



# BACK TO BUSINESS

Our Guide to Cleanliness, Health & Safety

WALTER E. WASHINGTON CONVENTION CENTER  
VERSION 3.0



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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.



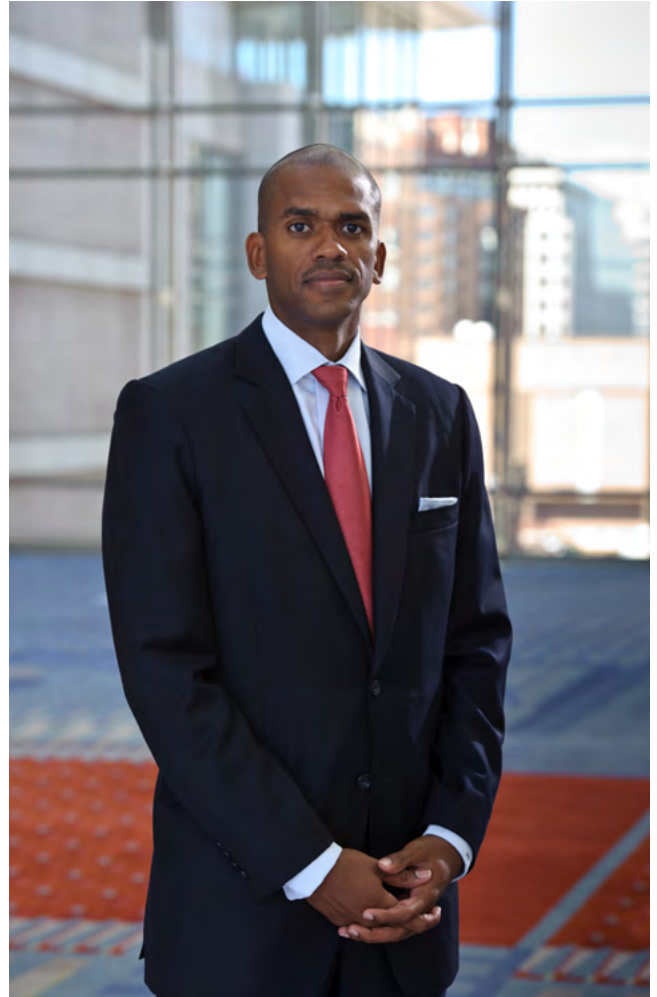
**SURFACEGUARD**  
Disinfect. Protect. Educate.

# OUR COMMITMENT

Today more than ever, the health and safety of Events DC's employees, customers, guests and our community is of vital importance. We know that people are eager to travel and return to gathering for in-person meetings and event experiences in Washington, DC. The Events DC team is ready and excited to welcome everyone back – safely.

During the past year, we have diligently implemented the latest health and safety protocols to protect anyone who attends our venues as we return to hosting full-capacity events. Our approach is based on the most current recommendations of District public health officials, the CDC, and best practice recommended by the leading professional associations in the sanitation, hospitality and travel industries.

Events DC's unwavering commitment to public health and safety reaches across all of our venues and staff. Beyond our enhanced sanitation protocols and tools, we have established the Business Emergency Response Team (BERT), which has served as our operational lead since the very onset of the pandemic, identifying the best systems and practices to safely reopen our venues for business.



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

As the city's premier host of conventions, entertainment, sporting and cultural events, we are confident that the travel and tourism industry will come back stronger than ever. Commerce thrives in the nation's capital, a destination unlike any other, offering unique opportunities for all types of organizations to connect to subject experts, elected leaders and an incredibly diverse local community.

We encourage you to use this guide as a resource to understand the various technology partners and initiatives that have been developed and implemented for the health and safety of our guests, customers, and staff at the Walter E. Washington Convention Center.

Thank you and we look forward to seeing you soon.

A handwritten signature in black ink, appearing to read "Greg O'Dell".



# A MESSAGE FROM LEADERSHIP

“I am so proud of the extraordinary work put forth by our team, resulting in our successful plan for resuming regular business operations as described 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.

Our team’s commitment to reopening our venues safely and responsibly allows us to return to normal operation of our scheduled July events at pre-pandemic levels of attendees. This document shares our adjusted plans for building operations; we are pleased to report that we will return to our tested and proven event planning operations, described in our recently updated Event Planning Guide.

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**

Chief Operating Officer, Events DC

## 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

**STRIVE FOR**



# HEALTH AND SAFETY PROTOCOLS

## A. 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.



## B. 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.

## C. 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.



## D. 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.

## E. 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.

## F. 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.

## G. BUSINESS EMERGENCY RESPONSE TEAM

Our response to the pandemic has been led by our organization's interdisciplinary Business Emergency Response Team (BERT), which serves as our Incident Response Team. BERT has taken the operational lead since the very onset of the pandemic, overseeing the initial deep cleaning and disinfection of all Events DC venues at the very beginning of the pandemic. BERT then pivoted to work directly with our public health counterparts throughout the development and buildout of the Alternate Care Facility, using that experience to inform the development of our protocols. The BERT response, including the reopening protocol development and implementation, has been managed using the Incident Command System model of the National Incident Management System.



After completing work on the [Alternate Care Facility](#), the BERT team was charged with identifying the best systems and practices to safely reopen our venues for business. The team was tasked to develop and implement solutions addressing the following areas:

- Training and Procedures: Queuing, people movement, physical distancing, personal protective equipment, policies, and procedures
- Facility Infrastructure: HVAC, hygiene and sanitation, additional equipment
- Services: Customer-facing services including event production, function space usage, technology support

The recommendations offered common solutions that could be adapted for all Events DC venues on all campuses, with specific solutions recommended to address the unique needs of each venue and customer/guest base. These protocols have directed all Center building operations since the protocols were first rolled out in July 2020.

The protocols described in this document are an extension of our Incident Response program. It presents the specific solutions implemented for the Center and affirms our commitment to provide safe, clean, and hygienic event facilities operated at the highest professional standards.

*“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*

## H. GBAC STAR™

The [Global Biorisk Advisory Council \(GBAC\)](#) is a division of ISSA, the worldwide cleaning industry association. GBAC helps organizations and businesses prepare for, respond to and recover from biological threats, biohazard situations and real-time crises. GBAC offers education, training, certification, response management and crisis consulting for situations where environments require a much higher level of cleaning, disinfection and restoration. The Council is composed of international leaders in the fields of microbial-pathogenic threat analysis and biohazard mitigation.



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

Successful GBAC STAR™ facilities demonstrate that correct work practices, procedures and systems are in place to prepare, respond to and recover from outbreaks and pandemics.

