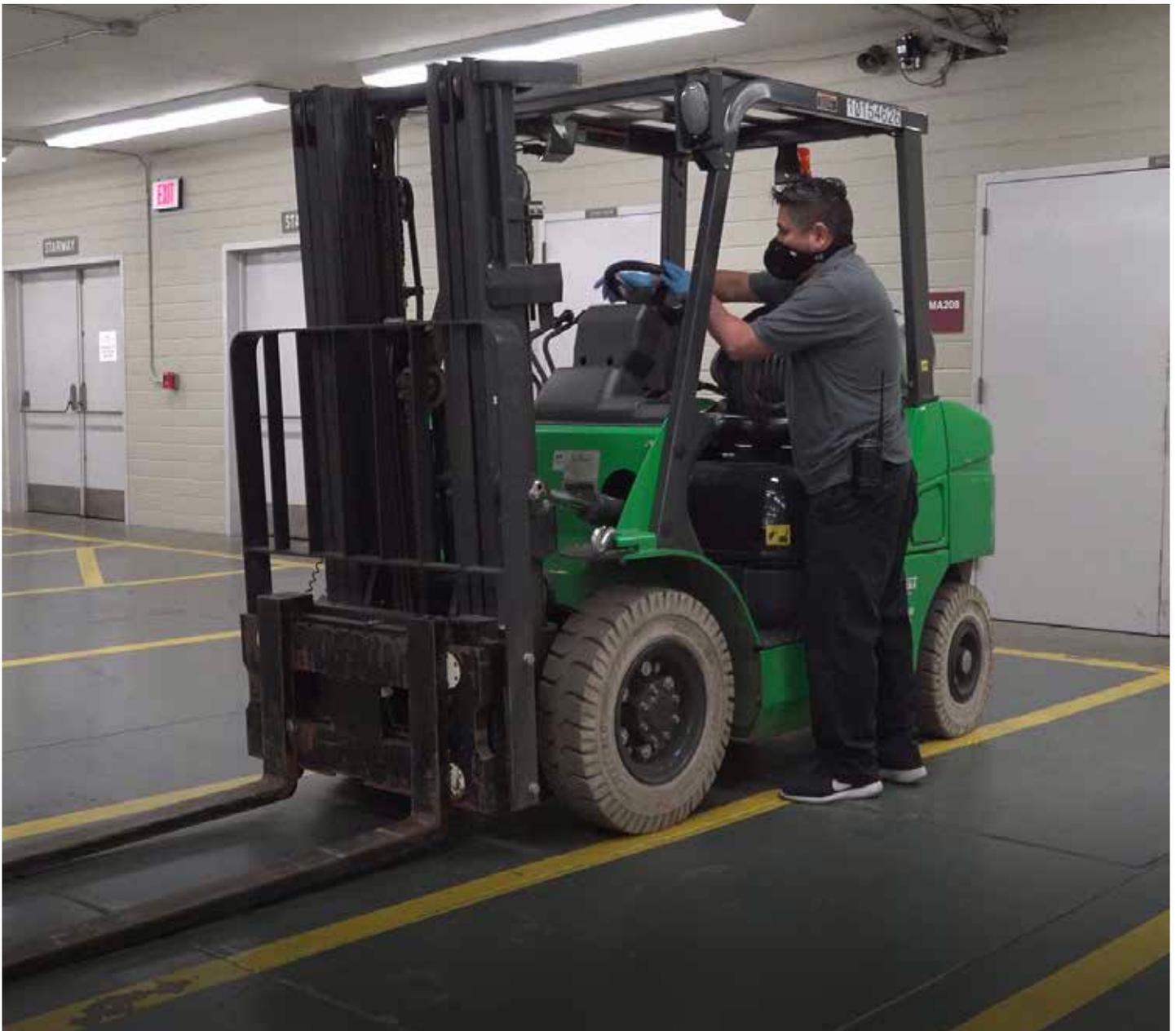
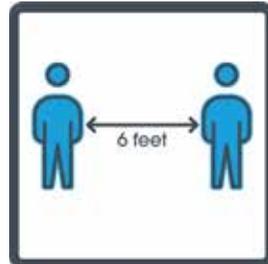
Each KBHCCD client is responsible for coordinating specific procedures to ensure the health and safety of guests and attendees during the event. Items under their responsibility include:

