



BACK TO BUSINESS

Cleanliness, Health & Safety Playbook

ST. ELIZABETHS CAMPUS

Entertainment & Sports Arena



R.I.S.E. Demonstration Center



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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 cleanliness, 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.

Events DC's commitment to public health and safety reaches across and beyond our venues. We have successfully achieved GBAC STAR™ certification, the only international outbreak prevention, response and recovery accreditation for facilities, for the Walter E. Washington Convention Center, Entertainment & Sports Arena, and the DC Armory. We have supported the District and local residents through the opening of the multiple vaccination sites at both the Arena and Convention Center, as well developing the 447-bed Alternate Care Site, the District's temporary health-care facility for the pandemic.

Sincerely,
Greg O'Dell



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 sanitation vendors have developed an integrated and enhanced cleaning, sanitation and disinfection program developed to provide safe and hygienic environments for our customers, guests and staff.

EXPANDED F&B CAPABILITIES AND SERVICES

Our team has developed comprehensive policies and procedures to protect the safety of every guest, vendor and employee. Our Service Partners will continue providing healthy and delicious food choices served at the highest standards that are modified to ensure the safest delivery.

OPERATING SAFEGUARDS

Events DC has long been recognized as one of the premier venue operators in the country and we are taking our cleaning and operating protocols to the next level with Global Biorisk Advisory Council's STAR™ certification for our facilities.



The Events DC team is committed to providing superior customer service so our clients can safely provide premiere event experiences to attendees. In this effort, we have pursued Global Biorisk Advisory Council's® (GBAC) STAR™ Accreditation, a preeminent cleaning accreditation for facilities that defines international standards for sanitation, disinfection and hygiene. We are proud to have attained accreditation for the Walter E. Washington Convention Center, DC Armory, and Entertainment & Sports Arena, and are in the process of attaining accreditation for the Fields at RFK Campus and Festival Grounds at RFK Campus. We have also put a focus on enhancing areas of health and safety, with increased sanitation efforts, cutting-edge wellness technology and comprehensive staff training. This document will provide guidelines, standards, and protocols on how to provide a safe and successful event experience in our venues.

Ralph Morton Senior Vice President, Sports & Entertainment Division, Events DC

HEALTH AND SAFETY PROTOCOLS

In this section we highlight the enhanced protocols we have instituted in our commitment to health and safety.

Staff

All Events DC and Service Partner staff will always wear CDC-recommended personal protective equipment while in our venues.

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

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

We have adjusted workspaces, shift times, crew sizes and operating procedures to conform to physical distancing.

All Events DC and Service Partner staff have completed 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:

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

We have adopted the following protocols for your protection.



Physical Distancing

Event organizers will be expected to adhere and support social distancing protocols. We require that guests distance themselves accordingly while using public stairs, and to 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.

We require all event operations staff and Service Partners to wear appropriate personal protective equipment while in our facilities, particularly in guest areas. All other Events DC staff will always wear approved face coverings when not in their personal workspace.

Additional details for cleanliness and distancing are as follows:

Handwashing

Frequent and thorough hand washing with soap and water for at least 20 seconds, especially after an individual has been in a public place or after sneezing, coughing, blowing one's nose or touching one's face must be followed stringently. Workplaces should be provided with adequate access to handwashing facilities. Paper toweling is preferred over hand drying machines.

Elevators

Promote that individuals should limit elevator use and try to use the stairs as much as possible. Maintain social distancing when waiting for the elevator. Elevator usage should be restricted in capacity to the number that can reasonably social distance within 6 feet.

Hallways and Stairwells

Momentarily passing by another person does not significantly increase an individual's risk and is not considered "close contact, but event organizers should wear their face coverings at all times while inside our venues and should not linger in hallways or stairwells.

Restrooms

To maintain physical distancing in restrooms, individuals should be reminded to observe social distancing. Posted signage to remind individuals about proper exiting protocol and handwashing will be adhered to.

Common Public Spaces

Common public area spaces may not be used for congregating, but these areas can be repurposed as spaces for required usage. Social distancing is required as is cleaning and disinfection between individuals.

Facility Operations

We follow best practices to ensure that our buildings provide a clean and safe environment. We are:

- 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 much 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
- Utilizing the AtmosAir Rainier Summit, which are designed to increase ionization levels to restore indoor air to its natural state where no pollution or contaminants exist.