There are twenty GBAC STAR™ program elements, each with specific performance and guidance criteria. Accredited facilities must comply with each element, including program controls and monitoring; risk assessment and mitigation strategies; personnel training and competency; sustainability and continuous improvement; and audits and inspections. The GBAC STAR™ program elements are:

### **Facility Leadership, Commitment and Planning**

1. Organizational roles, responsibilities and authorities
2. Facility commitment statement
3. Sustainability and continuous improvement
4. Training and Procedures: Queuing, people movement, physical distancing, personal protective equipment, policies, and procedures

### **Goals, Objectives and Targets**

5. Program controls and monitoring
6. Risk assessment and risk mitigation strategies
7. Standard operating procedures



## Supplies and Inventory Management

- 9. Tools and equipment
- 10. Cleaning and disinfection chemicals
- 11. Inventory control and management
- 12. Personal protective equipment
- 13. Waste management

## Training, Preparation and Prevention

- 14. Personnel training and competency
- 15. Emergency preparedness and response
- 16. Facility infection disease prevention policies
- 17. Worker health program

## Constant Vigilance

- 18. Audits and inspections
- 19. Control of Suppliers
- 20. Documentation Management

The GBAC STAR™ Accreditation Program is based on quality management system principles and is similar in approach to other relevant industry programs like ISO 9001, ISO 45001 and ISO 35001.

GBAC STAR™ facility accreditation means that our venue staff and partners are implementing the highest standards for cleaning and disinfection of infectious agents like the novel coronavirus. It provides third-party validation that our facilities meet high levels of cleanliness and safety.

*The Walter E. Washington Convention Center is the first GBAC STAR™ accredited facility in the District and the first GBAC STAR™ accredited convention center in the Mid-Atlantic/ Northeast*



# ENVIRONMENTAL SERVICES

Our housekeeping partner [Aramark Environmental Services](#) has worked with us throughout the pandemic, ensuring that the Center is clean, disinfected and ready to resume service. 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, Aramark Environmental Services has created our foundation for safely resuming operations.

Our Aramark Environmental Services team has committed to aggressive cleaning and hygiene by implementing 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

## A. A CLEAN VENUE

Aramark Environmental Services thoroughly cleans the Center with its EverClean™ top-to-bottom program, developed in partnership with Diversey™, a leader in revolutionary cleaning and hygiene technologies. The EverClean™ program ensures that the Center is:

- 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 guests' safety and protection.

## B. A DISINFECTED VENUE

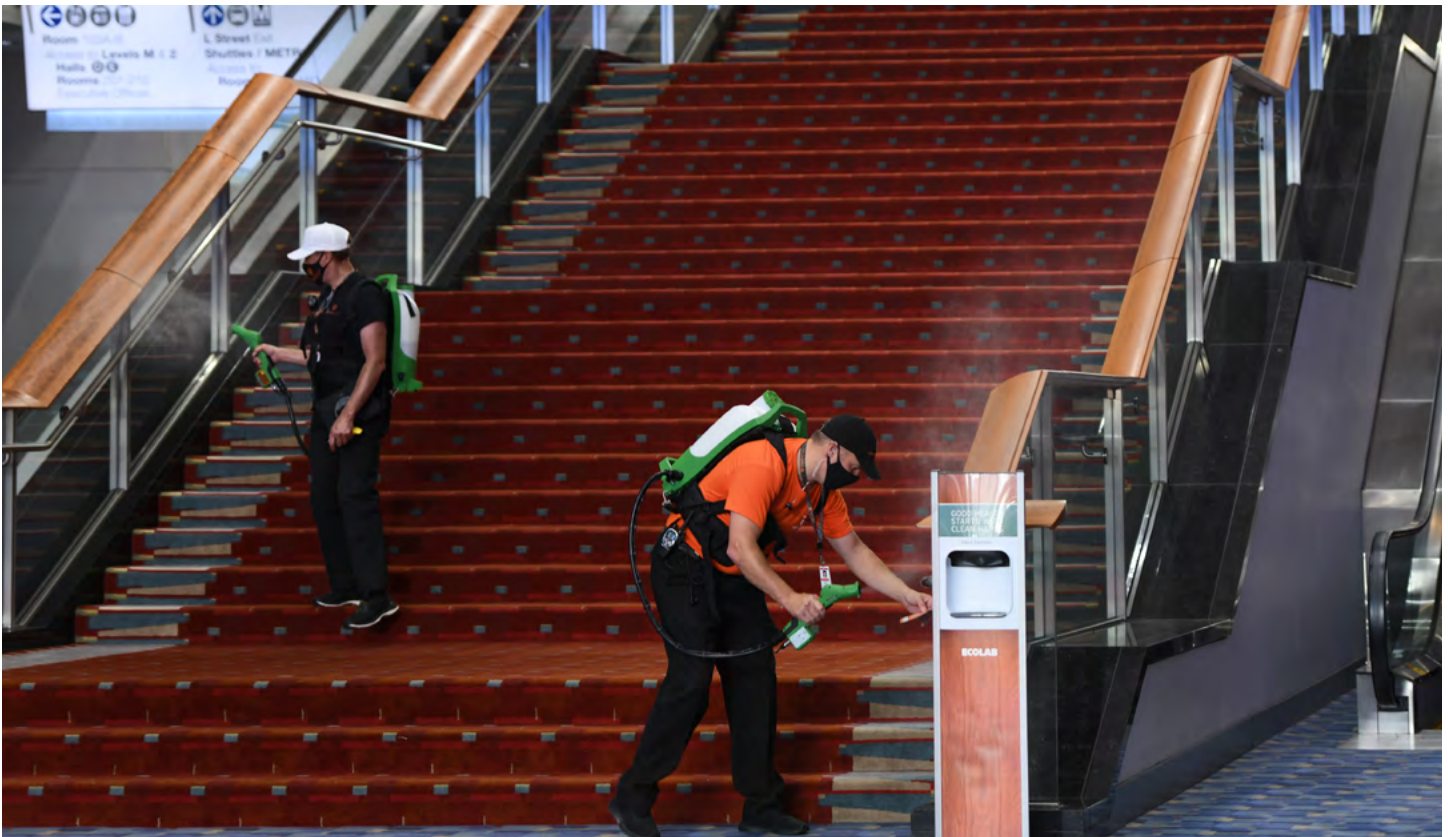
Aramark Environmental Services' daily cleaning protocol provides a comprehensive cleaning and disinfection program. The program enhancements include:

- Daily and weekly use of EPA registered disinfectants with shorter dwell times.
- Hourly cleaning of high-touch surfaces.
- Additional hand sanitizer dispensers throughout the venue including all public concourses, administrative offices and exhibit halls; and spaced along all guest flow areas as required for each management plan to encourage frequent hand sanitization.

### C. A WELL-MAINTAINED VENUE

Aramark Environmental Services' enhanced protocols ensure that the Center is maintained at 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 and perform overnight bio-enhanced disinfection in all function spaces during the run of your event at no additional charge and will perform optional overnight bio-enhanced disinfection in exhibit areas at additional charge.