- Booths, Displays, & Show Management Items- Clients are responsible for overseeing the proper sanitizing and disinfection of all exhibits, displays, and items provided by show management, exhibitors, or event contractors throughout the facility.
- Floor Surfaces- Show management continues to be responsible for the deep cleaning of floor surfaces throughout the exhibit halls. All public areas, such as lobbies and restrooms, are the responsibility of the KBHCCD's staff.
- Event Contractor Coordination- Coordinate with event cleaning contractor to ensure that they comply to all facility sanitizing and disinfecting guidelines in their areas of responsibility.
- Approved Products- The products to be used must be one of the Spectra approved products, or an EPA/NEA registered disinfectant to kill viruses. Clients will provide a list of their chemicals, with the EPA registration numbers, to their Event Manager by 14-days prior to move-in.
- Cost- The cost associated with the cleaning listed above is the client's responsibility from their first move-in day to their last move out day.

EMPLOYEE TRAINING

Prior to each KBHCCD employee's return to work, they will take a mandatory training to ensure that every COVID-19 related practice is implemented correctly. The training will include a briefing on daily functions, procedures to keep employees and guests safe and healthy, and general information about what to expect when returning to the building.

Those employees on the front-line of events will receive more in-depth training to ensure that we keep everyone who visits our facility confident and comfortable about their time at KBHCCD.



HYGIENE

Every employee and guest are encouraged to adhere to CDC recommendations by maintaining personal hygiene. To assist with this practice, the KBHCCD has new equipment and supplies for cleaning, sanitizing, and disinfecting regularly.

Employee Hygiene Practices

Employees will follow the recommended CDC practices, including:

- Washing hands regularly with warm water and soap for at least 20 seconds
- Sanitizing hands after any contact with common touch-points
- Utilizing sanitizer wipes on any equipment before and after use
- Wearing PPE, such as gloves and facial masks or coverings
- Proper PPE disposal after use
- Each employee will avoid touching their face

Guest and Client Practices

- The facility maintains hand sanitizer stations in the public space for the use of guests and clients.
- Clients may rent additional hand sanitizer stations through their event contractors for all rented spaces.
- Sanitizer wipe stations are located throughout the lobbies of the KBHCCD. Common touch-points such as furniture and ATMs should be wiped down before and after use.

New Equipment and Supplies

The following equipment and supplies have been added throughout the facility to assist with personal hygiene practices:

- Additional hand sanitizer stations
- PPE disposal collection points
- Sanitizer wipes near shared equipment and furniture
- Signage with personal hygiene reminders

[CLICK HERE TO SEE THE MOST RECENT CDC RECOMMENDATIONS](#)



SAFETY & SECURITY

Facility Access

Screening & Check-In

See file(s): [0.08.0001 KBHCCD- Temperature Symptom Screening.docx](#)

Employees, contractors, and partners: All Spectra, City of Dallas, KBHCCD partners, and contractor employees will be subject to screening upon entry.

Clients and guests: Clients may determine if temperature screening is necessary for their event. If they decide that they need to implement the procedure, they must follow KBHCCD policies outlined in the Temperature Symptom Screening document. Clients will be responsible for providing all necessary equipment, signage, and facilitation required for their guests.

Ingress & Egress

All individuals that enter KBHCCD will be required to adhere to policies that affect ingress and egress, such as social distancing. There are signs located throughout the facility that outline the proper practices and guidelines. Some interior doors will be propped open for access to contracted spaces to promote hygiene. All other entries other than those designated for entrance to the contracted space will remain locked and secure. Clients are required to provide a detailed plan for their event at least 14 days prior to their first move-in day. The policies will be reviewed by their Event Manager and the Director of Security to ensure that all facility guidelines are maintained.

Contact Tracing

Each of our employees, including contractors and vendors, will be responsible for tracking where they go and who they interact with during the day.

Employee Process

Employees will sign in at the main entrance of their office area upon arrival. For example, administrative employees will sign in at the receptionist's desk. This procedure will be a mandatory practice every day.

Employees who come into close contact with others while working on a routine basis are required to maintain daily activity and contact logs. The contact log will be required for every employee, including contractors. Each day at the end of the employee's shift, the employee will turn in their log to their direct supervisor.

