



BACK TO BUSINESS

Our Guide to Cleanliness, Health & Safety

WALTER E. WASHINGTON CONVENTION CENTER



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WALTER E. WASHINGTON CONVENTION CENTER

The first convention center in the northeast corridor to to earn the Global Biorisk Advisory Council's® GBAC STAR™ facility accreditation.

The first convention center in the United States to implement BIOPROTECT™ by SurfaceGuard, a NASA developed technology.



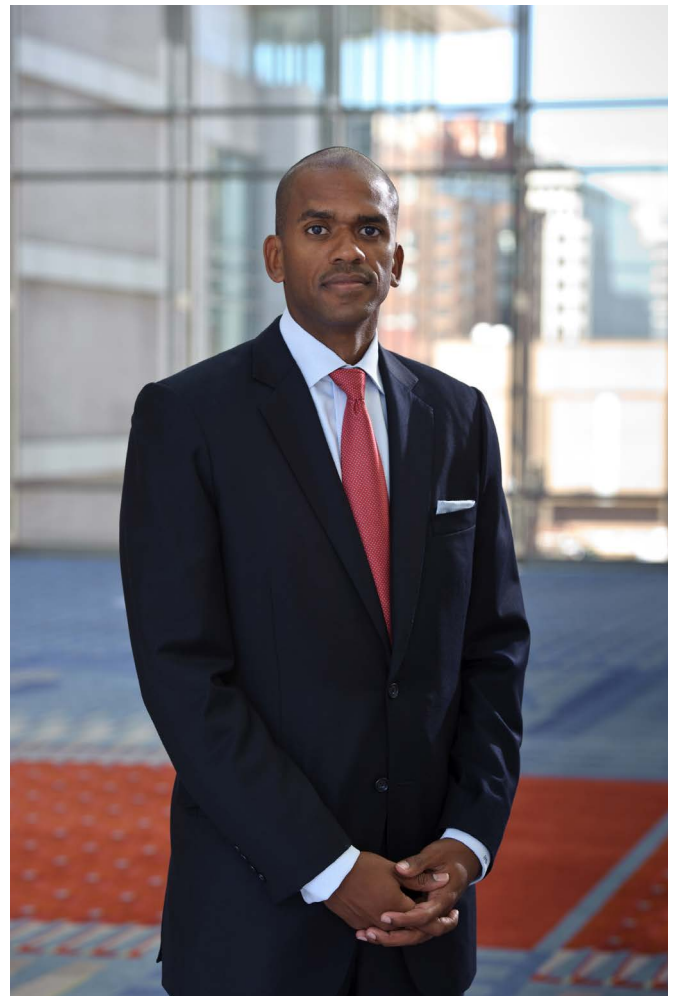
SURFACEGUARD

Disinfect. Protect. Educate.

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. The program strengthens our commitment to deliver a safe and enjoyable event experience in our venues and through our services, 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 disinfection 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 the public health, business (including retail and hospitality), entertainment and recreation sectors, 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.



Greg O'Dell,
President and Chief
Executive Officer, Events DC

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, and the R.I.S.E. Demonstration Center.

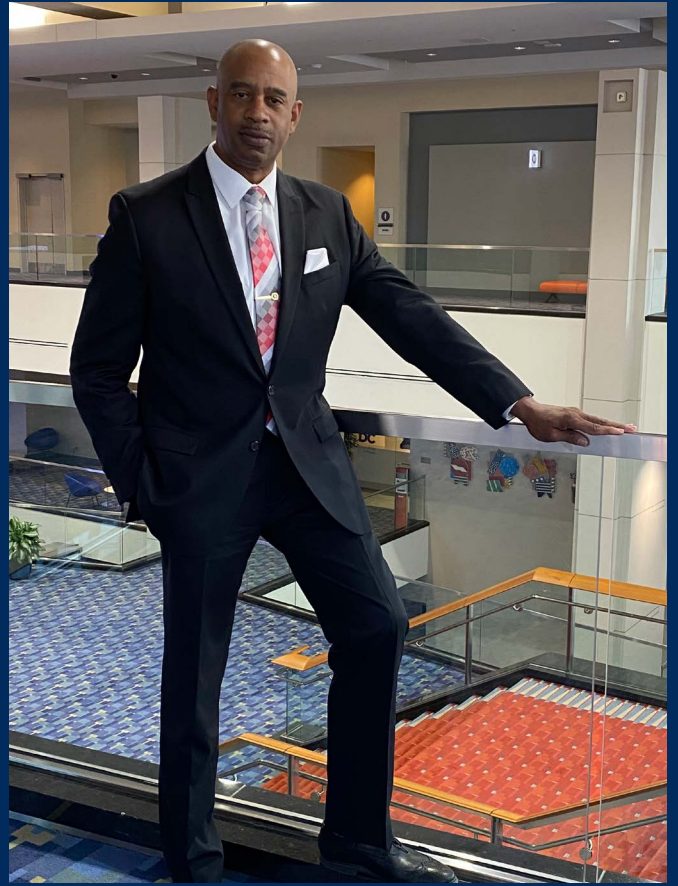


A MESSAGE FROM LEADERSHIP

“I am so proud of the extraordinary work put forth by our Emergency Response Team, resulting in this document as well as our achieving full GBAC STAR™ certification, becoming the first venue in the Mid-Atlantic/Northeastern region to do so. GBAC STAR™ defines international standards for sanitation, disinfection and hygiene. It provides confidence, trust and third-party validation that our venues are certified as clean and safe. At the forefront of all that we do, this achievement reflects our commitment to honor our customers and each other through our core values.”

Samuel Thomas

Senior Vice President and General Manager, Walter E. Washington Convention Center



OUR GUIDING PRINCIPLES

RESPECT

Value the relationships of our customers and colleagues

PROFESSIONALISM

Hold ourselves to the highest standards of performance

COMMUNICATION

Encourage and foster productive dialogue

TEAMWORK

Showcase shared knowledge, skills, and abilities to achieve customer satisfaction

ACCOUNTABILITY

Ownership and responsibility for our commitments



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.

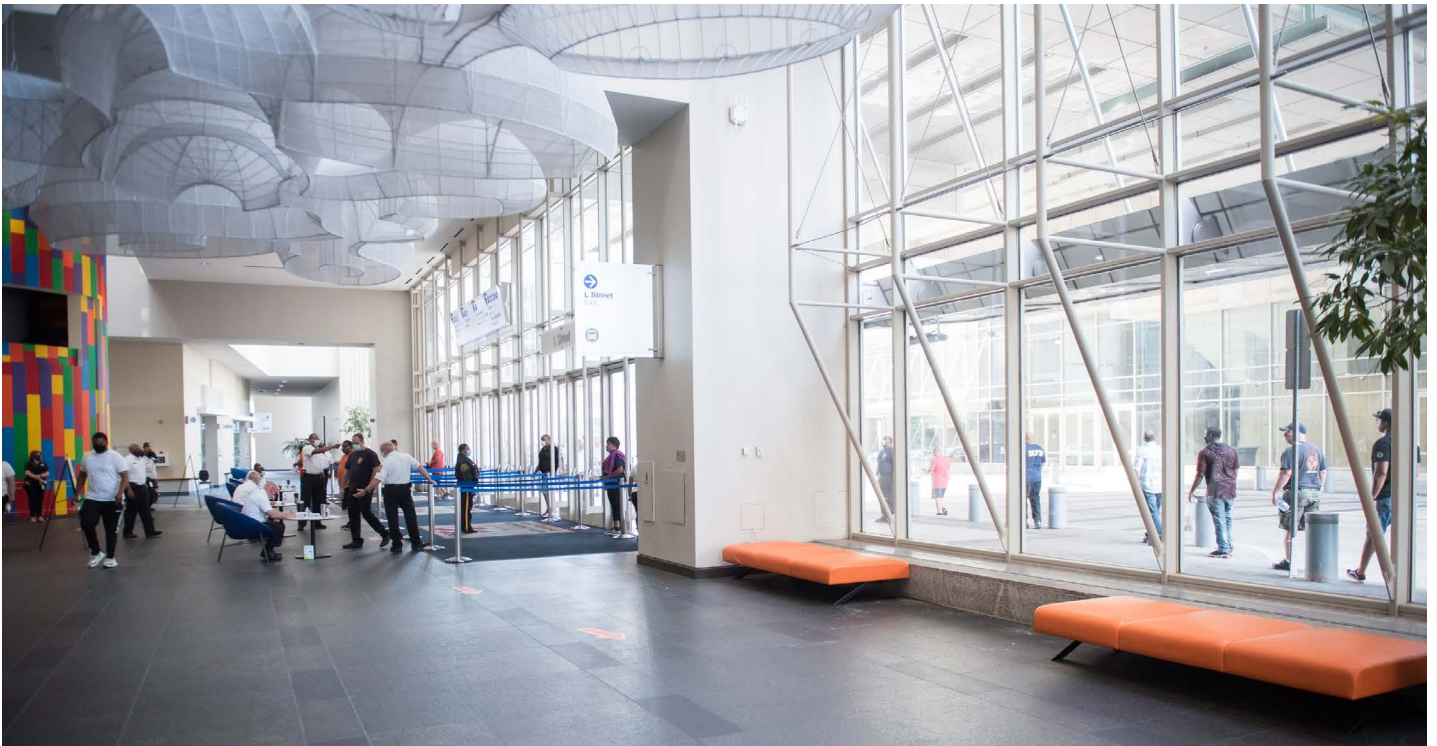
ENHANCED SANITATION

Our [Aramark Environmental Services](#) team's commitment to aggressive cleaning and hygiene has led them to implement the [Aramark EverSafe™ sanitation](#), disinfection and hygiene program, an integrated and enhanced cleaning, sanitation and disinfection program developed in collaboration with [Jefferson Health](#), a multi-state non-profit health system headquartered in Philadelphia.



EXPANDED F&B CAPABILITIES AND SERVICES

Our [Aramark Food Services](#) partner has developed national comprehensive plans that continue its commitment to protect the safety of every guest, vendor and employee. We will continue providing healthy and delicious food choices served at the highest standards that are modified to ensure the safest delivery.



