

# HEALTH & SAFETY PLAYBOOK


CONVENTIONS & MEETINGS



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Events DC is committed to providing a safe, clean and enjoyable event experience for our guests and staff amid this global pandemic. As customers begin to reschedule their events, we want them to feel confident returning to our venues and can trust that we've implemented the highest safeguards and cleanliness into our recovery plan.

Greg O'Dell  
CEO & President, Events DC



# OUR COMMITMENT

Today more than ever the safety of Events DC's employees, customers, guests and our community is of vital importance to us. Our award-winning customer service program Strive for Five embodies the fundamental principles of Respect, Professionalism, Communication, Teamwork and Accountability. Our program strengthens our commitment to delivering a safe and enjoyable event experience through our venues and services for everyone, as we all recover from the impact of the COVID-19 crisis.

As Events DC continues to respond to COVID-19, our focus is on enhanced sanitation and hygiene, additional training for front line staff (including our Service Partners) and physical improvements to our venues. Additionally, Events DC leadership serves on Mayor Muriel Bowser's ReOpen DC Advisory Group, along with distinguished leaders from public health, business (including retail and hospitality), entertainment and recreation, with guidance from the Centers for Disease Control and Prevention (CDC) and DC Health. Finally, we listen to our customers. When we reopen our venues, our decision to do so will be well-informed, consistent with best industry practices, and responsible.

Events DC's commitment to public health and safety reaches across all its venues including the Walter E. Washington Convention Center, Entertainment and Sports Arena, D.C. Armory, [The Fields at RFK Campus](#), [Festival Grounds at RFK Campus](#), [Gateway DC Pavilion](#), and the R.I.S.E. Demonstration Center.





## OUR STAFF

Our approach is based on the most current recommendations of District public health officials, the CDC, and best practices recommended by the leading professional associations in the sanitation, hospitality and travel industries.



## OUR VENUES

We pride ourselves on maintenance of and investment in our venues and are working hard to ensure that each venue is prepared for operating in accordance with the latest official public health and safety guidelines.

## ENHANCED SANITATION

Our Aramark Environmental Services team's commitment to aggressive cleaning and hygiene has led them to implement the Aramark EverSafe™ sanitation and hygiene program, an integrated and enhanced cleaning, sanitation and disinfection program developed in collaboration with Jefferson Health to provide safe and hygienic environments for our customers, guests and staff.



## EXPANDED F&B CAPABILITIES AND SERVICES

In response to COVID-19, our food services partner Aramark Food Services has developed national comprehensive plans that continue its commitment to protect the safety of every guest, vendor and employee. We have adapted to continue providing delicious food served at the highest standards that are modified to ensure the safest delivery.

## OPERATING SAFEGUARDS

We have long been recognized as one of the premier venue operators in the country. Our experience with operating our Alternate Care Site allows us to operate our venues to an even higher standard of care, and we are taking our cleaning and operating standards to the next level by achieving Global Biorisk Advisory Council's STAR certification for our facilities.



## RECOVERY RESPONSE TEAM

After we completed work on the 447-bed Alternate Care Site, the District's temporary healthcare facility for the pandemic, we assembled a team of the most seasoned event and operations leaders from all our venues. This team was charged with identifying the best systems and practices for safely reopening our venues for business and stand these up in our venues. This document represents their work and affirms our commitment to welcome you back to our safe, clean and hygienic venues.



## CUSTOMER FOCUS GROUP

To ensure that our planning meets our customers' needs we created a Customer Focus Group . We have discussed our plans with our Customer Focus Group, taking their thoughtful comments into consideration as we refined our plans. We know that our customers want to resume their events as much as we want to resume hosting their events, and we want our customers to feel comfortable that we have prepared our venues well for their return.

## TSCA PARTNERSHIP

We have successfully partnered for decades with the Trade Show Contractors Association of Washington DC and our key labor partners the United Brotherhood of Carpenters, the International Brotherhood of Teamsters and the International Alliance for Theatrical Stage Employees on training and workplace safety issues. Our partnership continues with our endorsement of their recommendations for the safe resumption of exhibition and production events and our support of their training initiatives to provide a workforce fully trained to perform the work safely, efficiently and confidently.





# COVID-19 INITIATIVES

We are building on our proven operations that our customers have relied on to ensure successful events and hospitable guest experiences. When you return to our venues, you will see that we are:

## Deploying Thermal Scanning at Entrances

We are deploying touchless thermal scanners at all designated entrances to our venues, starting with our employee entrances. These scanners quickly scan each person in seconds and provide instant feedback that allows us to immediately redirect people to the appropriate follow-up medical screening prior to entering our venues.