Visitor Process

Visitors at the KBHCCD to meet with an employee will sign in before entering at either security or reception. Other visitors in the building for an event will be asked to volunteer contact information in case of COVID-19 exposure. Contact information will only be needed for one person per household or party.

If someone in the facility tests positive for COVID-19, contact information will only be shared with public health officials. The health officials will contact you directly to explain the risk, answer questions, and provide resources. Contact information will not be utilized for any other purpose, including sales and marketing. Any contact information not needed by health officials will be destroyed after 30 days.

[READ THE KBHCCD SCREENING AND GUEST INGRESS POLICY](#)



[CLICK HERE TO SEE THE VISITOR LOG DOCUMENT](#)



SOCIAL DISTANCING

General Guidelines

Contracted, public, and back of house space must be set up to adhere to social distancing. All KBHCCD employees are prepared and trained to maintain at least six feet of space between themselves and others. PPE is required for employees and encouraged for guests in any situation that does not allow for social distancing.

Queuing

The KBHCCD will post social distancing indicators in public spaces where lines tend to form. The spaces with indicators include:

- Restrooms
- Food and beverage/concession areas
- KBHCCD information and help desks

Clients are responsible for adding additional indicators in necessary areas within their contracted space, included but not limited to:

- Exhibit booths
- Meeting rooms and ballrooms for popular sessions
- Registration

Room Sets

The KBHCCD requires each meeting planner to provide an ingress/egress traffic plan for each meeting room and ballroom. Floor plans will be verified by the Fire Inspector to ensure they meet the NFPA guidelines. Fire Inspectors will also require room sets with social distancing prior to approving floor plans. Until clear guidance that social distancing is no longer necessary is issued, all spacing and capacity requirements will be based on maintaining 6' spaces between individuals. Additionally, clients are responsible for providing an egress traffic plan for each of their leased meeting rooms and ballrooms.

A final review of each room set and egress plan is required to ensure that it adheres to current guidelines. To allow for social distancing, we ask that meeting planners utilize the following guidelines to determine room sets:

- Banquet: Using room space at 40% capacity per table will ensure social distancing between guests for banquets.
- Classroom: Using room space at 25% capacity per table will maintain social distancing between guests in a classroom set.
- Theater: Chairs should be set every 6" to maintain social distancing between guests in a theater set.
- Conference: Using room space at 50% capacity per table will ensure social distancing between guests for conference sets. This set includes pre-con meetings, which will be limited to less KBHCCD employees to minimize cross-contamination.

Registration & Information Desks

Event planners are recommended to consider the following procedures at registration and information desks:

- Touch-less check-in
- Plexiglas barriers
- Self-serve/digital check-in
- Registration app
- Remote kiosks
- Cashless payment options
- Pre-mailed badges
- Disinfectant protocols for commonly touched surfaces

[CLICK HERE TO SEE SOCIAL DISTANCING ROOM SET EXAMPLES](#)



CAPACITY REDUCTION

See file(s): [Governor's Strike Force to Open Texas | Office of the Texas Governor | Greg Abbott](#)

See also: [Facility Access, Social Distancing](#)

The KBHCCD will adhere to the guidance of the State, County, and City regarding capacities. Each area with reduced capacity will have designated signage at the entrance showing the capacity at that time. We are implementing the following procedures to reduce capacities:

Elevators

No more than two people are allowed in standard passenger elevators. Freight elevators can accommodate the operator, the freight, and additional riders as long as they are separated by at least six feet. Floor stickers are in each elevator car to indicate where to stand to practice social distancing. Whenever possible, individuals should take the stairs or escalators.

Meeting Space

Currently, room capacities are guided by the State of Texas under the direction of the Governor. We adhere to the State's most recent order and will update our procedures and protocols as needed.

Restrooms

Employees and guests should adhere to the capacity number posted on the entrance of each restroom. If excess people are waiting to use the restroom, they should follow the social distance indicators on the ground to maintain six feet of space between each person.

[CLICK HERE TO SEE FULL REDUCED CAPACITY GUIDE](#)



PERSONAL PROTECTIVE EQUIPMENT (PPE)

All guests should adhere to the most recent guidance of the government regarding PPE. Clients are responsible for ensuring that their guests utilize the proper PPE at any given time within the facility. Every KBHCCD employee is required to wear facial coverings, masks, and gloves as needed.