RECOVERY RESPONSE TEAM

After we completed work on the 437-bed Alternate Care Facility, the District's temporary healthcare facility for the pandemic, we assembled a team of our 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. This document is the result of their hard work and affirms our commitment to welcome you back to safe, clean and hygienic event facilities.



CUSTOMER FOCUS GROUP

We created a Customer Focus Group to ensure that our planning meets our customers' needs. We gave considerable weight to the Group's thoughtful comments as we refined our plans because 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 be assured that we have prepared our venues well for their return.

TSCA PARTNERSHIP

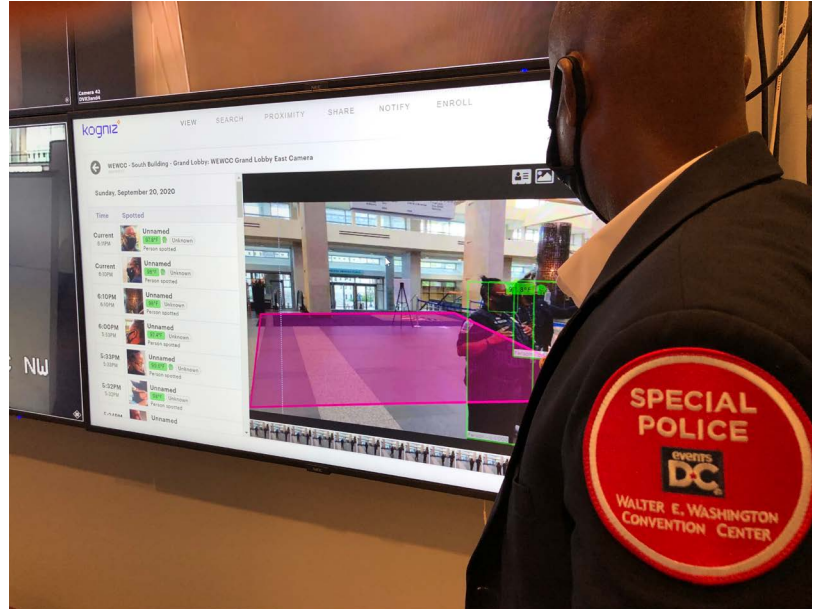
Events DC has successfully partnered for decades with the Trade Show Contractors Association of Washington DC (TSCA) and our key labor partners the [United Brotherhood of Carpenters](#), the [International Brotherhood of Teamsters](#) and the [International Alliance for Theatrical Stage Employees](#) on training and workplace safety issues. This partnership continues with our endorsement of TSCA's recommendations for the safe resumption of exhibition and production events and our support of TSCA's training initiatives to provide a workforce fully trained to perform the work safely, efficiently and confidently.



COVID-19 INITIATIVES

Deploying Thermal Scanning at Entrances

We are deploying the [Kogniz](#) no contact, real-time multi-person detection platform throughout the Convention Center. Kogniz measures body temperatures of groups of people entering the Convention Center, and uses artificial intelligence to factor in environmental effects on individuals. Kogniz also monitors crowd density to assist with physical distancing management. Additionally, Kogniz identifies individuals who are not wearing required personal protective equipment, including face coverings, and sends alerts when it detects noncompliance.



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

Aramark's **EverSafe™** integrated sanitation and sustainable management program includes an enhanced daily cleaning program and a Clean Team dedicated to 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
- **Define appropriate physical distancing practices** for 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 and capabilities described in detail in our Environmental Services section

Investing in Cutting-Edge Disinfection

- *SurfaceGuard **BIOPROTECT™** 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

Investing in Cutting-Edge Disinfection

- *NanoSeptic* light-powered self-cleaning surface products placed on our high-traffic public touch points to continuously self-clean these surfaces 24/7
- Our hand sanitizer locations are stocked and deployed strategically throughout our venues. They are monitored and replenished frequently
- We are deploying *electrostatic sprayers* throughout our venues to sanitize event function spaces overnight and during the day. With these sprayers we ensure that we are disinfecting all surfaces in event spaces, not just the visible tops of tables and chairs.



“Our research spanned the entire globe and has led us to some of the best artificial intelligence technologies coupled with disinfectant and anti-microbial solutions to provide the most hygienic venues possible.”

Hootan Kaboli, Vice President, Facility Operations and Services

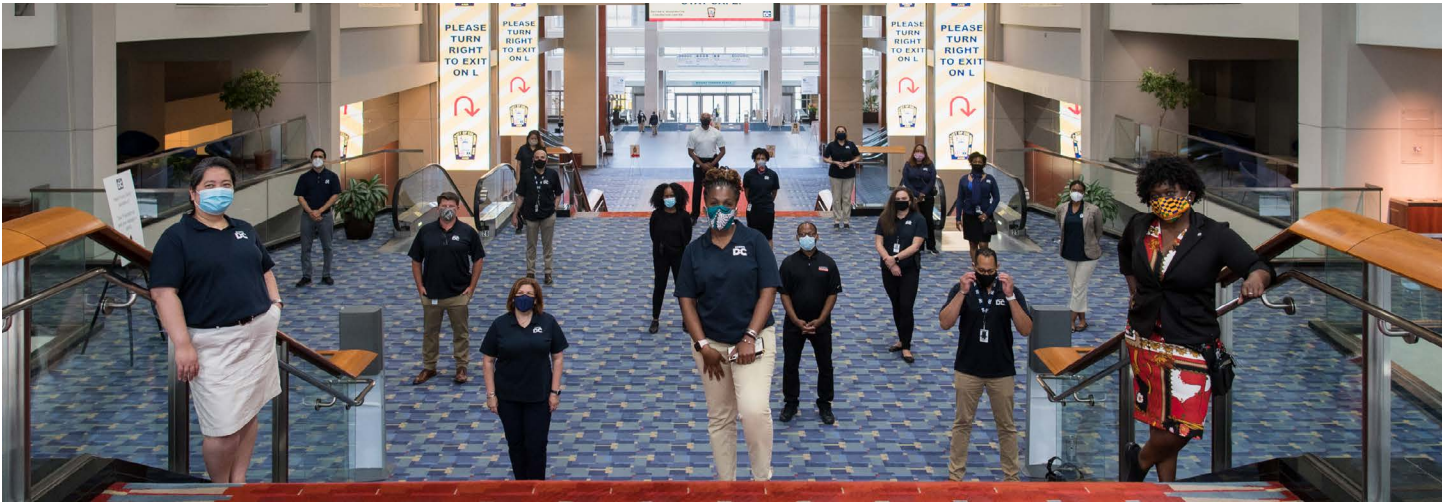


SURFACEGUARD

Disinfect. Protect. Educate.



HEALTH AND SAFETY PROTOCOLS



Events DC and Service Partners:

- Wear CDC-recommended personal protective equipment while in our venues.
- Sanitize offices and workspaces on an ongoing basis throughout the workday.
- Complete daily health screening and pass 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.
- Adjust workspaces, shift times, crew sizes and operating procedures to conform with physical distancing.
- Complete COVID-19 awareness training prior to returning to work, which includes proper use of personal protective equipment, general disinfection guidelines and COVID-19 symptom recognition and spread prevention.

Public Space

The CDC reminds us that the best ways to protect ourselves and to minimize the spread of COVID-19 while in public spaces include:

- Maintain physical distancing of at least six feet from others
- Wear double-layered cloth face covering
- Frequent hand washing

We have adopted the following protocols for your protection.

Physical Distancing

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

Physical Distancing

- Show management will actively monitor guest movement, require guests to spread themselves out while using public stairs and escalators, and restrict the number of guests in passenger elevators to no more than two people per trip.
- In restrooms we have posted revised maximum occupancies based on physical distancing standards and will temporarily take selected commodes and sinks out of service to enforce these occupancies.



Facility Operations

- Doubling the frequency of replacing the filters throughout our HVAC systems to prevent the dispersal of contaminants within 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
- Increasing the frequency of monitoring and treating the water in our HVAC systems to meet or exceed public health hygiene standards

“Implementation of thermal scanning and artificial intelligence technologies will give us an edge in safeguarding guests and enhancing their physically distanced movement throughout our venue.”

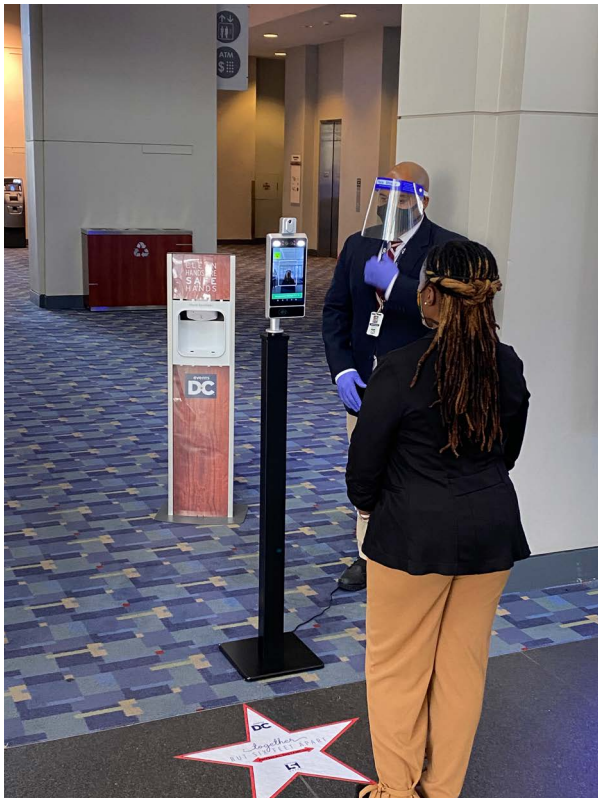
Gerald Wilson, Vice President, Public Safety

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 prior to entering our venues. 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

We require that all registration or ticket sales be completed in advance and that all entry credentials (i.e., badges, wristbands, etc.) or tickets be printed, downloaded or distributed in advance prior to arriving at the Convention Center.