# HEALTH AND TECHNOLOGY UPGRADES

## A. INVESTING IN CUTTING-EDGE DISINFECTION

- We treat all areas including porous surfaces such as tables, chairs, carpets, and walls with [SurfaceGuard](#) and their chosen products of **BIOPROTECT™ RTU Antimicrobial Surface Protectant** biostatic surface protection.
- We have placed [NanoSeptic](#) light-powered self-cleaning surface products on our high-traffic public touch points to continuously self-clean these surfaces 24/7. NanoSeptic protected areas include high touch doorknobs, elevator buttons, and handrails.
- We are installing **Sterile Touch Sapphire LED UV-C Handrail Sanitation** modules in all South Building escalators. This will provide continuous 270° direct irradiation of escalator handrail surfaces with germicidal ultraviolet light, sterilizing the handrails while the escalator runs.
- Our hand sanitizer stations are stocked and deployed strategically throughout our venues. These stations are monitored and refreshed frequently. We use [Ecolab Science Certified](#) products in our hand sanitizer stations, and we are pursuing Ecolab Science Certification™ for the Center.
- We use electrostatic sprayers to sanitize event function spaces overnight and during the day. The use of these sprayers ensures that we are disinfecting all surfaces in event spaces, not just the visible tops of tables and chairs. We have deployed multiple units for continual treatment of our facility.
- For occasions where there is not enough time to use our electrostatic sprayers to sanitize an event function space between sessions, we can utilize an **Adibot-S UV-C disinfection unit**. The unit is an easily transportable UV-C unit that uses eight high-output UV-C lamps to completely disinfect a meeting room using ultraviolet light, in approximately five minutes or less depending on the room size. We will use this unit only when there is limited time for required disinfection; please discuss the potential use of this unit with your Event Manager in advance during the planning of your event.



## B. HVAC OPERATIONS



- We are installing the [Synexis BioDefense System](#) in the air handlers supplying all meeting rooms, the East and West Salons and the Ballroom. This microbial reduction technology produces dry hydrogen peroxide (DHP) molecules from the water molecules in the air, safely and effectively breaking down pathogens such as bacteria, mold, and viruses, including human coronavirus, in circulating air.
- Recognizing the importance of HVAC systems as a first line and continual defense against airborne viral transmission we have doubled the frequency of replacing the filters throughout our HVAC systems to prevent the dispersal of contaminants within our venues, replacing the current hospital grade MERV 13A filters with even further enhanced **MERV 16A filters**, the highest efficiency rating for MERV filters. We bring as much outside air into our venues as possible given weather conditions, increasing the exchange of inside air with fresh, filtered outside air during all occupancy hours. All air handlers automatically generate a minimum of 40% outside air supply and a maximum of 70% outside air supply depending on outside air temperature.
- We have increased the frequency of cleaning and disinfecting the evaporator and condenser coils in all 66 air handling units to semiannually. Cleaning these surfaces ensures the path of travel of air is the cleanest route prior to exposure to humans
- We have increased the frequency of monitoring and treating the water in our HVAC systems to exceed public health hygiene standards. We monitor and treat our HVAC system water twice daily.
- We have outfitted all 33 elevators with [Sharp Plasmacluster](#)® technology. This modification uses Plasmacluster® technology to split water molecules into charged ions that cleanse the air in the cabs. The Sharp Plasmacluster® technology circulates ions throughout the cab, which attach, surround and break down airborne particles.

These upgrades combine to make our HVAC operation comparable to or higher than the standards for hospital operation

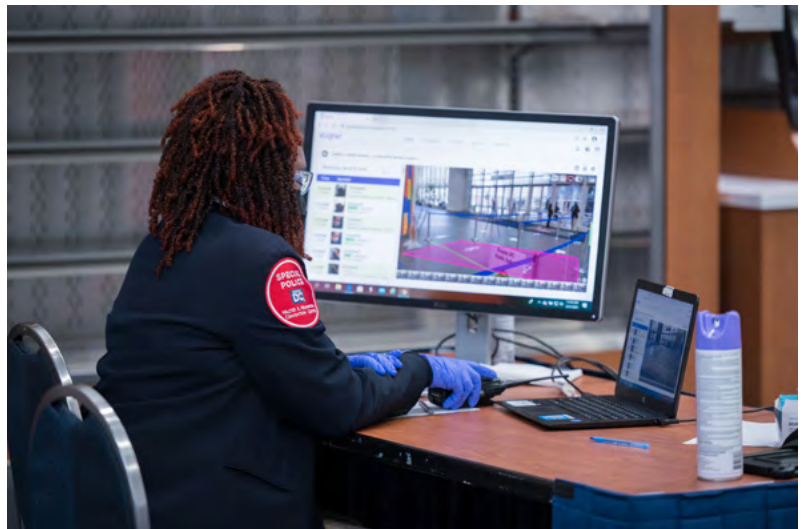
Further information on the BIOPROTECT, NanoSeptic, Sterile Touch, Synexis BioDefense and Sharp Plasmacluster® products may be found in the Attachments.

*“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*

## C. DEPLOYING THERMAL SCANNING AT ENTRANCES

- We have deployed the **Kogniz no contact, real-time multi-person detection platform** throughout the Center. Kogniz measures body temperatures of groups of people entering the Center, using artificial intelligence to allow for environmental effects on individuals. Incorporating artificial intelligence Kogniz monitors crowd density for assistance with physical distancing management, sending alerts to our security team when crowd densities approach preset density levels so that staff may be deployed to break up crowd clusters. Kogniz also counts persons as they enter and exit spaces, providing real-time information on occupancy of the Center. Finally, Kogniz identifies individuals who are not wearing required face coverings and sends alerts to our security team when it detects noncompliance.
- 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 the person to an isolated area for follow-up medical screening prior to entering the Center.