To ensure that all employees and guests pass through the thermal scanners, we will restrict entering the building to the designated entrances where the devices are stationed.

## Enhancing Our Sanitation Practices

In partnership with Aramark Environmental Services we are:

- Continuously cleaning our high-contact surfaces throughout the day
- Placing stocked hand sanitizer stations throughout all lobbies, concourses, restrooms and the entrances to our main function spaces

We have adopted Aramark's EverSafe™ integrated sanitation and sustainable management program, which includes the DeepClean thorough cleaning and disinfecting of all our venues, the SpaceCareQL enhanced daily cleaning program, and a daily Clean Team dedicated program for our food and beverage operations. EverSafe™ was developed in partnership with Jefferson Health of Philadelphia, and will:

- **Embed good health and hygiene practices** that support the safety and wellbeing of our customers, guests and employees
- **Create appropriate physical distancing practices** in our sanitation operations
- **Implement new and enhanced** cleaning, sanitation and disinfecting procedures
- **Employ available and emerging technology** to further improve safety and the guest experience
- **Expand and introduce** new service offerings and capabilities



## Investing in Cutting-Edge Disinfection

We are also treating our venues and equipment with cutting-edge technologies that offer protection far beyond simple wipe downs:

- SurfaceGuard biostatic surface protection, a long-lasting product that bonds with the surfaces of our furniture and equipment to stop the growth and reproduction of bacteria
- NanoSeptic light-powered self-cleaning surface products placed on our high-traffic public touch points to continuously self-clean these surfaces 24/7
- AdRail escalator handrail anti-microbial lamination that is ASME A17 compliant, substantially eliminating germs from our escalator handrails
- We are deploying electrostatic sprayers throughout our venues to sanitize our event function spaces overnight and during the day. With these sprayers we ensure that we are disinfecting all surfaces in our event spaces, not just the visible tops of tables and chairs.

You may find additional information about the SurfaceGuard, NanoSeptic and AdRail initiatives in the Attachments.

## Ongoing Messaging

We have developed a complete package of “gentle reminder” messages for our extensive digital signage systems, using advisory messages from the CDC and other organizations to remind our guests (and staff!) of our personal responsibility to continue the recommended practices that contributed to the flattening of the pandemic curve. We strategically place stationary signs as well, and we encourage our customers to add their own messaging to our efforts.

## Pursuing GBAC Certification

We are completing the Global Biorisk Advisory Council STAR™ accreditation program to gain full GBAC STAR™ certification for our venues. This program defines international standards and provides confidence, trust and third-party validation assuring our customers and guests that our venues are validated as safe by an international standards organization. With GBAC STAR™ certification our customers are assured that our sanitation program meets the most demanding international standards of hygiene, sanitation and safety.

You may find additional information about GBAC STAR™ in the Attachments.





# EVENT PLANNING GUIDELINES

We are taking many direct measures to return our venues to full and safe service. Many other steps are properly the responsibility of our event organizer customers. We recommend that our customers adopt the following guidelines for the safe operation of their events during the pandemic.

## Planning Meetings

We strongly recommend that all planning meetings, pre-conference and logistical meetings be conducted using a teleconferencing platform such as Zoom or Microsoft Teams. If you require an on-site meeting, we will arrange a large enough meeting space that allows all participants to meet in an appropriately physically distanced conference setup.



## Thermal Screening

All guests will pass through thermal screening prior to entering our venues. In order to ensure proper crowd management, we will designate the screening checkpoints for each venue as Entrance Only. Your Event Manager will confirm the designated venue entrances for your event.

## Registration/Box Office

As a precaution we require that all registration or ticket sales be completed in advance and that all badges or tickets be printed, downloaded or distributed in advance prior to arriving at the convention center.

Guests will be asked to display their badges or tickets at the venue thermal screening checkpoint.

Any on-site guest service counters should be placed so that customer service personnel are placed a minimum of six feet apart and should include clear hard plastic shields between customer service personnel and guests. These service areas should include appropriate signage for the maintenance of physical distancing, including floor marking for any anticipated queuing.

We strongly recommend touchless ecommerce solutions for any sales transaction.

## Contact Tracing Information

Event organizers shall collect and retain names and basic contact information for each guest if public health officials require this information for post-event contact tracing should a guest or worker be identified as testing positive for COVID-19. Event organizers shall ensure that all official and exhibitor-appointed contractors collect and retain this information as well. Event organizers shall retain this information for a minimum of three months after the event.