Guests will be asked to display their credentials or tickets at the venue thermal scanning checkpoint.

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

We strongly recommend touchless ecommerce solutions for any sales transaction.

Contact Tracing Information

Event organizers must collect and retain names and basic contact information (email address, mobile phone number and preferred texting address) for each guest and worker 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 must ensure that all official and exhibitor-appointed contractors collect and retain this information as well. Event organizers must retain this information for a minimum of three months after the event.

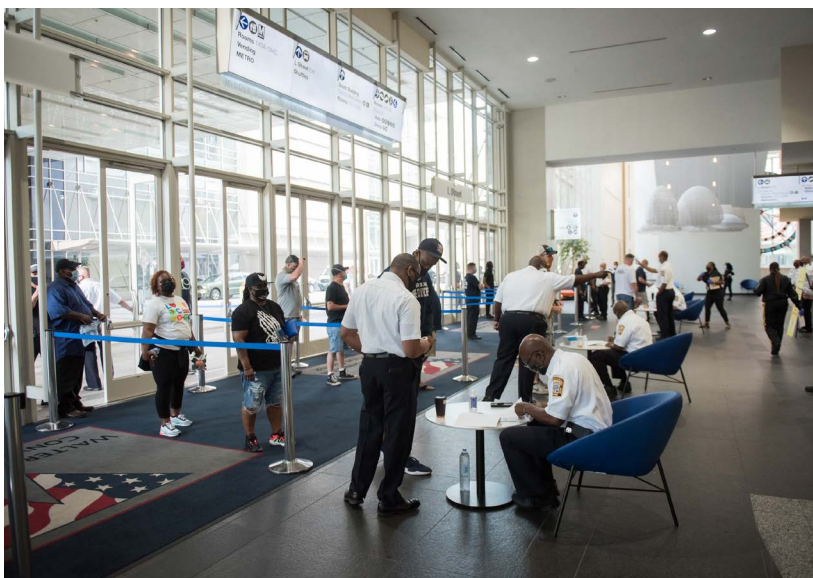


Signage

Event organizers must place signage requiring physical distancing and hygiene throughout the event space. Signage must be placed 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.

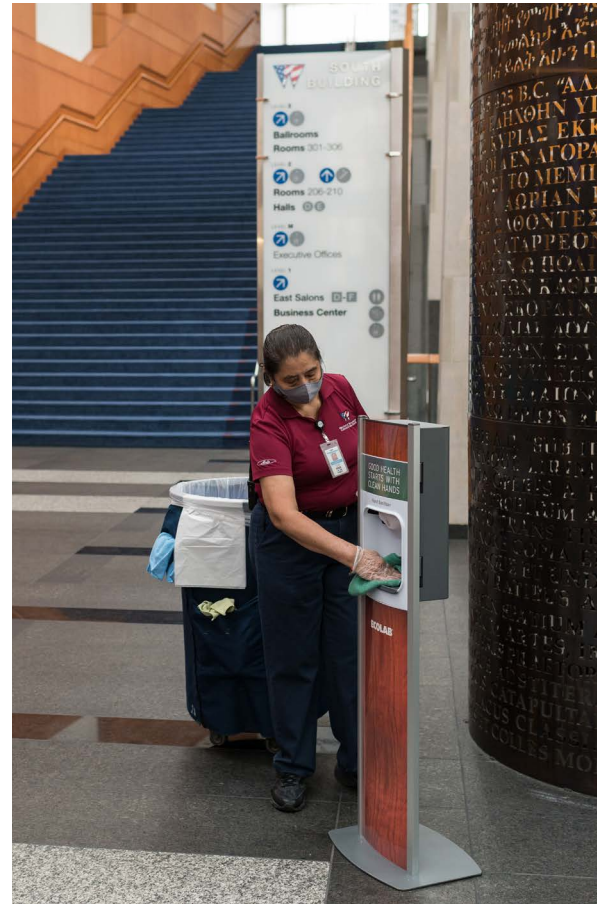


Exclusive Sanitation

In order to ensure that cleaning and disinfection 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 disinfection in all event areas during the run of the event. We will need a minimum of ten hours prior to scheduled opening to allow our trained personnel to complete overnight bio-enhanced disinfection in the licensed space.

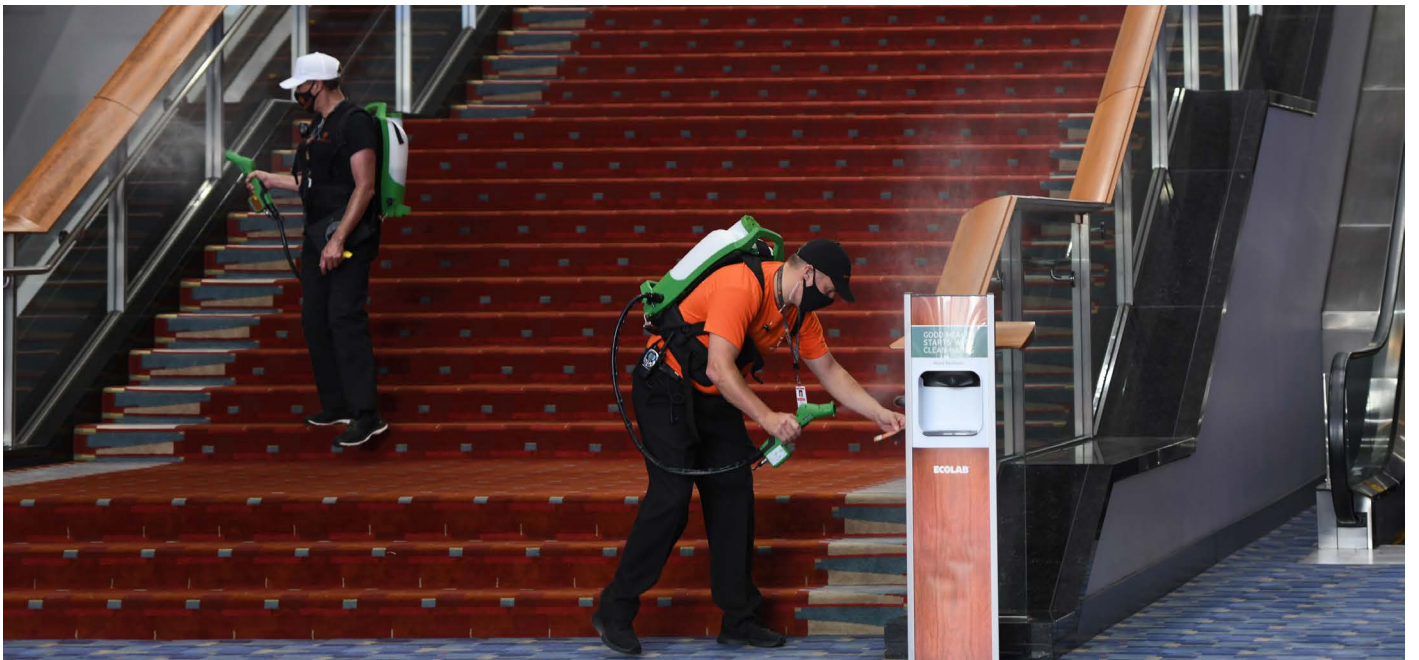
Food and Beverage Sampling or Tasting, Exhibit Giveaways

For the duration of the pandemic, we are prohibiting food and beverage sampling and exhibit giveaways during events for public health and safety.



“Fundamentally, it is the partnership between our customers and Events DC that makes the difference. This collaboration will move us forward into the new future of meetings and events.”

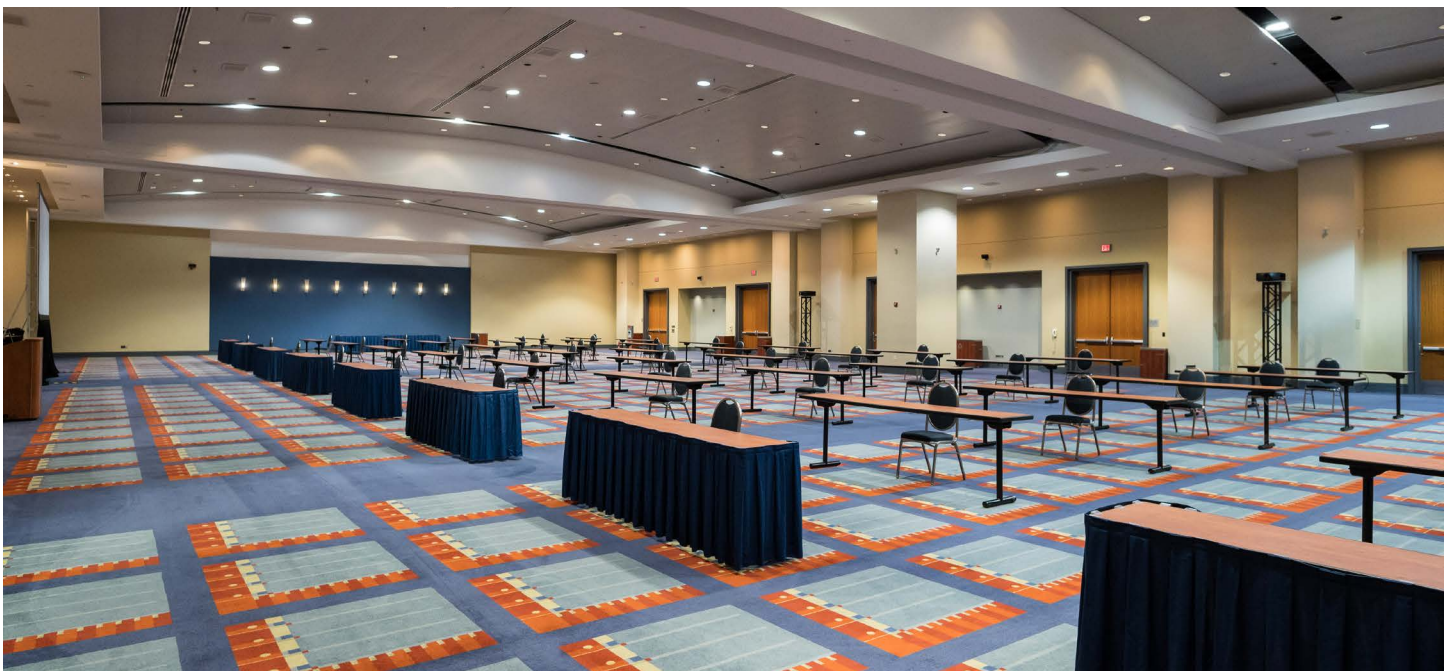
Linda Erickson, Vice President, Sales



FUNCTION SPACE CAPACITIES

We are committed to working with you and your contractors to make your event space as safe as possible, though it is important to remember that because much information about COVID-19 is still evolving, the information here about function space may be subject to change due to official recommendations and protocols, often with little notice.