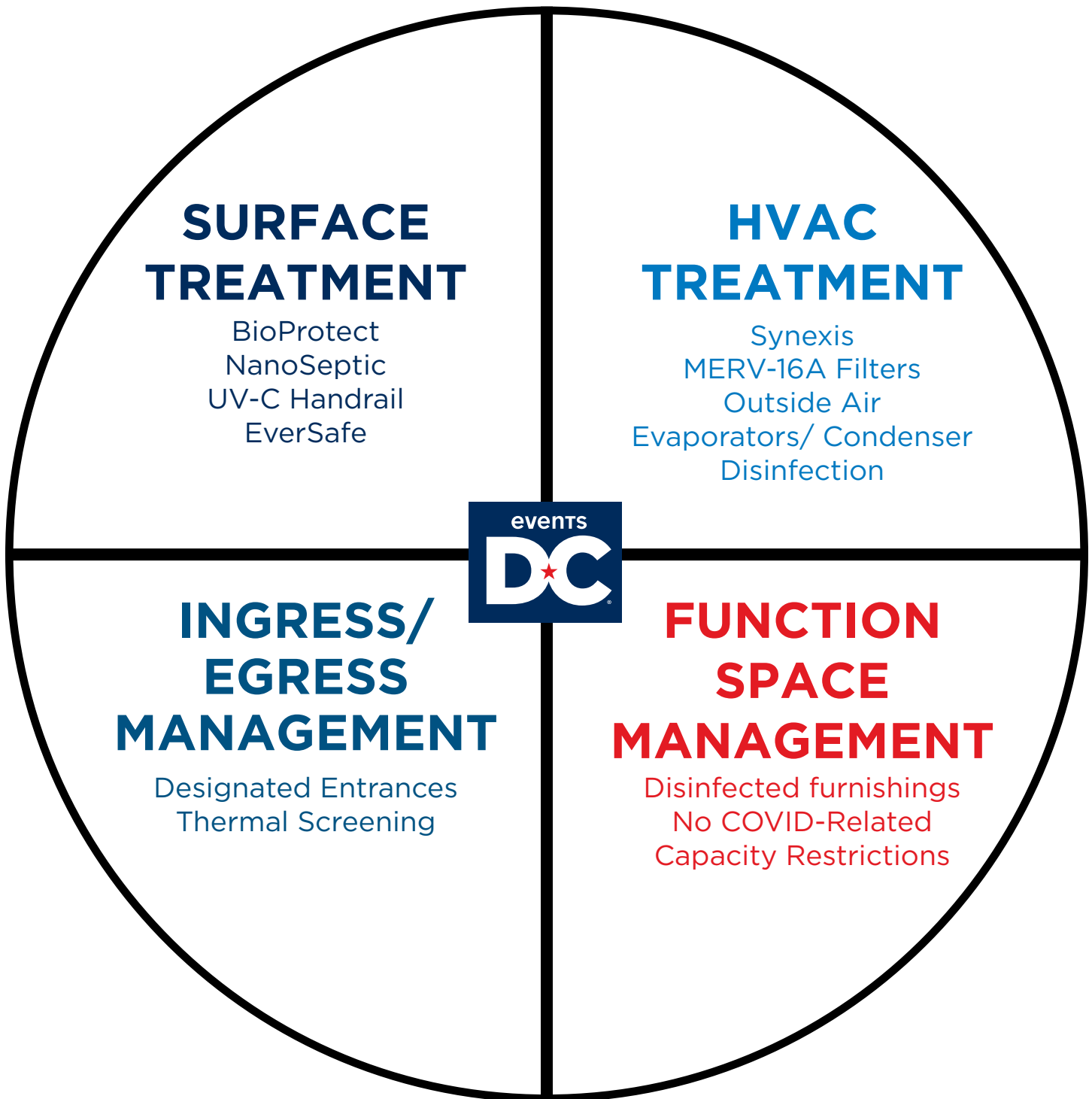


## D. SECONDARY HEALTH ASSESSMENT

Persons presenting surface temperatures of 100.4 °F or greater (a fever) may be referred to the onsite medical provider for a secondary assessment of their core body temperature. If the core temperature is less than 100.4 °F, the guest or employee will be allowed access. If the core temperature is consistent with a fever (100.4 °F), the guest or employee will be provided follow-up recommendations by the medical provider.



## E. OUR INTEGRATED HEALTH AND SAFETY PLAN



*“Implementation of thermal scanning and artificial intelligence technologies gives us the edge for safeguarding guests and enhancing their physically distanced movement throughout our venue.”*  
*Gerald Wilson, Vice President, Public Safety*

# HEALTH AND SAFETY PROTOCOLS- EVENT ORGANIZERS

We are committed to working with you and your contractors to make your event space as safe as possible. Because much official guidance about post-COVID-19 protocols is still evolving, our protocols are subject to change with little notice. Your Event Manager will be our first line of communication with you for updates and will support you and your contractors in designing your event space.

The following protocols are required under our current health protocols for the safe operation of your event.

## A. 100 % FACE MASK REQUIRED

All event personnel and attendees must wear proper, CDC recommended face masks while in the Center for any phase of the event (move-in, program, move-out).

Face masks may only be removed for:

- Consuming food and beverage,
- A speaker whose lips are being read by a person who is deaf or hard of hearing; and
- A person giving a speech for broadcast or to an audience, provided that appropriate distance is maintained between the speaker and other persons.

Masks must be immediately replaced after the excepted occasions.

## B. THERMAL SCREENING

All entrances will be equipped with thermal screening upon entering the Center. All guests must pass through thermal screening upon entering the Center. We will designate the entrance(s) for each event.

## C. CONTACT TRACING INFORMATION

The DC Department of Health requires that you collect and retain **names and basic contact information** (email address, mobile phone number and preferred texting address) **for each guest and event worker** should the need arise for contact tracing. You must ensure that all official and exhibitor-appointed contractors collect and retain this information for their personnel as well. You must retain this information for at least three months after the event.



## D. EXCLUSIVE SANITATION

To ensure that cleaning and disinfection of licensed space is performed consistently to GBAC STAR™ standards, **Aramark Environmental Services** *will exclusively perform all event cleaning.*

## E. WASTE RECEPTACLES

We will provide waste receptacles at designated Center exits for disposal of used face masks.

## F. SEATING AREAS FOR FOOD AND BEVERAGE

Guests may only consume food and beverage while seated. Please refer to the Food and Beverage section for details on identifying such areas. Guests may not consume food while standing or moving about the Center.

## G. EVENT PLANNING GUIDELINES

With our return to full operation, we have returned to our normal operating procedures as outlined in our current Event Planning Guide, with the following change: **We will set all round tables for no more than eight people per table until further notice.**

## H. 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 the plan 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.* 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.

You must provide the Event Manager with the final plans for your event on the following schedule:

- Final Exhibit Hall layout: Not later than ninety days prior to the first day of licensed move-in
- Final layouts for all other function space: Not later than sixty days prior to the first day of licensed move-in



# FOOD AND BEVERAGE 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 ensure the safest delivery of all food and beverage in the Center.



The safety and well-being of our guests and our employees is Aramark's top priority. As conditions, consumer behaviors and regulations change, Aramark's plans will evolve and adapt accordingly.

## A. CORPORATE SUPPORT

Aramark's Corporate Global Safety and Risk Control Manager will be onsite at the Center supporting our team during the reopening for business.

## B. STAFF

Aramark promotes a culture of safety and well-being for staff and customers. The effort starts with staff, who receive enhanced training in all new health, safety and preparedness processes prior to resuming regular duties. **Aramark's entire Food and Beverage Services team is ServSafe trained for our guests' safety and protection.**

- **Personal Protective Equipment.** Each employee wears an approved face mask that always covers the entire nose and mouth while on convention center property, except while eating during the employee's meal period.
- Staff washes hands and changes gloves every 15 minutes.
- **Daily Safety Briefing.** Health and food safety training will be reviewed at the beginning and end of each scheduled shift

## C. BIOPROTECT™ BY SURFACEGUARD

All Food and Beverage areas are included in the ongoing SurfaceGuard BIOPROTECT™ sanitizing treatments throughout the Center.