## Signage

Event organizers are encouraged to place signage reminding or encouraging physical distancing and hygiene throughout the event space. We recommend placing signage at the entrances for exhibits and general session areas; in lobbies and concourses; in food function areas; and in the aisles of exhibits and general sessions.

## Physical Distancing and Crowd Management

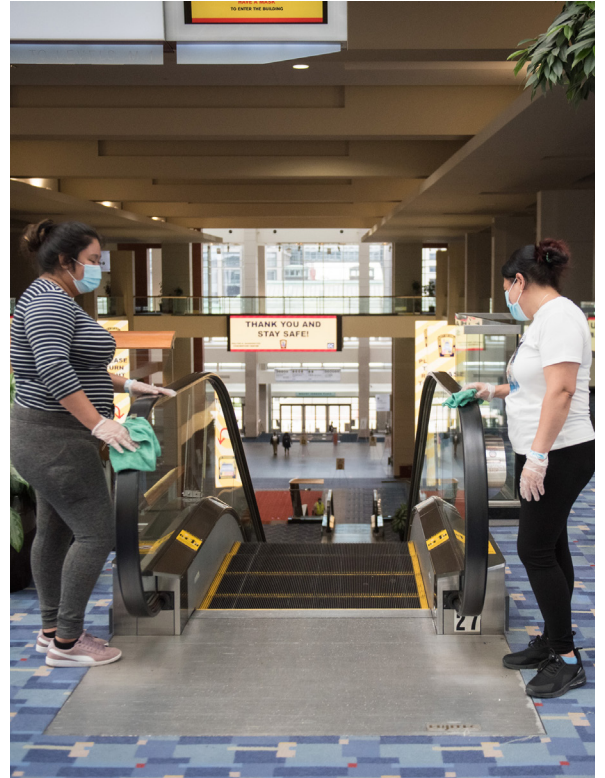
Event organizers shall appropriately manage guests' physical distancing during the event. "Appropriate management" is scalable and relative to the size and nature of the event; it is our experience that a more active approach is more likely to be successful. Our Event Management and Public Safety teams are happy to suggest options for your consideration.





## Exclusive Sanitation

In order to ensure that cleaning and sanitation of licensed space is performed consistently to our GBAC STAR™ standards, all event cleaning will be exclusively performed by Aramark Environmental Services. Aramark Environmental Services will clean and sanitize all licensed spaces with bio-enhanced cleaning. We will perform overnight bio-enhanced sanitation in all event areas during the run of the event. We will need a minimum of ten hours prior to allow our trained personnel to complete overnight bio-enhanced sanitation in the licensed space; if workers or exhibitors are allowed into a licensed space at 8AM, we must begin sanitation at 10PM the previous evening. Any delay will reduce the effectiveness of the sanitation treatment.



## Sampling and Giveaways

For the duration of the pandemic, we are prohibiting food and beverage sampling during events for public health and safety. This is consistent with all major food and beverage safety recommendations, as well as with the need to wear face coverings always inside public spaces. We strongly recommend that for public safety considerations you strongly discourage giveaways for the duration of the public health emergency. If you feel it appropriate to permit giveaways during your event, we recommend that any giveaway be wrapped and sealed in its original packaging, and that your COVID-19 floor staff monitor your event to ensure that proper crowd density and physical distancing is maintained at the giveaway areas. Packaged giveaway items should not be edible items.



# REVISED FUNCTION SPACE CAPACITIES

We are committed to working with you to make your event space as safe as possible. We are ready to begin planning with you and your key contractors as soon as you are ready to begin. The current situation is very fluid: circumstances change rapidly, official recommendations and protocols are updated with little notice that affect all of us.

Your proposed function space layouts – exhibits, Ballroom, session rooms and any ancillary activities planned for lobby, concourse or common space – must allow required physical distancing. This includes generous aisle space, minimal close-up contact, and room for physically distanced passage and queuing.



We recommend that if your event uses one or more of our larger spaces you select a staff member as your subject matter expert to oversee any new protocols and procedures put in place for your event due to COVID-19. This person would be responsible for encouraging physical distancing during the event and sharing the latest information and updates with your attendees, exhibitors, suppliers and contractors. Your trained subject matter expert will ensure that all COVID-19 related concerns are considered to create a safe event environment.

We recommend that you publish your event's COVID-19 revised procedures in your event information and exhibitor communications and communicate this information to your exhibitors and attendees frequently. We recommend that you consider including any additional recommendations and guidelines from your official service contractors.