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.



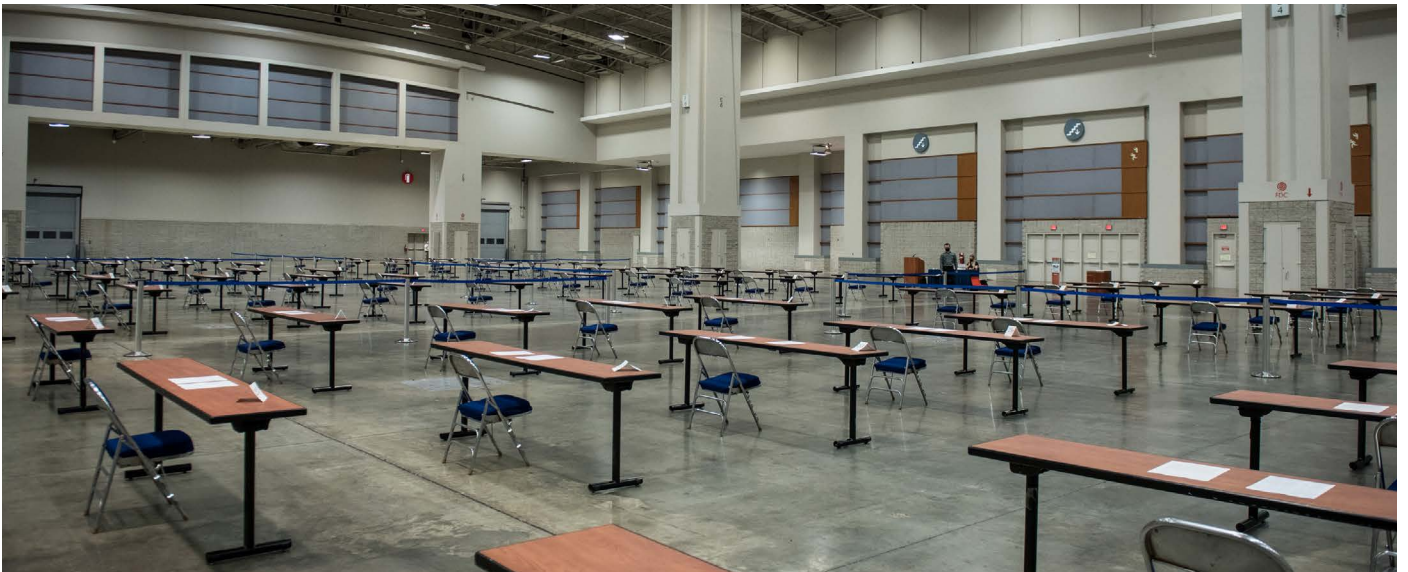
We recommend that if your event uses one or more of our larger spaces you select a trained staff member as your subject matter expert to oversee any new protocols and procedures put in place for your event due to COVID-19. This person would be responsible for enforcing physical distancing during the 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 also suggest that you publish your event's current COVID-19 procedures in your event information and exhibitor communications and provide this information to your exhibitors and attendees at frequent regular intervals throughout the duration of your event. We recommend that you consider including any additional recommendations and guidelines from your official service contractors.

Exhibit Hall

Please provide your Events DC Event Manager with your proposed layouts for any exhibit hall or Ballroom function at least 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 are 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:
 - Eliminating low side rails and replacing with 8' drape or full-height MIS hardwall
 - One-way traffic flow in and out of the booth
 - Minimizing 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.
- 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.



Event Capacities

The District of Columbia has initiated a four-stage plan, ReOpen DC, for reopening local businesses. The District entered Stage 2 on June 22, 2020 and remains in this Stage.

The Stages permit the following maximum capacities for gatherings:

- Stage 2 – Restricted Capacity: Up to 50 people, with safeguards and physical distancing
- Stage 3 – Open with Safeguards: Up to 250 people, with physical distancing
- Stage 4 – All Gatherings: Return to pre-COVID-19 capacities

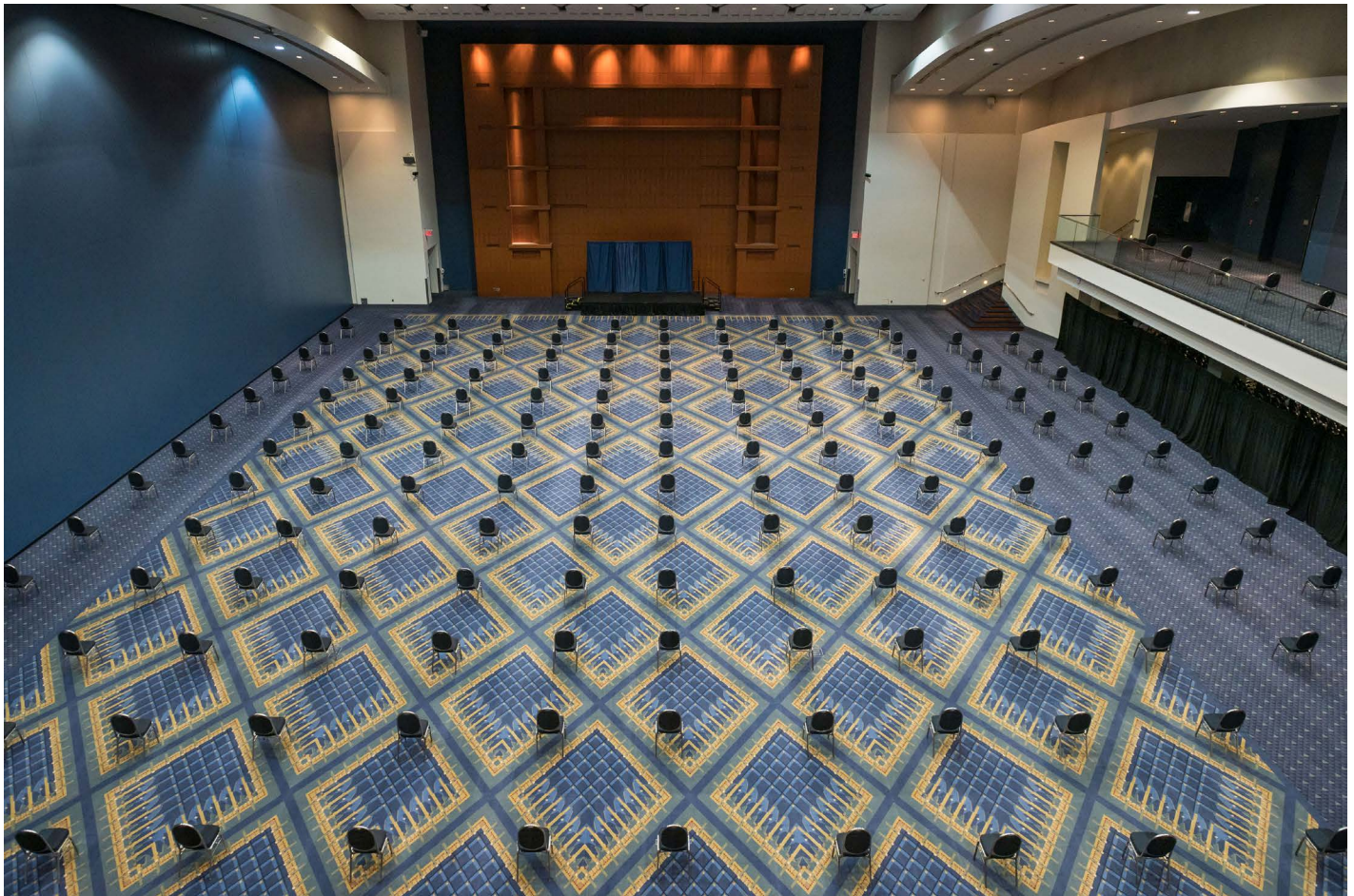
The authorization of Stages is based on achieving and maintaining certain public health benchmarks for defined periods of time. Your Event Manager will advise you on the capacities for specific function spaces.

Event 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.

We are developing with our Service Partners the production capacity to produce and host virtual and hybrid events that originate from the Convention Center. Please speak with your Sales Manager about this program, and how it may be used for your event.

Ballroom and Meeting Rooms



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. 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 (continued):

- One-way traffic aisles must be a minimum of six feet wide; two-way traffic aisles must be a minimum of twelve feet wide.

Ballroom and Meeting Rooms

- There must be a minimum of six feet distance in all directions between chairs for each chair in a theatre layout.
- Designate certain doors as Entry Only and 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.

You should also be prepared to implement appropriate physical distancing for persons with disabilities. For example, more than six feet may be required for appropriate distancing for persons in wheelchairs.