## D. FOOD AND BEVERAGE SAMPLING

We permit food and beverage sampling during events provided that:

- All food and beverage items are provided wrapped; and
- Food and beverage products are only consumed in designated food service seating areas. Food service seating areas may either be designated on the show floor, set up per the guidelines described below; or may be designated in individual exhibit booths.

## E. 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 be served in **covered vessels**.
- **Individual bottles of water** will be placed at each place setting.

## F. BUFFETS

Aramark will continue to offer buffets as a serving option.

- All buffets will be **single-sided** buffets, with breath guards in front of each item.
- **Buffets will no longer be self-serve**; an attendant will serve each item to the 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.

## G. CONCESSIONS/RETAIL

Aramark has introduced the following concessions and retail service options:

- All concessions items will be served in **closed containers**.
- Providing **single-serve condiment packets and pre-portioned, packaged toppings**.
- **Cashless payment systems** that allow guests to easily pay for products through a mobile technology scan (such as Apple Pay) that reduces the need to exchange cash or credit cards.
- **Signature-free credit card transactions** for transactions less than \$100.
- **Pre-loaded Concessions Debit Cards** are available for your event. Please discuss your requirements with your Catering Manager. We will preload each card with the agreed-upon value for your event. Once you have confirmed your order, the quantity of cards and the agreed-upon value will not be refundable. Aramark will apply an administrative fee for this order.



## H. GUEST SEATING

We are guided by DC Department of Health recommendations that **guests remain seated when consuming food and beverage**; and those guests always wear approved face masks until seated and ready to consume food and beverage.

At this time guests are not permitted to move about the convention center while consuming food and beverage. This determination includes public spaces such as lobbies and concourses as well as function space such as exhibit areas or session rooms.

- Food and Beverage may only be consumed in designated food and beverage seating areas, established for each event where Food and Beverage service is offered.
- Guest seating areas will be located as close to the retail point of sale and the major event function areas as possible and will be separated from the retail queuing and the main traffic aisles by physical barriers (e.g., rope and stanchion or similar).
- We will set standard 72" banquet rounds for no more than eight diners. We will continue to place the rounds on 11' centers
- Guests shall have their face masks properly in place prior to leaving the food and beverage seating area.
- The Clean Team will service all retail seating areas during events.

## I. OTHER SEATING AREAS

Guests may consume food and beverage in session rooms (for example, refreshment breaks) provided they remain seated while eating and drinking, and that they replace their masks prior to leaving the session room.

Receptions shall be set with sufficient tables and chairs to allow all guests to be seated at a table or standing at a highboy while consuming food and beverage. If you wish to allow exhibitors to offer dedicated seating areas inside their exhibit space for food and beverage eating areas: Please provide your Event Manager with scaled floor plans of the proposed seating area within the exhibit space, for advance review and approval. Please provide these plans when you provide your overall exhibit floor plans for review and approval.



# OTHER SERVICE PARTNERS

## A. 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 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 always wearing of proper facial coverings
- 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; always prohibiting riders on internal vehicles
- Observing proper distancing and use of personal protective equipment when loading and unloading equipment

## B. 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 and disinfection 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

## B. TELECOM/INTERNET SERVICES (CONTINUED)

- **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

## C. 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 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

## D. RIGGING SERVICES

[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



## E. 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:



- 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

## F. DIGITAL SIGNAGE SERVICES

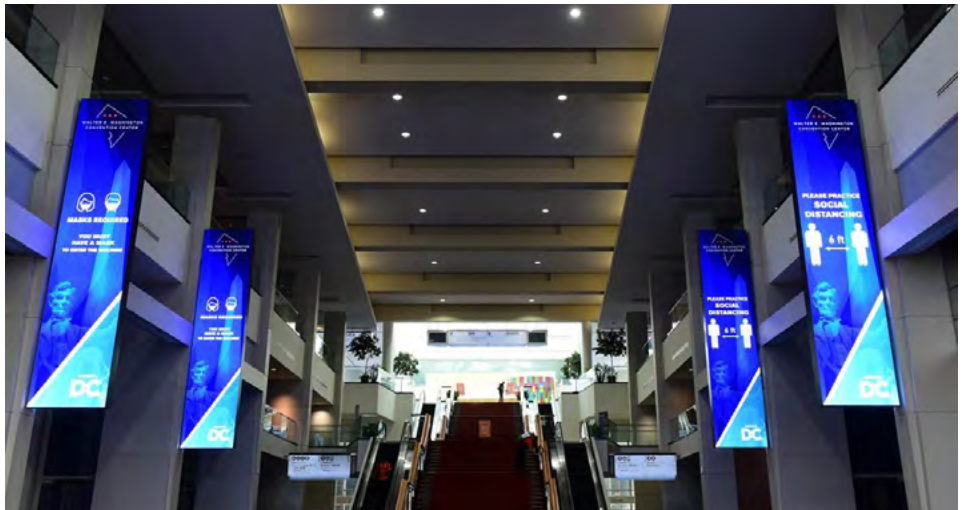
Digital messaging should be an essential element of any event safety plan.



Digital signage's reach, real-time updates, multiple messaging capability and flexibility makes it a key component for sharing vital health and safety information necessary to keep guests and guests safe. Our digital signage also disseminates safety guidelines, cleaning and sanitation measures, facility navigation/directions, queue management and event broadcasting, keeping people informed and improving guests' confidence.

Digital signage provides guests and guests real-time safety information necessary to keep guests safe by:

- Providing **essential health and hygiene reminders to event guests** including the proper way to wear, handle and dispose of masks and other personal protective equipment.
- Communicating **security and prevention measures**
- **Messaging symptoms of COVID-19**, and steps to be followed by people developing symptoms of COVID-19.
- Providing information on **facility navigation, queue management and guest traffic flow**
- Creating **distanced viewing areas** when event spaces reach capacity.
- Providing **reminders on basic preventative measures**, especially physical distancing, respiratory/coughing etiquette, and hand hygiene practices
- Distributing **updated, timely and accurate emergency information**.





# FREQUENTLY ASKED QUESTIONS

## A. PLANNING GUIDELINES

**When will you update the Center’s website guidelines for show and public use?**

We will post the updates on our website on or about Wednesday, June 30, 2021.

**Can I share the website link with attendees and exhibitors?**

Yes!

**Should I use the Back to Business Guidelines to plan my event?**

You should use our recently updated Event Planning Guide as the main resource for planning your event. This revised Back to Business Plan details current health and safety measures used in the Center and outlines specific safety measures in effect.