## Exhibit Hall

Please provide your Event Manager with your proposed layouts for any exhibit hall or Ballroom function a minimum of six months in advance of your event. Your Event Manager will review the plans and, if approved, will return to you to submit online with payment to the DC Fire Marshal for official approval. The DC Fire Marshal will not approve any plan that has not been approved in advance by Events DC. Plan review considerations now require that appropriate physical distancing, health, hygiene and safety precautions have been incorporated into the layouts. We strongly recommend that your Event Manager review your plan before you begin selling exhibit space.

Your official service contractors (general services, audio-visual, production and security) must provide your Event Manager with their production plans and schedules describing their proposed daily arrivals, work schedules, work locations and planned activities, and related information at least sixty days prior to your move-in. This will ensure that all the planned activities are reviewed and incorporated into our master event planning schedule.



The International Association for Exhibition Excellence (IAEE) and the Exhibition Services Contractors of America (ESCA) recommend the following considerations for exhibit design and layout:

- Increase your event or exhibition hours to allow for staggering of access (time slots) by designated groups
- Use event personnel to maintain guest flow and break up crowding (enhanced floor management)
- Consider using crowd density technology (such as beacons or RFID technology) to identify hotspots of crowding, if appropriate
- Consider designating standard 10' wide aisles as one-way only, and making two-way aisles a minimum of 12' wide
- Establish total booth density numbers (exhibitor personnel and guests) consistent with the District's ReOpen DC guidelines.

## Exhibit Hall

The International Association for Exhibition Excellence (IAEE) and the Exhibition Services Contractors of America (ESCA) recommend the following considerations for exhibit design and layout (continued):

- Exhibit design and layout should follow IAEE and ESCA guidelines, including:
  - Eliminate low side rails and replacing with 8' drape or full-height MIS hardwall
  - One-way traffic flow in and out of the booth
  - Minimize areas that promote crowding, such as lounges, booth giveaways, etc.
- Encourage exhibitors to schedule pre-arranged meetings with guests rather than drop-in meetings
- Include transparent dividers such as clear hard plastic shields in areas where people will be in close contact
- Encourage touchless (electronic and digital) alternatives to engagement, collateral material and giveaways
- Always remind exhibitors and guests of the need for appropriate personal protective equipment inside the convention center
- Provide reminder signage that promotes health and safety best practices
- Plan for frequent cleaning of spaces and surfaces throughout the day along with bio-enhanced cleaning before and after each show day.

## Sanitation

We provide touchless hand sanitizing stations at our building entrances and in our lobby and concourse spaces. We recommend that you consider providing additional hand sanitizing stations in your licensed space. IAEE recommends placing hand sanitizing stations at least every two hundred feet in exhibit hall aisles and other high-density areas.

## Personal Protective Equipment

The District requires every person over the age of two who is inside an indoor retail, hospitality, food service or event space to wear an appropriate facial mask always; a person may remove his/her mask while eating. The CDC recognizes simple cloth facial masks as reasonable precautions.

Disposable gloves are not required for normal event activities.

Event organizers may consider placing courtesy bins at building exits for the convenient disposal of used masks.





## Crowd Density

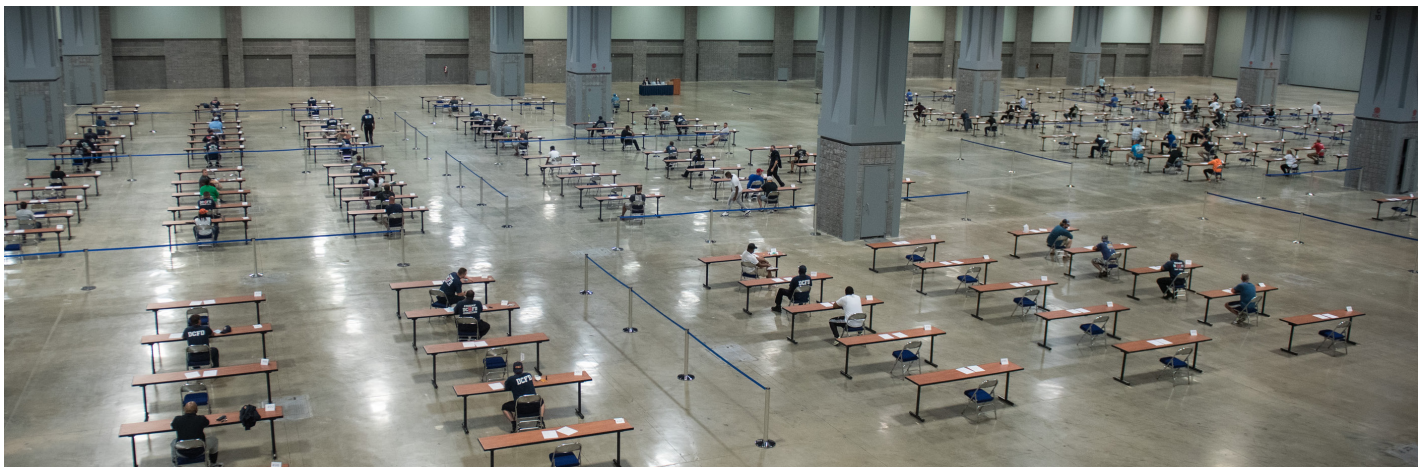
The District has a four-stage plan for reopening District businesses, called ReOpen DC. We are currently in Stage 2 of four.