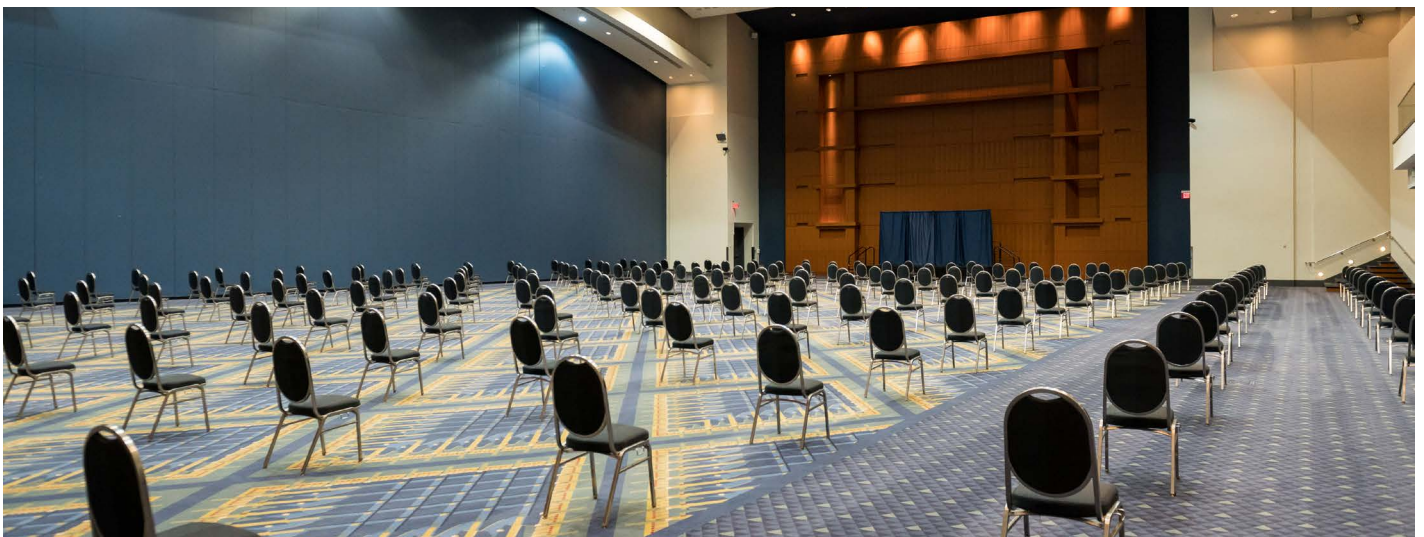
Show Management Offices

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 comply with ReOpen DC guidelines.
- Workstations should be placed at least six feet apart, and should be arranged to prevent close contact between users. Transparent hard plastic shields should be placed between workstations if close contact cannot be avoided.
- 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.

“Our goal is to support you in planning your successful event. We are committed to working seamlessly with you to assure our enhanced safety measures are incorporated into the event experience.”

Stacey Knoppel, Director, Convention Management



SHOW AND PRODUCTION CONTRACTOR GUIDELINES

TSCA Guidelines

We have partnered with the Trade Show Contractors Association of Washington DC (TSCA), the United Brotherhood of Carpenters and the International Brotherhood of Teamsters to promote these guidelines for all general, specialty (including audio-visual, production and other tradeshow contractors) and exhibitor-appointed contractors providing services in the Convention Center during the COVID-19 crisis.

Please note that only contractors that have been issued a current Events DC Right of Entry Permit are authorized to work in the Convention Center.

TSCA's recommended guidelines are:

Labor

- Contractors and labor unions referring workers should consider staggering the times for reporting for work to ensure that crowding and queuing is minimized.
- All workers must enter through the Convention Center labor entrance at 1117 7th Street NW and enter the venue through thermal scanning. TSCA recommends that contractors require each worker to complete a brief health screening questionnaire as a condition of reporting for work.
- All workers must always wear appropriate face masks while on Convention Center property.
- Crew sizes should be reduced to minimize direct contact with other personnel.

Freight

- TSCA encourages exhibitors and event organizers to ship freight to the official service contractor's warehouse in advance. TSCA recommends that official service contractors disinfect freight before delivery to the Convention Center.
- TSCA recommends that freight that is direct shipped to the convention center be disinfected at the Convention Center prior to delivery to the booth.
- Drivers must wear appropriate personal protective equipment (at a minimum, an appropriate face mask) if leaving the vehicle while on Events DC property.



Freight

- Drivers for all deliveries must complete the same entry process as all other show workers. Your official service contractor may arrange to have this screening performed at the marshaling yard provided that the driver does not leave the vehicle after being cleared to proceed to the Convention Center.
- **POV deliveries are not recommended at this time.** If your event requires POV deliveries, these must be managed by your official service contractor and are subject to the same safety procedures for carrier-delivered freight, including driver screening and sanitizing of all material prior to delivery to the booth

Show Operations

- Each contractor operating an on-site face-to-face service counter (such as a service desk, labor dispatch desk, freight desk, etc.) must provide for appropriate physical distancing by:
 - Providing a transparent 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

Disinfections

- Aramark Environmental Services will perform overnight bio-enhanced disinfection 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 disinfected between use.

In addition, TSCA and our Labor partners will sponsor mandatory training in COVID-19 recognition and workplace safety prior to workers returning to the labor call rolls.

“Our experience working with the Walter E. Washington Convention Center and their partners is that it is a cohesive operation that innovates success. Their desire to reopen events will be successful because they involved their Service Contractor partners in the process to make event production safe for everyone.”
Mike Goodwin, President, TSCA

“When the COVID-19 pandemic shut down our economy and daily lives, our carpenters started training to make sure their skills would safely re-open the convention industry.”
Robert Tarby, Director of Trade Shows and Special Assignments
Eastern Atlantic States Regional Council of Carpenters

OUR PARTNERS



ENVIRONMENTAL SERVICES

Our housekeeping partner [Aramark Environmental Services](#) has worked with us throughout the pandemic, ensuring that our venues are clean, disinfected and ready for re-entry. Drawing from their extensive experience in deep-cleaning and disinfection of venues nationwide and their housekeeping services provided for the District of Columbia's Alternate Care Facility at the Convention Center, Aramark Environmental Services has created the foundation for safely resuming operations.



A Clean Venue

Aramark Environmental Services has thoroughly cleaned our venues its [EverClean™](#) top-to-bottom program, developed in partnership with Diversey™, a leader in revolutionary cleaning and hygiene technologies. The EverClean™ program ensures that our venues are:

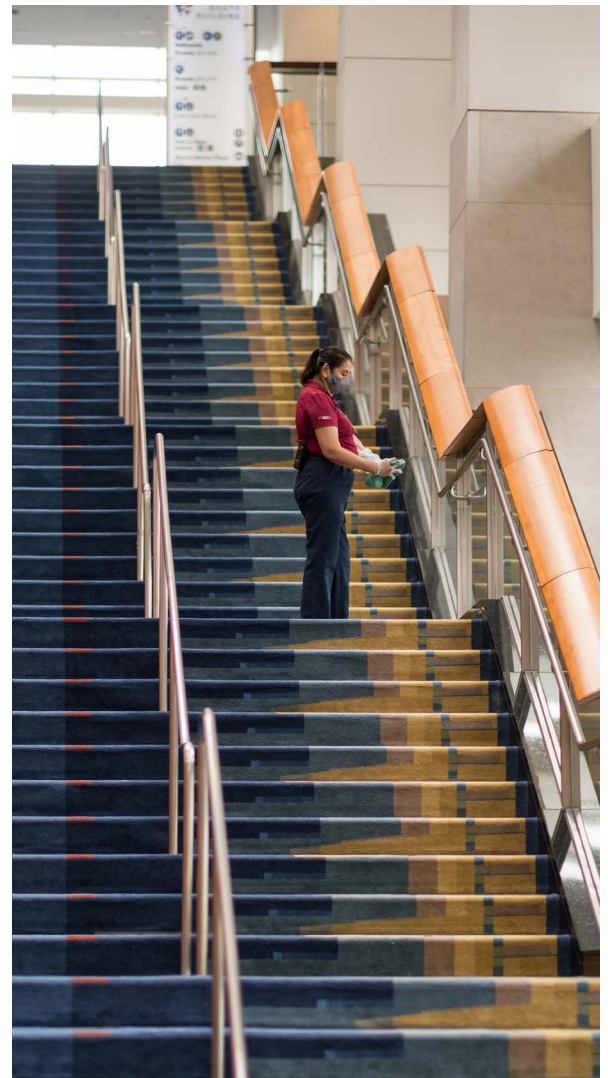
- Thoroughly cleaned of all organic material and bioburden
- Rigorously disinfected with EPA-approved enhanced disinfecting products
- Validated using Diversey™ VeriClean™ Fluorescent Marking System
- Staffed with housekeeping associates trained and certified in disinfection techniques and provided with enhanced personal protective equipment

Our entire Aramark Environmental Services team is ServSafe trained for your safety and protection.

A Disinfected Venue

Aramark Environmental Services implements daily cleaning protocol offering a comprehensive cleaning and disinfection program. The program enhancements include:

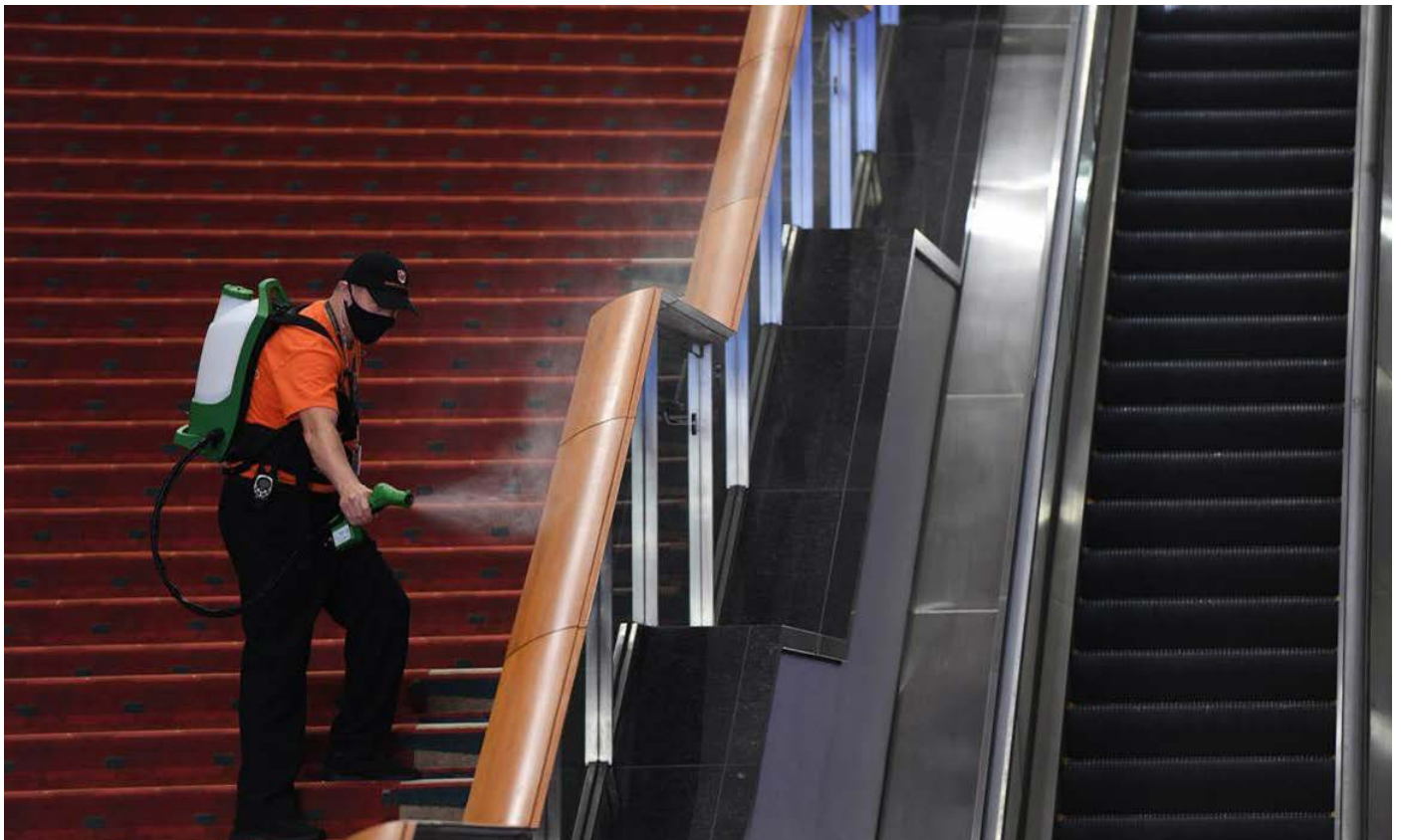
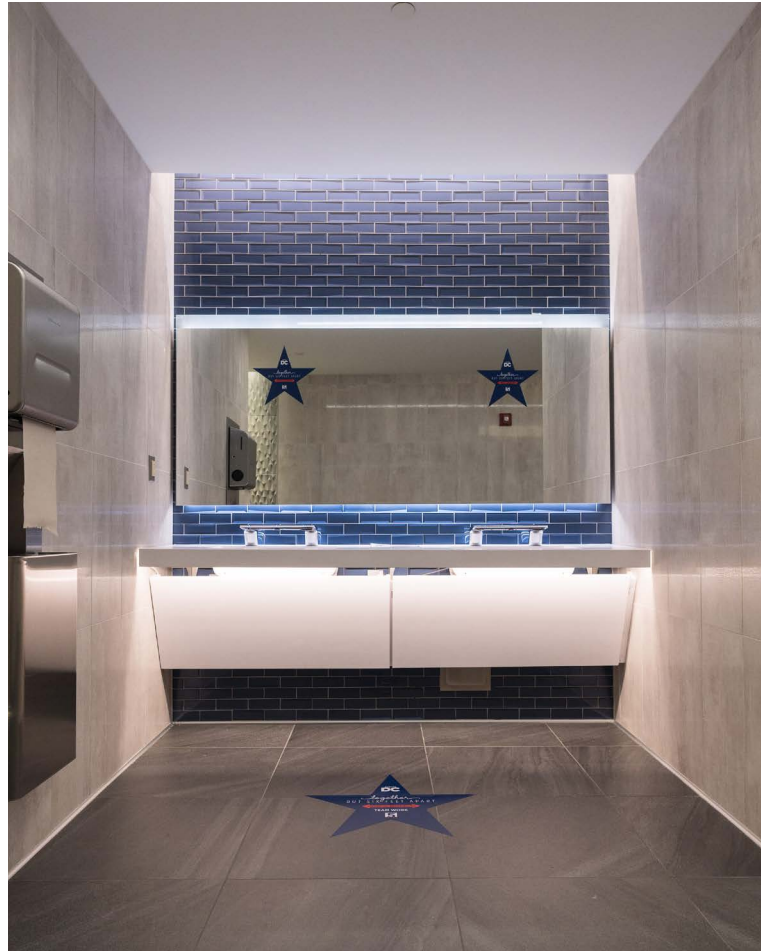
- Daily and weekly use of EPA registered disinfectants with shorter dwell times
- Increased cleaning frequencies of high-touch surfaces
- Upgraded cleaning validation
- Additional hand sanitizer dispensers throughout the venues



A Maintained Venue

Aramark Environmental Services' enhanced protocols ensure 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.

Aramark Environmental Services will clean perform overnight bio-enhanced disinfection 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, the National Restaurant Association, 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 disinfection 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

Our entire [Food and Beverage Services](#) team is ServSafe trained for your safety and protection.

Staff

Aramark promotes a culture of safety and well-being 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 disinfection kit of hand sanitizer and/or wipes
- Waiters will serve bread and butter to guests upon arrival 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



Buffet

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

Food and Beverage Clean Team

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

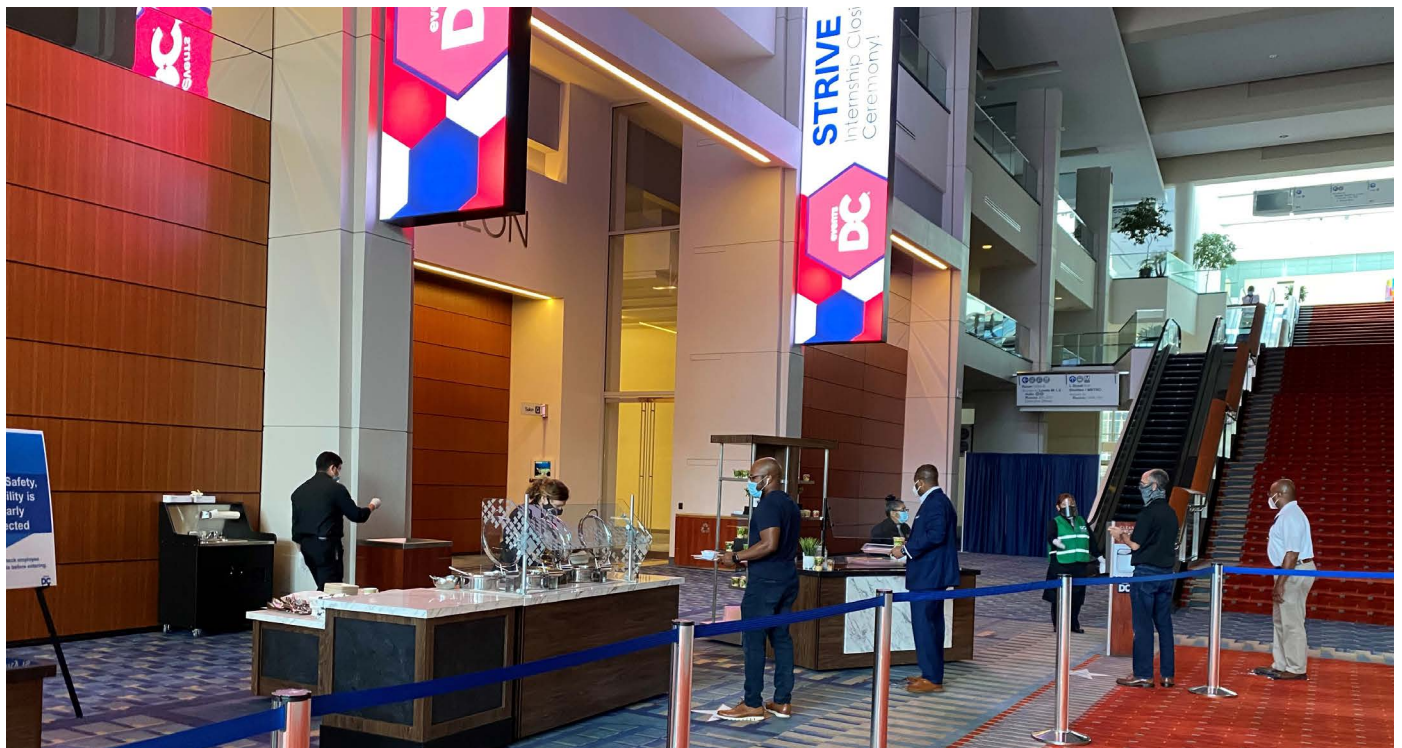
The Clean Team also prepares and stocks glove-changing stations in all food handling areas, including hand sanitizers and waste bins for discarded gloves. The Clean Team also places and stocks hand sanitizer stations in all food preparation, service and retail areas for the convenience of staff and guests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

Aramark will clearly mark each food service seating area, placing seats and tables according to the current best practices recommended by the Centers for Disease Control and Prevention, World Health Organization, and National Restaurant Association.

Finally, all Food and Beverage areas are included in the ongoing SurfaceGuard BIOPROTECT™ sanitizing treatments throughout the Convention Center.



UTILITY SERVICES

The health and safety of our employees, event attendees, vendors, and clients are of utmost importance to our Utility Services Partner. [Hi-Tech Electric](#) takes proactive steps to maintain a safe workplace and adopt practices protecting the health of employees, customers, visitors, and others following state, local and CDC guidelines.