**Will face masks be required? Who will monitor guests?**

Current DC Health guidelines require that everyone in the Center wear a face mask. We will use our Kogniz AI system as our primary monitoring tool. Show management, its personnel and contractors are the “first line for corrections” inside the licensed event space – as show management and its personnel and contractors are the “first line for service” for handling questions by registered event attendees. We will intervene only in the case of a recognizably unsafe situation – e.g., large crowding, mass scale health or safety concerns.

At this time, we expect that there will still be some level of active monitoring required in Food Service areas, which will be the shared responsibility of Aramark Food and Beverage and your Show Management team. Guests may remove masks to eat and drink in designated seating areas, for the convenience of having their lips read by a person who is deaf or hard of hearing, and by speakers on stage for their presentations (provided that appropriate physical distancing is maintained between the speaker and other persons).

**Are site visits currently allowed?**

We currently conduct normal site visits with reasonable advance notice. We do not enter spaces that are occupied by customers. Please confirm the availability of access to your planned event space with your Event Manager before making your flight and hotel arrangements. We are not currently offering food and beverage tastings, as the kitchen is shut down; we anticipate resuming tastings in July, when kitchen staff will be recalled to work.

**What additional health and safety costs should I anticipate?**

There are additional charges for Aramark Environmental Services' exclusive cleaning services. Your Event Manager will arrange planning meetings with our Aramark and Facilities teams to discuss the appropriate services for your event.

At this time, we expect that the additional costs that could be incurred include overnight disinfection of the Exhibit Halls if you request that service; and during-the-day disinfection of Meeting Rooms if you request that service. Our Environmental Services team will perform normal overnight cleaning plus overnight disinfection of Meeting Rooms and the Ballroom at no additional charge. We will perform standard mid-day room refreshing (e.g., basic straightening of seating, trash removal, head table water service refreshing, etc.) at no additional charge.

There could be certain additional food and beverage costs for health and safety considerations based on your food and beverage program. Please speak directly with your Aramark Catering Manager about any potential additional food and beverage-related costs.

**How many Hand Sanitizers stations do you have, and can I use inside my licensed space?**

We have 120 portable hand sanitizer stations that we place throughout the public and concourse spaces, based on the anticipated flow of your attendees. Our standard placement for these stations is:

- At the main entrances to the Center;
- At the primary entrances to your Exhibit Halls;
- At the restroom entrances within your Exhibit Halls; and
- At the main entrance(s) to your Ballroom.

We space out additional hand sanitizer stations throughout the lobbies and concourses based on your anticipated guest movement pattern.

We do not place our hand sanitizer stations within your licensed event space other than placing them at the Exhibit Hall restrooms.

**Does the DC Fire Marshal need to see any additional COVID-related items on the floorplans?**

No. The DC Fire Marshal requires submittal of your exhibit space and major general assembly plans no later than 90 days prior to your first licensed day of occupancy. We must review and approve these plans prior to submittal to the Fire Marshal. We require the normal submittal of your function space layouts no later than 60 days prior to your first licensed day of occupancy. Currently the District requires no other outside review of function space plans.

## **B. REGISTRATION AREA**

### **Are there any physical distancing restrictions for registration areas?**

No. You may set up registration, lanyards, printed materials, publication bins, badge, and bag pickup the same as you set prior to the pandemic.

We suggest that you consider the level of comfort your attendees would have with picking up materials from open bins, accepting material that is handed out, etc.

## **C. SESSION ROOMS**

### **What cleaning requirements if any will be required between sessions? Do you anticipate any time requirements?**

We will provide routine room refreshes between sessions. We require a reasonable amount of time to complete a refresh (suggest a minimum of 15 minutes), or we will defer refreshes until your meeting schedule permits refreshing.

### **Are there any requirements for the speakers? Will AV be cleaned after each use?**

We do not have any specific health requirements for speakers. We will place bottled water at each lectern for the speaker. Projection, our Audio-Visual Service Partner, describes its plan in this document. You will need to speak with your official AV company regarding their procedures for cleaning their equipment during session breaks.

## **D. EXHIBIT HALL**

### **Are there any crowd restrictions within booths or is it all considered pre-COVID?**

Per the Mayor's Order there are no current crowd restrictions within a booth.

### **Will exhibits or demo rooms on exhibit floors have physical distancing guidelines?**

There are no physical distancing restrictions. You will need advance Fire Marshal review and approval of your demo rooms, which should be designed with exits that meet Life Safety Code requirements (e.g., number of exits, lit Exit signs, etc.). The appropriate safety requirements regarding ceiling enclosures also apply. Your General Service Contractor should be familiar with, and design to, local code requirements.

### **Can booth swag be distributed?**

As of May 2021, we have no restrictions on distributing booth swag. Your attendees may be more comfortable with receiving packaged items.



## **E. FOOD AND BEVERAGE**

**Will exhibitors be able to have food in their booths?** Yes.

**Where can attendees eat/drink in the Center?**

We require that you designate seating areas and locations near all food service areas, including concessions and portable retail concepts in your Exhibit Halls. You should discuss and confirm areas and setup with your Event Manager and your Catering Manager during your event's planning.

**Can attendees consume F&B while in session rooms?**

Yes. Meeting functions and function spaces may have limited food and beverage consumption at seats and at tables that are part of the room setup (classroom, rounds, etc.) Attendees may remove masks to consume food or beverage, and then re-cover their noses and mouths when finished eating.

**Can I walk through the Center consuming coffee and a snack?**

No. Under the current DC Health guidelines no one may consume food and beverage while moving about inside the Center.

**Can we set banquet rounds of eight or ten persons? Will we be required to distance/spread out tables?**

We will set our banquet tables at our standard spacing of eleven feet between tables; we are not required to additionally distance event setups.

We will set eight seats or less per standard 6' banquet rounds for meal functions at this time. Your guests may consume food and beverage while standing at a highboy table.

**Will plated meals be allowed, or are we restricted to boxed/pre-packaged meals?**

Plated service is allowed for seated banquet functions.

**Are refreshment breaks allowed in the exhibit hall?**

Refreshment areas are allowed in exhibit halls with designated seating areas nearby. Attendees are not permitted to walk or roam exhibit aisles while consuming food and beverage. Your Event Manager will review your proposed exhibit layout and suggest/approve seating locations.

**Can exhibitors hand out food and beverage in their booths?**

Exhibitors may provide food and beverage in their booth if it is either wrapped or served in a container with a closed lid. Attendees must consume food and beverage in designated seating areas. If you permit exhibitors to offer seating areas for food and beverage consumption within their exhibit space, please provide your Event Manager with scaled drawings of the proposed layout for review and approval when you provide your exhibit hall floor plans for review and approval.