“We are committed, through a multi-layered approach involving personnel, technology and enhanced practices, to continually providing a welcoming and safe environment for patrons, clients, and employees at our venue”

Harold Scott, Jr.
Manager, Security Services

ENTERTAINMENT & SPORTS ARENA

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 have deployed Certify.Me touchless thermal scanners at our employee entrances and less-trafficked entrances. These scanners quickly scan individuals in seconds and provide instant feedback that allows us to immediately assess the individual's surface temperature. Based on that assessment we either permit the person to enter or may redirect to an isolated area for follow-up medical screening prior to entering the Entertainment & Sports Arena.



Enhancing Our Sanitation Practices

In partnership with Bolana Enterprises we are:

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

Investing in Cutting-Edge Disinfection

We are also treating our venues and equipment with new, EPA approved disinfectants that offer protection far beyond simple wipe downs. 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.

Signage

We have developed a complete package of messaging for our digital signage systems that feature advisory messages from the CDC and other organizations to remind our guests and staff of the shared responsibility to continue the recommended practices that contribute to preventing the spread of COVID-19. We strategically place stationary signs as well.

Signage (continued)

We have developed static messaging for our venue that feature advisory messages from the CDC and other organizations to remind our guests and staff of the shared responsibility to continue the recommended practices that contribute to preventing the spread of COVID-19.



“Careful analysis and application of the newest innovative HVAC, artificial intelligence, and disinfecting solutions will allow us to provide the safest socially distanced experiences possible at our venues.”

Patrick Landers
Manager, Facility Operations

Event Planning Guidelines

We are taking many direct measures to return our venues for usage with everyone’s health and safety in mind. We recommend that our clients 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 do our best to arrange a meeting space that allows all participants to meet in an appropriate physically distanced setting.

Thermal Scanning

All guests must pass a thermal scanning temperature check prior to entering our venues. Your Event Manager will confirm the designated venue entrances and exits for your event.

Registration/Box Office

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

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

Touchless ecommerce solutions for all sales transactions are recommended.

Contact Tracing Information

Event organizers must collect and retain basic contact information (email address, mobile phone number and preferred mailing address) from each guest and worker outside of Events DC, should public health officials require this information for post-event contact tracing should someone from the event be identified as testing positive for COVID-19. Event organizers must retain this information for a minimum of three months after the event.

Physical Distancing and Crowd Management

Guest Relations will 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

To ensure cleaning and disinfection is performed in accordance with GBAC STAR™ standards, all event cleaning will be exclusively performed by Bolana Capitol Enterprises, Inc. Bolana's duties will encompass but are not limited to the following:

- Sanitize Arena spaces with EPA certified disinfectant.
- Perform routine disinfection in all event areas throughout the event.
- Utilize an electrostatic disinfectant machine prior to and throughout the event as needed.



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.

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 regarding function space is subject to change due to official recommendations and protocols, often with little notice.

Your proposed function space layouts must allow required physical distancing. This includes generous aisle space, minimal person-to-person contact, and room for physically distanced passage and queuing.

Events DC's 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. It's never too early to begin planning your event. In many cases, specific solutions that have worked well in the past will have to be modified or even abandoned. We suggest that, during the pandemic, you approach your event as if you were planning your activity for the first time.

We also suggest that you publish your event's current COVID-19 procedures in your event information and provide this information to your attendees prior to and during frequent regular intervals throughout the duration of your event.

"The Entertainment & Sports Arena has state-of-the-art technological support and enhanced safety measures that offer innovative and flexible opportunities for events of all types"

*Candace Johnson,
Vice President, St. Elizabeths Campus*

Floor Plans

Please provide your Events DC Event Manager with your proposed layouts as far in advance as possible to your event. 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 your event goes on sale.

Your official service contractors (event services, 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 prior to your move-in. This will ensure that all the planned activities are reviewed and incorporated into our master event planning schedule.

Floor Plans (continued)

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

- Allow for staggered access (time slots) for designated groups during the event time
- Utilize enhanced event personnel to maintain guest flow
- Consider designating standard one-way aisles
- 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 show management and guests of the need for appropriate personal protective equipment inside our venues
- 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 high-density areas.

Event Capacities

The District of Columbia has initiated a four-stage plan, ReOpen DC, for reopening local businesses:

- Phase 2 – Restricted Capacity
- Phase 3 – Open with Safeguards
- Phase 4 – All Gatherings



The various phases and guidelines are based on achieving and maintaining certain public health benchmarks for defined periods of time. Please click [here](#) to for more information.