In addition to the general PPE, physical distancing and disinfection processes described for all staff, Hi-Tech Electric's protocol includes:

- Thoroughly cleaning and sanitizing all equipment prior to installation
- Mandatory self-temperature checks by all employees prior to leaving for work; any employee not feeling well shall stay at home and notify her/his supervisor immediately
- Mandatory temperature testing when entering the workplace
- Training in proper health and hygiene procedures, including requirements for frequent washing of hands, use of disinfectant wipes, and wearing of proper facial coverings at all times
- Reporting any respiratory symptoms while at work to supervisors; and being sent home for observation if required
- Self-quarantining of employees with symptoms of respiratory illness or contact with a person diagnosed with respiratory disease
- Dispatching only one electrician per indoor vehicle at a time; prohibiting riders on internal vehicles at all times
- Observing proper distancing and use of personal protective equipment when loading and unloading equipment

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 information for contacting service personnel by personal communication device** at any unstaffed service desk
- **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
- **Two-way rental radios will be delivered in undisturbed sanitized containers**; technicians will wear appropriate protective equipment while delivering
- **Perform any required installations or service calls in the presence of the customer** while maintaining appropriate physical distancing
- **Supervisors are trained Disinfection Technicians** responsible for ensuring compliance with all sanitation and disinfection procedures
- **Sanitize and disinfect all rental equipment and material** after return to warehouse or storage



AUDIO-VISUAL 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 disinfection 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
- After each General Session if there are multiple sessions scheduled

RIGGING

[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



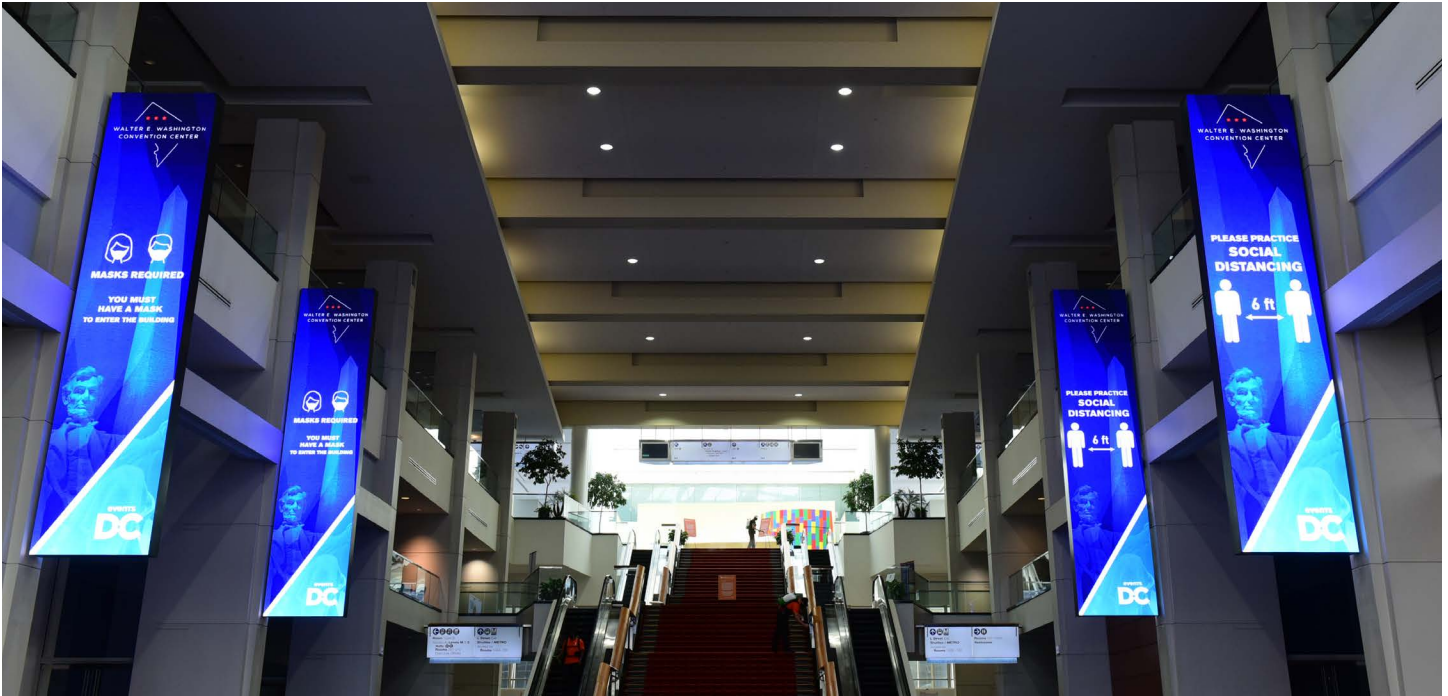
BUSINESS SERVICES

The [Capital Business Center](#) is committed to protecting the health and safety of our customers and employees. In addition to the Convention Center-wide precautions that everyone is taking during the pandemic, we will:

- Require that each customer wears a face mask while in the Business Center
- Limit the number of customers in the Business Center to no more than two customers at a time
- Separate the customer workstations to six feet apart from each other
- Temporarily discontinue self-service copy service for the duration of the pandemic. Our staff will operate the copy machines for our customers.
- 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 Conventions 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 guests 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 guests 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 and create viewing areas when event spaces reach capacity.





International Association of Conference Centres (IACC):

- Front of House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will be used for messaging and communication.

US Travel Association Guidelines:

- Signage communicating COVID-19 symptoms

World Health Organizations:

- Disseminating key messages in line with national health policies, including:
- Visual reminders on basic preventative measures, especially physical distancing, respiratory/coughing etiquette, and hand hygiene practices
- Visual reminders on action and steps to be followed by people developing symptoms of COVID-19
- Visual reminders on recommended/required use of face masks and other personal protective equipment (PPE)

CDC Guideline for Events:

- Update and distribute timely and accurate emergency communication information.
- Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information to event staff and participants.

ANCILLARY DOCUMENTS

FAQs, Attachments & Updates



FREQUENTLY ASKED QUESTIONS

When will the Convention Center resume operations?

The Convention Center is following the guidelines established by the Executive Office of the Mayor in the ReOpen DC plan. The District is currently in Stage 2, which permits low-risk and certain additional activities of up to fifty people, with strong safeguards. Stage 3, “Reopen with Safeguards,” will allow venues to reopen for events of up to 250 people with appropriate safeguards and physical distancing. Resumption of full event operations is currently scheduled for Stage 4, which permits all gatherings and activities as close to normal as possible. Please see the [ReOpen DC website](#) for the most current information.

What is the status of the field hospital (Alternate Care Facility) in the Center?

The Alternate Care Facility remains on site in the Convention Center in the event it is needed for a second surge of patients. No patients were admitted during the Facility’s earlier active operation.

When the District authorizes removal of the Alternate Care Facility, it will take about thirty days to remove all equipment, dismantle the installation and thoroughly sanitize and disinfect all areas used for the Facility.

Can I hold an event while the hospital is operating?

We will not host events while the Alternate Care Facility is actively admitting and treating patients.

Can I do a site inspection while the Convention Center is closed?

Yes. Here are the guidelines for a site inspection:

- Confirm your party size with your Sales or Event Manager contact. We may schedule additional staff to support the tour based on the number in your party. Guests are not allowed to walk through the Center unattended.
- All members of your party should arrive with appropriate personal protective equipment (currently face masks).
- Confirm the arrival and departure times and building entrance in advance with your Sales or Event Manager contact.
 - All guests will be thermally scanned at the entrance
 - Site tours are limited to two hours or less, as determined by Events DC
 - Please leave the Convention Center immediately after completing the site tour, through the exit designated by Events DC
 - Questions or follow-ups should be conducted by videoconference, email or phone
 - Please note: the Marriott Marquis is not currently open. Please confirm the current status of the Marriott Marquis with your Sales or Event Manager contact when scheduling your site inspection.

What are the new sanitation practices that you are providing as a result of COVID-19?

Please see [page 23](#) of this document for a full description of Aramark Environmental Services' sanitation and disinfection plan. In addition, we are GBAC STAR™ certified; the GBAC STAR™ certification is an independent third-party review affirming that we meet international standards for cleaning, disinfection and infectious disease prevention work practices



Are there additional charges for Aramark Environmental Service's exclusive cleaning services?

Yes. Please see your Event Manager for details.

When should I start planning for my event?

It's never too early to begin planning your event. We suggest that during the pandemic you approach your event as if you were planning an event for the first time; in many cases specific solutions that have worked well in the past will have to be modified or even abandoned. The convention center event professionals have been testing approaches and learning new ways to effectively present events in our venue under the limitations of the pandemic and will gladly assist you during your planning process.

What protocols will I be expected to supply (i.e., hand sanitizer, masks, floor marking, etc.)?

We provide hand sanitizer stations in the public areas and near the entrances to major event spaces. The International Association of Exhibitions and Events (IAEE), the Exhibition Services and Contractors Association (ESCA) and UFI, the Global Association of the Exhibition Industry recommend that you consider providing additional hand sanitizer stations inside your licensed exhibit halls and other major event spaces; IAEE suggests placing these stations every 200 linear feet. IAEE, ESCA and UFI also recommend that event organizers place floor markings or signage to designate one-way aisles, crowd movement direction and physical distancing reminders in spaces where queuing is anticipated. Hand sanitizer stations may represent an excellent branding/sponsorship opportunity.

The District requires that everyone wear an appropriate face mask or covering in public, retail, restaurant and event spaces (except when actively eating or drinking). You may wish to provide complimentary masks for any attendee who has forgotten her/his mask. This may represent an excellent branding/sponsorship opportunity.

Who decides floor signage placement in the convention center?

We have always reviewed and approved sign placement in our common space. Please discuss your signage plans with your Event Manager prior to commissioning the production of your event signage.

Have you initiated new catering policies and guidelines?

Yes, please see [page 25](#) for a description of Aramark Food Services' new offerings, services and practices for the pandemic period.

Will you still offer open buffets?

Aramark will continue to offer buffets as a serving option, with additional safeguards as described on [page 26](#).

Do I need to change the layout of my exhibit hall to allow for physical distancing?