# ADDITIONAL RESOURCES

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

## **A. DISTRICT SITES**

[Destination DC updates](#)

[DowntownDC BID updates](#)

## **B. OTHER ESSENTIAL SITES**

[Metro service updates](#)

[Metropolitan Washington Airports Authority information:](#)

# ATTACHMENT 1

## Synexis DHP BioDefense System

The [Synexis DHP BioDefense System](#) is a proprietary process that synthesizes Dry Hydrogen Peroxide (DHP), the gaseous form of hydrogen peroxide, from ambient oxygen and humidity in rooms. DHP flows wherever the air flows in all the Center indoor spaces, safely and effectively breaking down pathogens in circulating air. By continuously flowing through the indoor spaces DHP reduces the level of viruses, bacteria, mold, and odors in the air and on all surfaces.



DHP is naturally safe; Underwriter Laboratories (UL) has declared the Synexis DHP BioDefense System to be non-ozone producing.

*We are installing the Synexis DHP BioDefense System in the HVAC systems serving the East and West Salons, all Meeting Rooms, and the Ballroom. The Walter E. Washington Convention Center is the first convention center to install the Synexis DHP BioDefense System.*





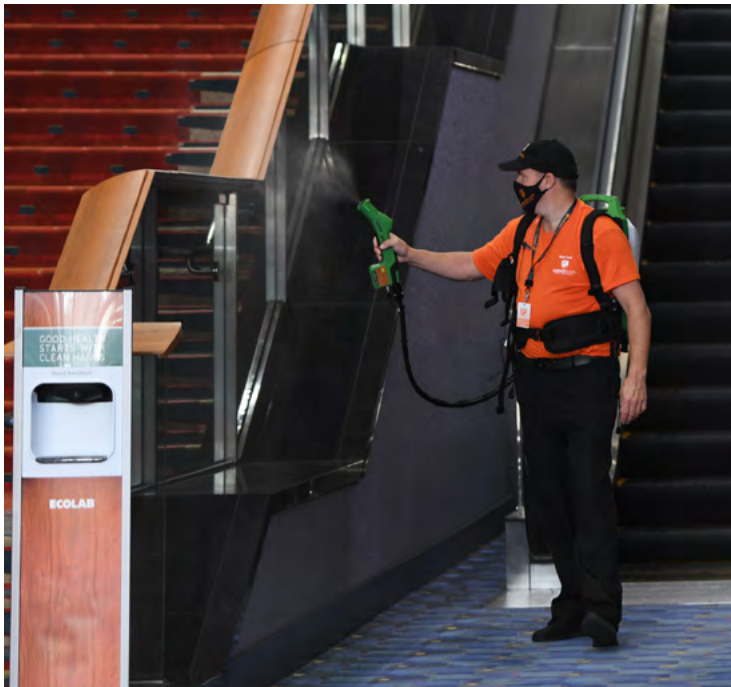
# ATTACHMENT 2

## BIOPROTECT™ by SurfaceGuard

BIOPROTECT™ 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.



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.

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

*We have treated all furnishings, tables, chairs, fabric, doors, escalator treads, fixed handrails, and glass surfaces in the Center with the BIOPROTECT™ process.*

# ATTACHMENT 3

## KOGNIZ AI Health Response Platform

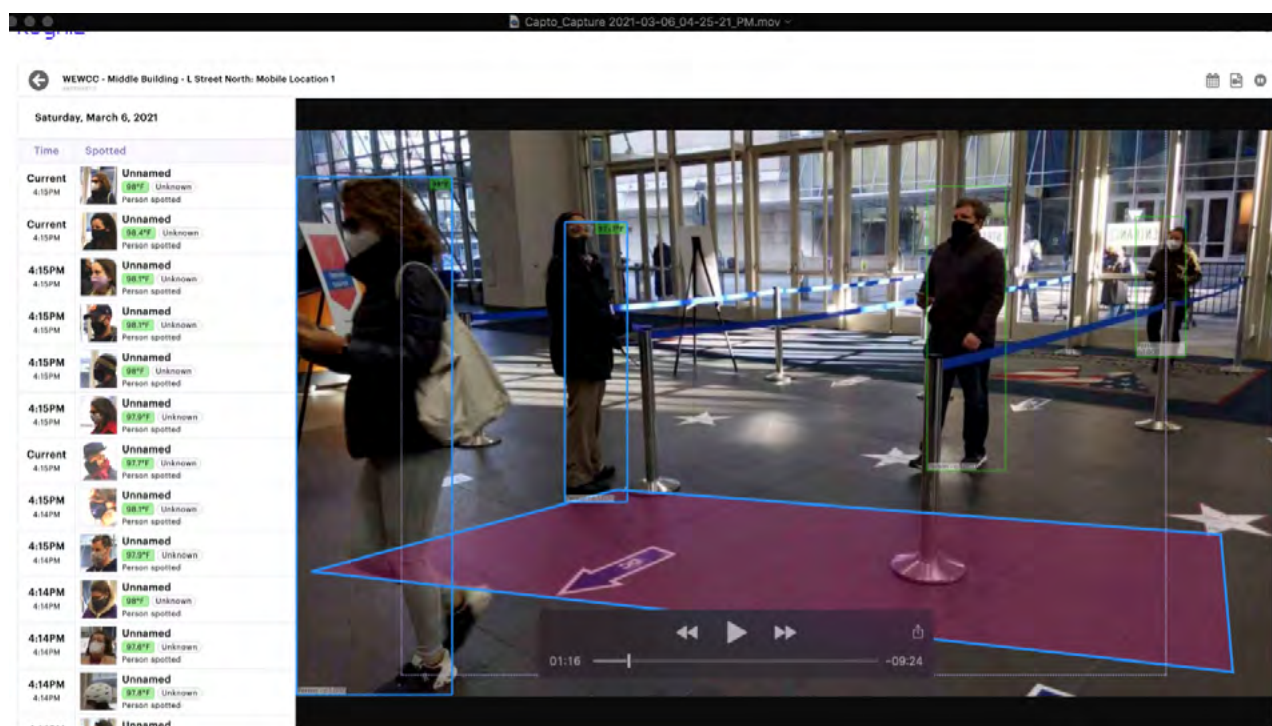
[The Kogniz AI Health Response Platform](#) uses a combination of thermal imaging and artificial intelligence to provide real-time detection of elevated surface temperature and physical distancing management for large groups of people. The platform does not require the use of fixed walkthrough scanners but uses the existing camera system to scan surface temperatures of groups of people. The system monitors exposure detection and physical distancing. It uses cutting-edge detection algorithms and customizable rules developed over many person-years by top AI researchers, scientists, and developers.



The system merges thermal and optical images from disparate cameras into single images and leverages advanced facial detection algorithms to home in on facial areas that provide the most accurate temperature results. It constantly normalizes readings in real time so that readings reflect actual body temperatures, rather than surface skin temperatures that are highly inaccurate and vulnerable to ambient conditions.