Your Event Manager will advise you on the capacities for specific function spaces.

The recommendations reflect the **maximum total number of people allowed in the space**, including show organizers, guests, guards, housekeepers, customer service representatives, food and beverage staff and other support personnel.

We have the ability to produce and host virtual and hybrid events that originate from the Entertainment & Sports Arena. Please speak with your Sales Manager about this detail and how it may be used for your event.

Space Layouts

We have taken many direct measures to return our venues for usage with everyone's health and safety in mind. We recommend that our clients adopt the following guidelines and work with your Event Manager for the safe operation of their events during the pandemic.

Your Event Manager will work with you to design function space layouts that meet physical distancing requirements. Please provide your Event Manager with your final function space requirements for review prior to your move-in date. The general provisions for appropriate physical distancing in functional space layouts are included but not limited to:

- One-way-traffic aisles
- Designated entry-only and exit-only doors
- Markers at areas where queuing is necessary (i.e. box office, entrances, concessions, and merchandise areas)

Show Management Offices

The layout of show management offices must conform to the same physical distancing considerations, parameters and guidelines.

- Office space must comply with ReOpen DC guidelines.
- Workstations should be arranged to prevent close contact between users. Transparent hard plastic shields should be placed between workstations if close contact cannot be avoided.
- A transparent hard plastic shield should be placed where close contact between people is unavoidable.
- 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.

"The safety of our patrons, artists, athletes and staff is of the utmost importance at all times. We are committed to finding safe ways to forge through the unknown to host quality events at our venues for our audiences."

*Paul D. Snell,
Director, Sports & Entertainment Booking*

Show and Production Contractor Guidelines

IAVM & TCSA Guidelines

We have implemented recommendations from the [International Association of Venue Managers \(IAVM\)](#) and the Trade Show Contractors Association of Washington DC (TSCA for all general, specialty (including audio-visual, production and other tradeshow contractors) and event organizer-appointed contractors providing services in our venues 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 our venues

IAVM's & TSCA 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 designated entrances to complete 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 Events DC property.
- Crew sizes should be reduced to minimize direct contact with other personnel
- Consider having separate crews: one to unload and a second to disinfect all equipment before bringing it inside the venue
- Have a plan in place should someone begin to show symptoms of COVID-19. Sick staff should be isolated in a pre-designated area until they can be safely removed from the venue.

Freight

- TSCA encourages 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 our venues.
- TSCA recommends that freight that is direct shipped to our venues be disinfected prior to delivery to its final destination.
- Drivers for all deliveries must complete the same entry process as all other show workers.
- Drivers must wear appropriate personal protective equipment (at a minimum, an appropriate face mask) if leaving the vehicle while on Events DC property.
- **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 its destination.

Cleaning Services

Bolana Capitol Enterprises



[Bolana Capitol Enterprises Inc.](#) is the exclusive environmental services partner for the Entertainment & Sports Arena. Bolana has developed a comprehensive and integrated cleaning, sanitation and disinfection program developed to provide safe and hygienic environments for our customers, guests and staff.

Employee Safety Monitoring

Pre-Screen

- Bolana will measure employee temperatures and assess symptoms prior to them starting work. Temperature checks will happen upon the employees' entrance to the facility.

Regular Monitoring

- Managers and Supervisors will check in with employees on a continuous basis to ensure they do not have any symptoms. Employees will also self-monitor for any illness.

Wear a Mask

- All employees will wear a face mask at all times while in the workplace.

Social Distance

- Employees should maintain 6 feet and practice social distancing as work duties permit onsite.

Disinfect and Clean Workspaces

- Clean and disinfect all areas such as offices, bathrooms, and common areas routinely.
- Bolana Enterprises, Inc will perform overnight bio-enhanced disinfection in our facilities after each workday and show day.
- Hand tools and commonly used equipment such as ladders, pallet jacks, dollies, etc., must be disinfected between use.

Continued Routine Cleaning and Disinfecting

Routine cleaning and disinfecting are an important part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce risk of exposure and is a necessary step prior to disinfecting dirty surfaces.

Surfaces frequently touched by multiple people, such as door handles, desks, phones, light switches and faucets should be cleaned and disinfected at least daily. More frequent cleaning and disinfection may be required based on level of use. For example, certain surfaces and objects in public spaces, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.