The International Association of Exhibitions and Events, the Exhibition Services and Contractors Association and UFI, the Global Association of the Exhibition Industry all recommend adjusting exhibit hall layout to accommodate physical distancing. Your Official Service Contractor representative can offer suggestions that will best accommodate your event's needs.

Will product sampling be allowed in the Exhibit Halls?

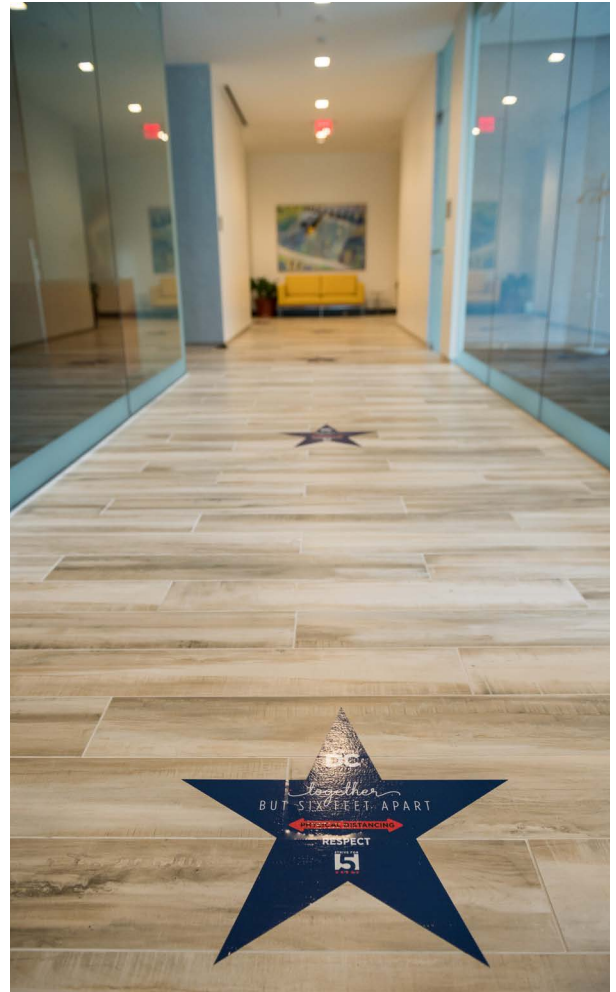
For the duration of the pandemic we are prohibiting food and beverage sampling during events in the interest of public health and safety; please see [page 14](#) for details.

Will giveaways be allowed in the Exhibit Halls?

For the duration of the pandemic we are prohibiting giveaways during events in the interest of public health and safety; please see [page 14](#) for details.

Are there physical distancing requirements in the Meeting Rooms?

All attendees and event personnel must maintain the CDC-recommended minimum distance of six feet from all other people. Your Event Manager will work with you to determine the maximum number of attendees who may be in any event space at any time. This number includes attendees, presenters and in-room staff such as technicians, room monitors and other event staff.



Will the Center offer virtual/hybrid meeting options?

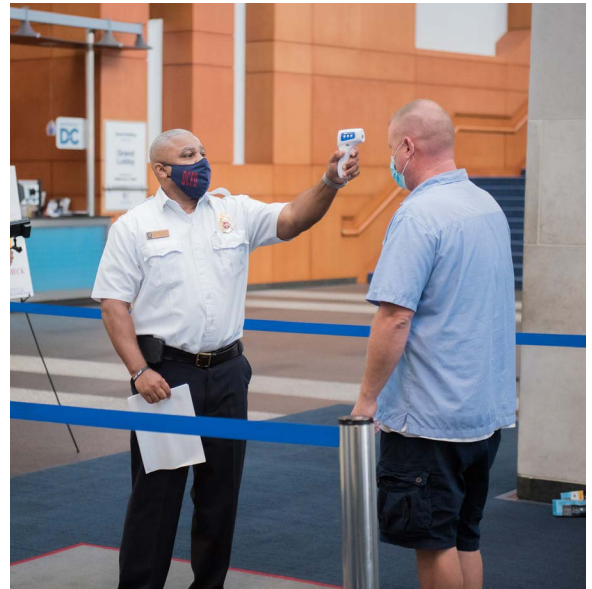
Yes, we are developing a three-tier virtual events program offering a virtual event option; a hybrid blend of onsite and virtual events that can be broadcast to satellite locations; and a traditional content streaming platform using Zoom, Facebook Live, Instagram and/or Twitch. Please speak with your Sales Manager for further details.

What are your thermal scanning, physical distancing and crowd management policies?

These are discussed in detail in this Guide.

Briefly:

- All guests will pass through thermal screening to enter our venues. In order to ensure proper crowd management, we will designate the screening checkpoints as Entrances Only.
- We require all guests to wear appropriate personal protective equipment (currently masks) while inside the Center.
- Event organizers must appropriately manage their guests' physical distancing. We understand that "appropriate" is scalable to the size and nature of your event. Your Event Manager and our Public Safety team are happy to suggest options for your consideration.
- We will actively monitor crowd density and will encourage guests to spread themselves out as necessary. We have temporarily removed most of our lounge seating and will not approve any use of public space that encourages people gathering or waiting in groups.



Will donation of items be allowed?

For the duration of the pandemic we cannot permit donation of food and beverage. Other donated product must be supplied in the original sealed packaging. Your Official Service Contractor will advise you on any additional sanitizing precautions that may be required to handle or deliver donated product.

Will post-show donation of leftover show items to community organizations still be permitted (i.e., unused registration bags, unshipped product, recyclable materials, etc.)?

We are unable to accept post-show donation of show items for community organizations during the pandemic. You must remove all materials from the Center by the end of your event license period.

ADDITIONAL RESOURCES

Our Service Partners are happy to provide you with additional information on their contributions to our safe and hygienic venues. Because local conditions can quickly change, we also suggest you bookmark and regularly visit our Recovery website at www.coronavirus.dc.gov.

We also suggest that you visit the following sites for updated information about the District.

Service Partner sites:

Aramark: <https://www.aramark.com/landing-pages/covid-19>

Smart City Networks: <https://blog.smartcity.com/smart-city-networks/smart-city-helps-lead-fights-against-covid-19-recognized-in-u-s-senate/>

Projection: <https://projection.com/a-message-from-our-corporate-vice-presidents-in-regard-to-covid-19/>

District sites:

ReOpen DC: <https://coronavirus.dc.gov/>

Destination DC updates : <https://washington.org/dc-information/coronavirus-travel-update-washington-dc>

DowntownDC BID updates: <https://www.downtowndc.org/news/coronavirus/>

DC Health Guidance: coronavirus.dc.gov/healthguidance

Other Essential sites:

Current CDC guidelines for events and gatherings:

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html>

Metro service updates: wmata.com/service/covid19/covid-operating-status.cfm

Metropolitan Washington Airports Authority information:

mwaa.com/topics/coronavirus

ATTACHMENT 1

BIOPROTECT™ by SurfaceGuard

BIOPROTECT™ by [SurfaceGuard](#) is a patented technology that combines a hospital grade 5-Log Kill 99.999% effective solution with a patented antimicrobial which provides long-lasting protection for our guests and staff. It is a surface treatment that provides a long-lasting layer of protection against harmful microorganisms, including algae, bacteria, fungi and mold. BIOPROTECT™ is non-toxic, non-corrosive, non-flammable, odor-free and biodegradable. It meets OSHA standards and is certified by the National Sanitation Foundation as safe for use in kitchens and on food surfaces. It is registered as an antimicrobial preservative under EPA and FDA regulation to preserve food preparation surfaces and food contact articles.



SURFACEGUARD
Disinfect. Protect. Educate.

The antimicrobial formulation was proven by two Centers of Excellence of the Global Virus Network to kill and provide residual surface protection against SARS-CoV-2 (the unique coronavirus that causes COVID-19) for more than six weeks.

The extensive independent laboratory tests were announced by the Global Virus Network, a coalition comprised of the world's pre-eminent human and animal virologists from 53 Centers of Excellence and 10 Affiliates in 32 countries. Led by the Peter Doherty Institute for Infection and Immunity in Australia and the Rega Medical Research Institute of KU Leuven in Belgium, both Centers of Excellence used state-of-the-art high containment virology facilities to independently conduct extensive tests on a BIOPROTECT™ formulation to study its effects on SARS-CoV-2 infectivity on various surfaces.

“We tested BIOPROTECT™ formulation and found that it eliminated 99.7% of the SARS-CoV-2 present, 46 days after the tested material was treated with BIOPROTECT™ formulation,” said Dr. Johan Neyts, Professor of Virology at the Rega Institute for Medical Research, KU Leuven. “This product is unique and its long-lasting ability to eliminate SARS-CoV-2 far exceeds conventional disinfectants, which makes it very helpful in the battle against COVID-19.”

“The results of the tests conducted by the Doherty and the Rega Institutes clearly demonstrate that BIOPROTECT™ eradicates SARS-CoV-2 on surfaces and provides continuous residual antimicrobial protection for an extended period of time,” said Dr. Christian Bréchet, President of the Global Virus Network. “It is clear that effective antimicrobials will be extremely important in containing the COVID-19 pandemic, given the time it will take to implement mass vaccination and fully develop novel therapies. In this context, we are not aware of any microbicide surface treatment that continuously prohibits the growth and surface transmissibility of SARS-CoV-2 for an extended period of time. This represents a significant

breakthrough in inhibiting the spread of COVID-19 by preventing surfaces from being contaminated by the virus and stopping the spread of the virus through contact with contaminated surfaces. Identifying and exploring innovative solutions, as well as fostering and facilitating collaboration between academic and industrial partners, be it large pharmaceutical firms or small biotech companies, is one of several ways the Global Virus Network can make a consequential contribution to the fight against COVID-19.”

SurfaceGuard technicians test and remediate all BIOPROTECT™ treated surfaces every 30 days to certify and ensure that our treated venues are germ-free.

We are treating all furnishings, tables, chairs, fabric, doors, escalator treads, fixed handrails, and glass surfaces in the Walter E. Washington Convention Center, Entertainment and Sports Arena and the DC Armory with the BIOPROTECT™ process.

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