Facial Covers

See file(s): [061920-Dallas County-Amended-SupplementalOrderonContinuingRequirements.pdf](#)

Employees/Contractors

KBHCCD employees will wear facial coverings during their shift.

Attendees/Guests/Visitors

Everyone that enters the KBHCCD is required to wear facial coverings to adhere to the Dallas County order on June 19, 2020. It is each client's responsibility to ensure that their guests are wearing proper facial coverings at any given time while in the facility.

Facial Shields

Employees/Contractors

Operations and housekeeping employees that are unable to maintain social distancing will wear a face shield in addition to their facial coverings. Other employees that come into close contact with others will also consider a face shield to provide additional protection.

Attendees/Guests/Visitors

Guests are not required to wear facial shields.

Partitions

Plexiglas partitions have been installed at service desks and areas that need face protection when social distancing isn't possible. The KBHCCD strongly recommends that clients and event contractors consider the use of partitions or barriers for the following:

- Point of sales
- Service desks
- General service contractor counters
- Registration desks

Latex Gloves

Employees/Contractors

Employees that require contact with other individuals or the exchange of items will wear latex gloves. Those job duties include, but aren't limited to, cash/credit card handling, moving event equipment/material, and food handling.

Attendees/Guests/Visitors

Guests are not required to wear gloves.

Disposal

All KBHCCD employee PPE equipment and supplies will be disposed of properly.

END-USER REQUIREMENTS

Clients (Meeting & Event Planners)

See also: [Facility Signage](#), [Approved Chemicals and Equipment](#), [Facial Covers](#)

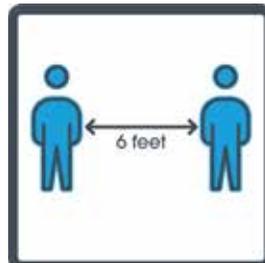
Every KBHCCD client has a contractual obligation to follow all Federal, State, County, and City requirements at the time of their event. Additional procedures may be required by Spectra while in the venue, and clients are expected to follow the facility's regulations. Requirements include:

- Following all City, County, and State regulations for the health and safety of guests
- Overseeing general service contractor procedures
- Implementing social distancing requirements and planning for reduced capacity in meeting space. Socially distant floor plans are required and must be submitted to their Event Manager at least fourteen days prior to the first move-in day. The fourteen-day buffer will allow Dallas Fire-Rescue ample time to review the plans and provide feedback if needed.
- Providing CDC recommended EPA registered hand sanitizer stations and sanitizing wipes within contracted space.
- Purchasing and posting proper signage in contracted space to promote CDC guidelines like social distancing, traffic patterns, and hygiene reminders.
- Overseeing and following proper cleaning protocols for contracted space, and providing EPA certification or NEA registration of the chemicals used.
- Clients should provide PPE to employees, contractors, and guests.
- Clients should ensure that all employees, contractors, and guests wear proper facial coverings at all times in the KBHCCD.
- Provide guidance to the KBHCCD team for specific event needs. Specific services required may incur additional expenses.
- Clients will submit an Infectious Disease Mitigation Plan that covers their areas of responsibility 14-days prior to their event.

Event Contractors

Event contractors must align their procedures with government, KBHCCD, and client requirements. Items to anticipate are:

- Providing signage as directed by the client
- Adjusting typical show floor set up to accommodate social distancing and traffic flow
- Temperature screening of employees upon entrance of the KBHCCD (note: any event contractor screenings will occur outside at the dock, and all set up is the responsibility of event contractors)
- Requiring proper facial coverings for employees and contracted employees.



[CLICK HERE TO SEE THE MEETING PLANNER "WHAT TO EXPECT" GUIDE](#)



[CLICK HERE TO TAKE SEE THE PUBLIC SIGNAGE POSTED BY THE KBHCCD](#)



MARKETING & COMMUNICATIONS

Facility Signage

The KBHCCD has created signage for the facility's common/public spaces to communicate Spectra's procedures for guests and attendees. The signage includes:

- Queuing indicators for restrooms to encourage social distancing
- Hygiene reminders
- General public service announcements
- Policy and liability information
- Elevator and escalator protocols
- Resources to access more information about facility requirements

Clients are required to work directly with their event or general service contractor to ensure that adequate signage is in place for their event. All signage must align to both CDC and government guidelines.