Maintain Safe Staff Behavioral Practices

- Social distancing (specifically, staying 6 feet away from others when you must go into a shared space with staff, clients, event staff, and/or attendees)
- Frequently washing hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available
- Wearing masks
- Avoiding touching eyes, nose and mouth
- Cleaning and disinfecting frequently touched objects and surfaces
- Proper use of all PPE

Committed Process of Improvement

- Bolana Capitol Enterprises certifies that its sanitizing process, methods and products are properly followed and performed by its trained and certified personnel.
- Bolana Capitol Enterprises is a trusted partner in GBAC STAR certification
- In order to ensure that cleaning and disinfection is performed consistently to GBAC STAR certified standards, all event cleaning will be exclusively performed by Bolana Capitol Enterprises.
- Bolana Capitol Enterprises will clean and sanitize all spaces with approved cleaning and disinfecting procedures.

Our custodial teams across Event DC properties have increased cleaning frequency of high touch surfaces in common spaces using EPA registered disinfectants that are effective against SARS-CoV-2. Building occupants, when they can, should also perform additional cleaning and disinfection of high touch surfaces and shared equipment within their work areas using approved EPA disinfectants.

Each location is responsible for ensuring that our supervisors and staff have access to cleaning and disinfecting supplies and need to be provided time for hand washing, cleaning and disinfecting as necessary. Individuals should not use other workers' phones or other work tools and equipment unless unavoidable for necessary work. When necessary, these items should be disinfected prior to and after use.

In the event an employee tests positive for COVID-19 in the workplace, supervisors are required to contact Events DC's management for further guidance. Protocols are in place to evaluate the situation and determine the need for additional cleaning and disinfection of the worksite, based upon approved agreement with Events DC representatives.

Our housekeeping partner Bolana Capitol Enterprises 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 Bolana Capitol Enterprises has created the foundation for safely resuming operations.

Food and Beverage Services

Aramark



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 [Centers for Disease Control \(CDC\)](#), the [World Health Organization \(WHO\)](#), 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

- 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 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

- 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 Service Clean Team

Aramark has adjusted its schedules to increase the frequency of cleaning back of house 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 prepares and stocks glove-changing stations in all food handling areas, including hand sanitizers and waste bins for discarded gloves.

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 the food service commissary.

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 disinfection processes described for all staff, Smart City Washington will:

- 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.
- Maintaining appropriate physical distancing while performing required installations or service calls in the presence of the customer.
- 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

Events DC In-House

Our in-house audio-visual staff follow CDC-recommended safety and cleanliness guidelines noted below:

- Staff will wear PPE at all times
- Staff will follow physical distancing practices
- Disinfection of all in-service audio-visual equipment immediately after installation; every morning before functions begin
- Disinfection of all in-service audio-visual equipment Periodically throughout the event day (as appropriate and event schedule permitting);

Rigging Services

GLP DC

[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



R.I.S.E. DEMONSTRATION CENTER

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:

COVID-19 Screening at Entrances

Event Organizers are required to administer temperature and/or COVID-19 symptom screening prior to their event:

- On-site thermal temperature screening
- On-site waiver for each guest to fill out and return before attending the event
- Online waiver for each guest to fill out and return before attending the event



Contract Tracing Information

Event organizers must collect and retain names and basic contact information (email address, mobile phone number and/or preferred texting number) for each guest and worker, should public health officials require this information for post-event contact tracing if a guest or worker be identified as testing positive for COVID-19.

Event organizers must ensure that a list of all attendees, including vendors, is collected and submitted to the Event Manager at least 24 hours prior to the start of the event. This list should also be retained by the Event Organizer for at least 3 months following the event.

Enhancing Our Sanitation Practices

In partnership with the [Office of the Deputy Mayor for Planning and Economic Development \(DMPED\)](#) and [One Kare Enterprise, LLC](#), we are:



- Using disinfectant products that have been pre-approved and certified for use against viruses, bacteria and other airborne and bloodborne pathogens (see Attachment 3 for more information)
- Increasing the frequency of cleaning and sanitizing in all public spaces and high-touch areas
- Requiring all persons entering the property to wear a face mask and denying entry to those not wearing a face mask, please find exceptions [here](#).

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 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 meeting that allows all participants to appropriately physically distance while viewing the event site. Any additional required meetings should take place virtually, for the safety of all participants.

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 R.I.S.E. Demonstration Center. On-site registration at the R.I.S.E. Demonstration Center will be subject to the current COVID-19 and DC Health guidelines.