Based on the ReOpen DC guidelines for reopening public space, we will follow the following crowd density guidelines approved by the District Department of Health for museums and similar large public spaces:

- Stage 2: 1 person per 200 SF of function space
- Stage 3: 1 person per 100 SF of function space

Please see Appendix 5 for how this impacts overall potential event capacities. Your Event Manager will advise you on the capacities for specific function spaces.

Please note that these recommendations **do not reflect seating capacities** for these spaces; these represent maximum standing capacities. The recommendations **reflect the maximum total number of people allowed in the space**, including exhibitors, guests, guards, housekeepers, customer service representatives, food and beverage staff and other support personnel.



## Ballroom and Meeting Rooms

We recommend that Event Organizers consider assigning a staff member as your event COVID-19 subject matter expert. Your trained subject matter expert will ensure that all COVID-19 related concerns have been considered to create a safe event environment.

Your Event Manager will work with you to design function space layouts that meet physical distancing requirements. In most cases the effective seating for any function space has been reduced to roughly **25% or less of published capacity**. We have tested all standard layouts for each function space and will provide you with sample layouts. Please provide your Event Manager with your final function space requirements for review a minimum of sixty days prior to your move-in date.

The general provisions for appropriate physical distancing in function (meeting and ballroom) space layout are:

- One-way traffic aisles should be a minimum of six feet wide; two-way traffic aisles should be a minimum of twelve feet wide.
- There must be a minimum of six feet distance in all directions for each chair in a theatre layout.
- Consider designating certain doors as Entry Only and certain doors as Exit Only for your function spaces. These doors should be located so that guests entering the space do not commingle with guests exiting the space. Your Event Manager will work with you to suggest which entrances work well for one-way ingress and egress.

We offer show management complimentary access to Social Tables, which contains templates for all our function space. Social Tables allows easy planning of layouts and crowd movement patterns.



### Show Management Offices

The layout of any onsite show management office must conform to the same physical distancing considerations as every other facet of the event.

- Office space must allow for the ReOpen DC crowd density recommendation for the current stage of recovery.
- Workstations should be placed at least six feet apart, and should be arranged to prevent face-to-face contact between any user; clear hard plastic shields should be placed between workstations if there is no alternative to face-to-face placement
- A clear hard plastic shield should be placed where face to face contact between people is unavoidable (e.g., receptionist station)
- Break areas should be arranged to support physical distancing through staggered seating areas, limited seating per table, and staggering breaks and meals whenever possible.
- We recommend discussing daily cleaning schedules with your Event Manager to ensure frequent cleaning at convenient times throughout the day.



## Show Operations

- Each contractor operating an on-site face-to-face service counter (such as a service desk, labor dispatch desk, freight desk, etc.) should provide for appropriate physical distancing by:
  - Providing a clear hard plastic shield to prevent direct contact between people
  - Separating multiple counters to maintain a distance of at least six feet between counter staff
  - Placing floor markers or signage to designate appropriate physical distancing
  - Considering touchless commerce solutions for onsite ordering or payment.

## Sanitation

- Aramark Environmental Services will perform overnight bio-enhanced sanitation in the exhibit halls after each workday and show day
- Hand tools and commonly used equipment such as ladders, pallet jacks, dollies, etc., must be sanitized between use.

In addition, workers will complete training in COVID-19 recognition and workplace safety prior to being returned to the labor call rolls.

## Rigging

In addition to the safe installation of all overhead motorized rigging supporting loads in excess of two hundred pounds, our Production and Rigging Service Partner, GLP DC

Production Services, contributes to a safe environment by:

- Performing complete cleaning and disinfecting of all rigging equipment prior to delivery and after return to warehouse
- Designating a Safety Marshall to ensure that proper hygiene is maintained and that personnel comply with all required safety and hygiene requirements
- Disinfecting all onstage equipment before and after each event



# HEALTH AND SAFETY PROTOCOLS

In our Initiatives we described the new programs, products and services that we are putting in place in response to the COVID-19 pandemic. This section describes the programs, products and training that have been enhanced by our commitment to health and safety.