Public Relations

Phase 1

The KBHCCD marketing team will release information, videos, and collateral to communicate COVID-19 procedures to train returning employees. The employees will learn the best way to answer the questions of clients and guests effectively.

Additionally, client collateral will be distributed to assist with the planning of events. Sales and Event Managers will be trained to answer any and all questions regarding our new processes.

Finally, the KBHCCD website will be updated to begin distributing COVID-19 procedures at a wider level.

Phase 2

Once we have been approved to begin hosting events, phase two of the marketing and communications plan will start. Presentations regarding COVID-19 procedures will be available with a message from our leadership team about what to expect. Also, quick tours of the facility will be conducted to show our cleaning procedures. Each client will receive the most recent client protocol guide for their reference.

Our marketing team will launch a campaign three weeks prior to reopening to promote the schedule of events in-house, in addition to promoting the fact that the facility is open for events. Press releases, social media, media liaisons, and digital geofencing will occur to communicate that we are prepared to create a safe and healthy environment for events. The goal will be to give support to event and meeting planners to give their attendees and guests confidence about their visit.

Finally, our website will continuously be updated to convey the most up to date information regarding events, procedures, and FAQs. Informational videos and guides for attendees will be posted to the website, and the content will be available to clients if requested.

[CLICK HERE TO TAKE SEE THE PUBLIC SIGNAGE POSTED BY THE KBHCCD](#)



[CLICK HERE TO SEE THE MEETING PLANNER "WHAT TO EXPECT" GUIDE](#)



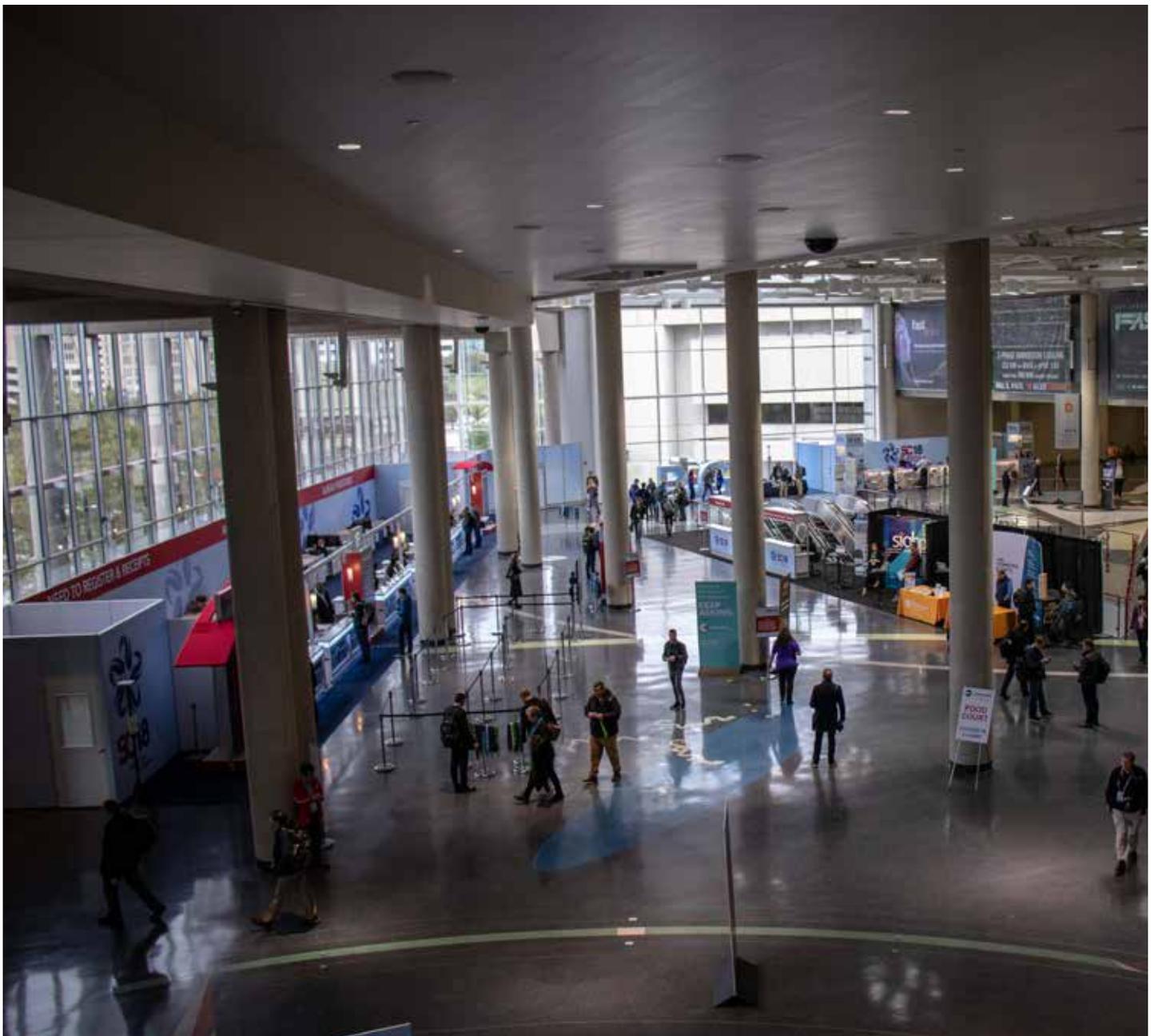
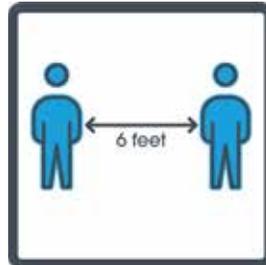
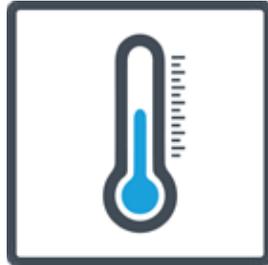
[CLICK HERE TO SEE THE ATTENDEE "WHAT TO EXPECT" GUIDE](#)