We strongly recommend touchless ecommerce solutions for any sales transaction.

Signage

Event organizers may need to provide additional signage requiring physical distancing, mandatory mask requirements and proper sanitation practices throughout the event space to support Events DC's current signage. Please speak with your Event Manager before hanging or placing any signage.

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 the licensed space is performed consistently, all event cleaning will be exclusively performed by One Kare Enterprise, LLC. One Kare will clean and sanitize all licensed spaces with bio-enhanced cleaning.



Function Space Capacities

We are committed to working with you and your vendors 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 – including layouts for the Demonstration Hall, Lecture Hall and any ancillary activities planned for the lobby, hallway 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 also suggest that you publish your event's current COVID-19 procedures in your event information and provide this information to your 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.

Event Capacities

The District of Columbia has initiated a four-stage plan, ReOpen DC, for reopening local businesses:

- Phase 2 – Restricted Capacity
- Phase 3 – Open with Safeguards
- Phase 4 – All Gatherings



The various phases and guidelines are based on achieving and maintaining certain public health benchmarks for defined periods of time. Please click [here](#) to for more information.

Your Event Manager will advise you on the capacities for specific function spaces. The recommendations reflect the **maximum total number of people allowed in the space**, including show organizers, guests, guards, housekeepers, customer service representatives, food and beverage staff and other support personnel.

Demonstration & Lecture Hall

Your Event Manager will work with you to design function space layouts that meet physical distancing requirements. In order to ensure proper setup and staffing needs for your event, we ask that you please provide us with your function space requirements seven days in advance of the event. Your event manager will be able to discuss details with you further.

The general provisions for appropriate physical distancing in function space layouts are:

- In a theatre layout, there must be a minimum of six feet of open space between each chair in all directions.
- Each door within the function space should be designated for either ingress or egress 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 crowd movement.
- Be sure to factor in appropriate physical distancing that may be required for persons with disabilities, if need be.

Environmental Services

One Kare



In order to ensure that cleaning and disinfection of the licensed space is performed consistently, all event cleaning will be exclusively performed by One Kare Enterprise, LLC. One Kare will clean and sanitize all licensed spaces with bio-enhanced cleaning

Alpine by Clenz Antimicrobial Hand Sanitizer

The R.I.S.E. Demonstration Center has installed hand sanitizer stations inside the venue. The hand sanitizer provided thoroughly cleanses and reduces germs on skin, killing 99.99% of common germs and bacteria. This foam hand sanitizer, Alpine by Clenz, is formulated with .13% Benzalkonium chloride.

Approved Disinfectants

The R.I.S.E. Demonstration Center is utilizing disinfecting products that have been certified and pre-approved for use against viruses and bacteria.



- NCL Inc. Pine-Quat: cleaner, disinfectant, virucide, fungicide, mildewstat and deodorizer
- NCL Inc. Lemon-Quat: disinfectant, cleaner, mildewstat, fungicide, virucide and deodorizer

Frequently Asked Questions

When will the R.I.S.E. Demonstration Center resume operations?

The R.I.S.E. Demonstration Center is following the guidelines established by the Executive Office of the Mayor in the ReOpen DC plan. The District is currently in Phase 2. Please see the ReOpen DC website for the most up-to-date information.

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

Please see [pages 15-16](#) for updated Entertainment & Sports Arena cleaning practices and [page 23](#) for updated R.I.S.E. Demonstration Center cleaning practices.

When should I start planning for my event?

Events DC's 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. It's never too early to begin planning your event. In many cases, specific solutions that have worked well in the past will have to be modified or even abandoned. We suggest that, during the pandemic, you approach your event as if you were planning your activity for the first time.

Will I be able to have registration on site?

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 R.I.S.E. Demonstration Center. On-site registration at the R.I.S.E. Demonstration Center will be subject to the current COVID-19 and DC Health guidelines.

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

We have provided hand sanitizer stations in the public areas and installed plexiglass partitions at the main security desk. It is recommended that you consider providing additional hand sanitizer stations inside your licensed meeting rooms and other event spaces. It is also recommended that event organizers place additional signage to designate crowd movement direction and physical distancing reminders in spaces where queuing is anticipated.

The District requires that everyone wear an appropriate face mask or covering in public, retail, restaurant and event spaces.

Complimentary masks provided by the event organizer may be beneficial for any guest that has forgotten his/her mask to ensure that guidelines are upheld.

CONTACT

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