## Staff

All Events DC staff and Service Partner staff will always wear CDC-recommended personal protective equipment while onsite in our venues. Most Events DC staff who work directly with customers and guests will wear N-95 masks while with our customers and guests.

All Events DC and Service Partner staff sanitize offices and workspaces an ongoing basis throughout the workday.

All Events DC and Service Partner staff will complete daily health screening and enter through thermal screening in order to enter our venues for work. As a result of this screening an employee may receive secondary medical screening and be directed to consult with his/her medical provider rather than be allowed to report for work and may not return to work without a medical release.

All Events DC and Service Partner staff always practice physical distancing . We have adjusted workspaces, shift times, crew sizes and operating procedures to conform with physical distancing.

All Events DC and Service Partner staff have completed training in COVID-19 recognition and safety training prior to returning to work.

These initiatives are the key points of our employee plan. The employee plan is summarized in Attachment 6.



## **Public Space**

The CDC reminds us that the best ways to protect ourselves outside of our homes are to:

- Maintain physical distancing of at least six feet from another person(s)
- Wear a cloth face mask
- Frequently wash hands

We take our duty of care responsibilities seriously and have adopted the following protocols for your protection.

## **Physical Distancing**

We have temporarily removed most of our lounge seating from our public areas.

We have left some furnishings that are appropriately distanced. We will not approve any use of our public space that encourages people gathering or waiting in groups – including exhibits, displays, demonstrations or ceremonies.

We will actively monitor and encourage guests to spread themselves out while using our public stairs and escalators and will restrict the number of guests in our passenger elevators to no more than two people per trip.

We are posting revised maximum occupancies for each restroom based on physical distancing standards and will temporarily take commodes and sinks out of service to enforce these occupancies.

We require all staff and Service Partners to wear appropriate personal protective equipment while on property. All staff in contact with guests wear N-95 respirator masks while in guest areas. Certain staff will wear gloves in conformance to individual corporate policies.

## **Facility Operations**

We have adopted certain best practices to ensure that our buildings are a safe and healthy environment. These practices are inobtrusive and are used in health-care facilities to ensure safe and hygienic environments. We are:

- Doubling the frequency of replacing the filters throughout our HVAC systems to ensure that we are effectively preventing outside contaminants from dispersing throughout our venues
- Bringing as much outside air into our venues as possible, and increasing the exchange of inside air with fresh, filtered outside air during all occupancy hours
- Increasing the frequency of cleaning and disinfecting the evaporator and condenser coils in our air handling systems, to minimize any possibility of the spread of airborne bacteria
- Increasing the frequency of monitoring and treating the water in our HVAC systems to meet or exceed public health hygiene standards

# ENVIRONMENTAL SERVICES

Our housekeeping partner Aramark Environmental Services has been working with us throughout the pandemic, ensuring that our venues are clean, sanitized and ready for re-entry at any time. From their deep-cleaning and sanitizing of the venues and their housekeeping services for the District's Alternate Care Site Aramark Environmental Services has created the foundation for events' safely resuming operations in our venues. Aramark Environmental Services' priority is the safety of our customers and guests.