SITE VISITS

The KBHCCD staff is committed to creating a safe environment for our clients and partners for site visits. In addition to maintaining social distancing, our team will wear facial coverings for your visit duration. Cleaning demonstrations are available as needed. If you are unable to travel to the KBHCCD, virtual site visits may be conducted through virtual streaming services.

If you have any additional concerns or requests, please contact your Sales or Event Manager.



UNITED FACILITY ALIGNMENT AND PARTNER PLANS

Expectations

Check-in & Screenings

Each KBHCCD partner will ensure proper check-in and screening processes are conducted with every employee and contracted labor while on-site. Individuals are required to enter the facility through the single-entry checkpoint and are subject to a health screening prior to entry. Any employees or contracted labor that enter without checking in or without the proper wristband are subject to removal.

PPE

Facial Coverings must be worn at all times while in the facility. If a physical barrier cannot be installed for mobile interactions like buffets, face shields will be utilized. Latex gloves are required for any employee preparing food or making contact exchange with items such as cash, food, pens, supplies, etc. These measures will ensure the safety of our employees, clients, and guests.

Cleaning Procedures

Contractors are responsible to clean and disinfect any touch-points they come into contact with while at the KBHCCD before they leave for the day.

Disinfectant

Touch-points and equipment with which contractors interact or use must be cleaned by an EPA registered disinfectant. A copy of the SDS and EPA Certification/NEA Registration should be on-file with the KBHCCD POC.

Client/Customer Interactions

Contractors must minimize touch-points and consider changing the method for work completion verification, item exchange, and equipment sharing. If common-use items will be exchanged, consent must be given by the client or customer prior to the exchange. Additionally, each shared item must be sanitized before and after the exchange while all parties are present.

Staff Interactions

All contractor employees are required to maintain social distancing and facial coverings while interacting with other individuals.

FREEMAN A/V OPERATIONAL PLAN AND PROCEDURES ▶	CENTERPLATE OPERATIONAL PLAN AND PROCEDURES ▶
ACE PARKING OPERATIONAL PLAN AND PROCEDURES ▶	SMART CITY NETWORKS OPERATIONAL PLAN AND PROCEDURES ▶
OMNI HOTEL OPERATIONAL PLAN AND PROCEDURES ▶	MEMBER'S OPERATIONAL PLAN AND PROCEDURES ▶