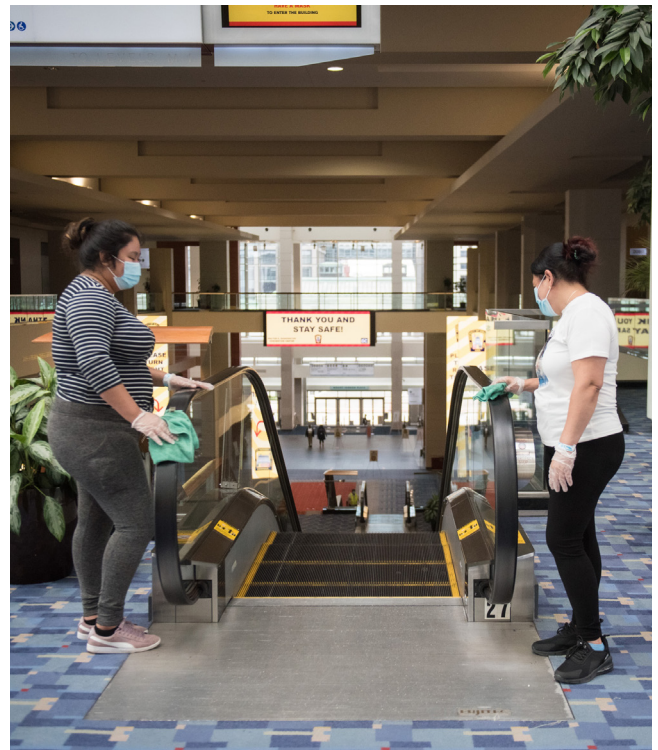


## A Clean Venue

- Aramark Environmental Services has thoroughly cleaned our venues to its Deep Clean top-to-bottom program, developed in partnership with Diversey™, a leader in revolutionary cleaning and hygiene technologies. This program ensures that our venues are:
- Thoroughly cleaned of all organic material and bioburden
- Rigorously disinfected with EPA-approved enhanced disinfecting products
- Validated using Diversey™ VeriClean™ Fluorescent Marking System
- Staffed with housekeeping associates trained and certified in disinfection techniques and provided with enhanced personal protective equipment

## A Sanitized Venue

- Aramark Environmental Services' daily cleaning protocol is the SpaceCare QL+ process, offering a comprehensive cleaning and sanitation program. The program enhancements include:
- Daily and weekly use of EPA registered disinfectants with shorter dwell times
- Increased cleaning frequencies of high-touch surfaces
- Upgraded cleaning validation with Diversey™ VeriClean™
- Additional hand sanitizer dispensers throughout the venues





## A Maintained Venue

Aramark Environmental Services' ongoing SpaceCare QL+ program ensures that the venues will be maintained to high standards through a rigorous training program that trains our housekeeping associates in the new procedures as well as proper safety, personal protection, and self-care. Aramark certifies that its sanitizing process, methods and products are properly followed and performed by its trained and certified personnel.

Aramark Environmental Services is our trusted partner in our GBAC STAR™ certification process.

As noted earlier, in order to ensure that cleaning and sanitation of licensed space is performed consistently to our GBAC STAR™ standards all event cleaning will be exclusively performed by Aramark Environmental Services. Aramark Environmental Services will clean and sanitize all licensed spaces with bio-enhanced cleaning. We will perform overnight bio-enhanced sanitation in all event areas during the run of the event.



# FOOD AND BEVERAGE SERVICES

The safety and well-being of our guests and our employees is Aramark's top priority. We have aligned our practices, protocols and procedures to conform to the recommendations of the CDC, the World Health Organization (WHO), the National Restaurant Association (NRA), and other leading health organizations. As conditions, consumer behaviors and regulations change, Aramark's plans will evolve and adapt accordingly.

Aramark continues to review, refresh and practice its tested food safety processes and protocols. Additionally, Aramark is intensifying preventive measures within its operations, including implementing enhanced sanitation and hygiene practices. Aramark is also assessing and modifying customer-facing services and offerings as part of its commitment to deliver great food prepared in a safe environment.

Aramark's specific steps include:

- Increasing packaged grab-and-go options
- Eliminating reusable cups
- Pausing salad bar service
- Removing self-serve condiments
- Removing self-serve napkins, plates and utensils
- Increasing the frequency of cleaning in high-traffic areas

## **Staff**

Aramark promotes a culture of safety and wellbeing for staff and customers. The effort starts with staff, who will receive enhanced training in all new health, safety and preparedness processes prior to resuming regular duties.

- Workflows have been redesigned to ensure safe distancing between employees
- Staff will wash hands and change gloves every 15 minutes

## **Catering**

While great food and beverage remain top-of-mind, Aramark takes the utmost safety precautions in preparing and serving food and beverages.

- All preset plated meals will now be served in covered vessels
- Individual bottles of water will be placed at each place setting
- Rollup silverware will be placed in plastic sleeves at each place setting
- Each table will include a sanitation kit of hand sanitizer and/or wipes
- Waiters will serve bread and butter to guests as the guests arrive and take their seats
- Entrees will be served covered; the waiter will remove the cover after each guest has taken her/his seat
- Wine glasses will be replaced after each pour



## **Buffets**

Aramark will continue to offer buffets as a serving option.

- All buffets will be single-sided, with breath guards in front of each item
- Buffets will no longer be self-service; a server will serve each item to each guest
- Service utensils will be changed every sixty minutes
- Action stations will require a barrier between the attendant and the guest, with product served in a closed container

## **Concessions/Retail**

Recognizing that guests are now looking for alternatives to the traditional queuing and face-to-face ordering, Aramark is introducing the following options for concessions and retail services:

- Discontinuing “crack and go” opening of any bottled products in favor of handing the guest a packaged product with a lid in place
- Providing single-serve condiment packets and pre-portioned, packaged toppings
- Touchless self-checkout kiosks that allow guests to select and purchase food items without personal contact
- Cashless payment systems that allow guests to easily pay for products through a scan of mobile technology (such as Apple Pay) that reduces the need to hand over cash or credit cards
- Signature-free credit card transactions for transactions less than \$100
- Mobile ordering that allows guests to order from personal devices and pick up products from designated locations

## **The Clean Team**

Aramark has adjusted back-of-house and front-of-house cleaning schedules to increase the frequency of cleaning all high-touch areas. Aramark is introducing a dedicated Clean Team who is solely responsible for maintaining our commitment to sanitation and hygiene. The Clean Team members will wear an easily recognized, highly visible uniform and will maintain all service areas to the highest standards.

The Clean Team also prepares and stocks glove-changing stations in all food handling areas, including hand sanitizers and waste bins for discarded gloves. The Clean Team also places and stocks hand sanitizer stations in all food preparation, service and retail areas for the convenience of staff and guests alike.

### Physical Distancing

Both staff and guests are equally responsible for maintaining physical distancing from each other whenever possible. To help maintain this awareness Aramark will place clearly defined markers on the floors of all food preparation areas, food service areas and in office and management areas.

Aramark will clearly mark each seating area, placing seats and tables according to the current best practices recommended by the CDC, WHO and NRA. Finally, all Food and Beverage areas will be included in the ongoing Surface Guard sanitizing treatments throughout the center.





# TELECOM/INTERNET SERVICES

Our technology partner Smart City Washington has adopted protocols to ensure the health and safety of clients and team members and support the resiliency of our hospitality industry.

In addition to the general PPE, physical distancing and sanitation processes described for all staff, Smart City Washington will:

- Staff customer service desks with only **one associate per desk location**, with at least six feet of distancing from neighboring service counters
- Install **clear plastic barriers** that separate front-facing interactions between service desk associates and customers
- **Provide hand sanitizer** for service desk personnel and customers
- **Clean and disinfect** counters, desks, keyboards, monitors and other equipment hourly and during each shift change
- **Provide QR codes** for requests for pricing
- **Disinfect all tools** before and after each shift
- **Disinfect the final six feet of any service line installation**, and tag the line with a disinfection notification listing the date of installation
- **Provide cleaned and disinfected rental equipment and materials** in clear plastic bags sealed with tamper tape, for customer pickup at the Service desk
- **Perform any required installations or service calls in the presence of the customer** while maintaining appropriate physical distancing
- **Sanitize and disinfect all rental equipment and material** after return to warehouse or storage



# AUDIOVISUAL SERVICES

Our audio-visual Service Partner Projection follows CDC-recommended safety and cleanliness guidelines to enhance the safety and cleanliness of its personnel and its equipment. In addition to the general PPE, physical distancing and sanitation processes described for all staff, Projection will disinfect all in-service audio-visual equipment:

- Immediately after installation; every morning before functions begin
- Periodically throughout the session day (as appropriate and event schedule permitting); and,
- In the case of General Sessions, after each General Session if there are multiple sessions scheduled during an event day

# BUSINESS SERVICES

The Capital Business Center is committed to protecting the health and safety of our customers and employees. In addition to the Center-wide precautions that everyone is taking during the pandemic, we are taking the following further steps:

- We require that each customer wears a face mask while in the Business Center
- We will limit the number of customers in the Business Center to no more than two customers at a time
- We will separate the customer workstations to six feet apart from each other
- We will not provide self-service copy service for the duration of the pandemic. Our staff will operate the copy machines for our customers.
- We will designate appropriate places for staff and customers at our counters while we serve our customers



# DIGITAL SIGNAGE SERVICES

Digital Messaging should be an essential element of any event safety plan.

‘Digital signages’ unparalleled reach, real-time updates, multiple messaging capability and flexibility make it a key component to quickly share vital health and safety information necessary to keep guest and attendees safe. Digital signage can also play a prominent role in disseminating safety guidelines, cleaning and sanitation measures, facility navigation/directions, queue management and event broadcast keeping people informed and improving guest and attendee confidence. Digital signage has been listed in many of the guidelines and recommendations for safe events including the following:

- Digital Signage provides guest and attendees real-time safety information absolutely necessary to keep guests and attendees safe.
- Digital signage used to circulate essential information to event attendees and guest introducing: important information about facing coverings, communication of both security and prevention measures, messaging about symptoms of COVID-19, information on how to protect yourself and the others, reminders to wash and sterilize your hands.
- Digital signage used for facility navigation and queue management and control and ensure safe attendee traffic.
- Digital signage is a great way to space out events to follow social distancing guidelines. Use digital signage to create viewing areas when event spaces reach capacity.