The system also measures crowd densities and sends alerts when there are more people in a space than are permitted by system occupancy rules, allowing quick response to address physical distancing requirements.

*We are deploying the Kogniz AI Health Response Platform throughout the Convention Center.*



# ATTACHMENT 4

## CERTIFY.ME

We have deployed Certify.Me thermal scanning stations at our employee check-in locations and utilize these stations for controlled entry points such as temporary VIP entrances. The unit scans individuals and provides an immediate message either permitting the individual to continue into the Center or wait until a secondary assessment can be made. The devices capture the image of individuals who display elevated temperatures and send the image to Security and (for Events DC employees) Human Resources for follow-up.



Events DC employees also complete Certify.Me-generated daily COVID-19 health questionnaires and must display the system-generated Approved to Proceed notice to Events DC Public Safety officers upon arrival. These notices are QR codes tied to employees' unique SMS addresses.

*We have deployed the Certify.Me thermal scanning stations at Center employee check-in locations.*

# ATTACHMENT 5

## NanoSeptic Continuously Self-Cleaning Surface

The NanoSeptic self-cleaning surface turns high traffic public touchpoints into continuously self-cleaning surfaces. Powered by light, NanoSeptic surfaces use mineral nanocrystals to create a powerful oxidation reaction. The surface continually oxidizes contaminants.

Unlike traditional disinfectants or cleaners, the NanoSeptic surface uses no poisons, heavy metals or chemicals. Nothing is released from the surface as the nanocrystals are molecularly bonded to the material.



*We have treated the following surfaces in the Convention Center with the NanoSeptic product: elevator buttons, door handles, copier machines and similar high-touch areas. If you are interested in pursuing branding opportunities with this product for your event, please speak with your Event Manager.*

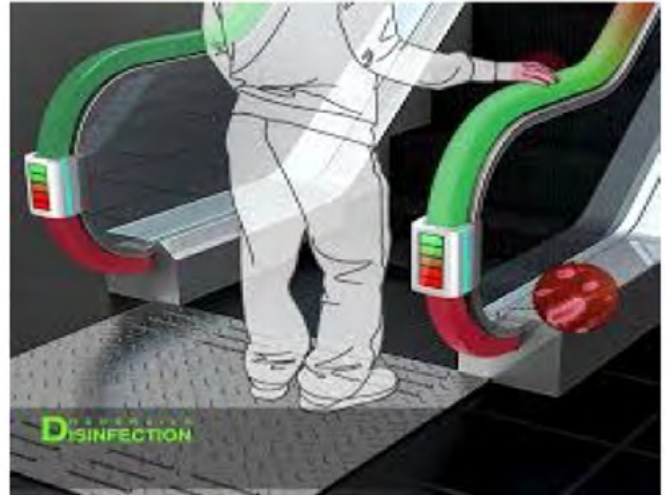




# ATTACHMENT 6

## Sterile Touch -- Sapphire LED UV-C Handrail Sterilization

The Sterile Touch – Sapphire LED UV-C Handrail Sterilization module is used to efficiently disinfect the handrails of escalators to suppress the spread of viruses. Escalator handrails are typically cleaned by housekeepers wiping down the handrail surfaces; continuous cleaning requires a housekeeper to remain at the escalator and continuously wipe down the handrail. The Sterile Touch – Sapphire LED UV-C Handrail Sterilization module uses germicidal UVC light to irradiate handrails through a 270° direct exposure, ensuring that surface bacteria and viruses are effectively killed. The process is chemical-free, continuous, and automatic. The module is installed inside the escalator, ensuring passenger safety; handrails are automatically disinfected as they circulate through the module. With this physical disinfection process escalator handrails are disinfected in an efficient and environmentally manner.



Escalators equipped with the Sterile Touch – Sapphire LED UV-C Handrail Sterilization module are identified by signage mounted on the escalator balustrade interior panel.

*We are installing the Sterile Touch – Sapphire LED UV-C Handrail Sterilization module on the most heavily used public escalators in the Convention Center's South (main entrance) and Middle (L Street entrance) Buildings.*

# ATTACHMENT 7

## Sharp Plasmacluster® Air Purifier

Sharp's exclusive patented [Plasmacluster®](#) ion technology eliminates microscopic pollutants that traditional air filters cannot trap, by replicating nature's own cleaning process of producing positive and negative ions from water vapor in the air. These ions refresh the air without any harmful chemicals or perfumes.

Positive and negative ions are dispersed into the air using airborne water vapor. These ions actively attach to and break down pollutants. The ions neutralize their charge by pulling apart airborne pollutants, thereby reducing the pollutants in the air. The ions then return to the air as water vapor.

Pharmacluster® ions are proven to significantly reduce bacteria viruses, mold and fungus.

*We have installed Sharp Plasmacluster Air Purifiers in each elevator in the Convention Center.*

PLASMACLUSTER ION PERFORMANCE TESTS ON MICROORGANISMS		
CATEGORY	TEST	RESULT
BACTERIA	E. COLI	94.0% Reduction*
	STAPHYLOCOCCUS EPIDERMIS	85.6% Reduction*
	SERRATIA MARSESCENS	89.7% Reduction*
MOLD FUNGUS	PENICILLIUM CITRINUM	87.7% Reduction*
	ASPERGILLUS NIGER	85.8% Reduction*
VIRUS	MS2 (VIRAL STIMULANT)	90.3% Reduction*

\* in four hours

# ATTACHMENT 8

## ADIBOT-S UV-C Disinfection Unit

The ADIBOT system uses powerful UV-C ultraviolet light to inactivate harmful pathogens in areas where people need to be without the use of harmful chemicals or costly downtime. The [ADIBOT-S unit](#) provides 360-degree radiant light coverage, powerful UV-C disinfection and intelligent safety features including “risk mitigation” cameras, PIR sensors, and sensor-enabled patron safety signage to provide a safe, disinfected environment for event attendees.

The ADIBOT-S unit is rolled into the function space and locked into place. The unit uses eight high output, mercury-based UV-C lamps to effectively disinfect 99.9% of the space. Our staff uses a remote-control application to activate the unit; special sensors display when the space has been completely disinfected and is ready to be returned to service.

Please note that *no one may remain in the space while the disinfection process is underway.*

The time to thoroughly disinfect a function space is determined by the size of the space – a larger room requires more time for completion than a smaller space. In most cases the UV-C disinfection process will take less time to complete and return a space to service than the electrostatic spray process.

We will deploy the ADIBOT-S unit only when a disinfected, fast turnover is required. If you anticipate fast turnovers that will require disinfection prior to the next scheduled event, please discuss this in advance with your Event Manager during the event planning period.

We will deploy the ADIBOT-S UV-C mobile disinfection unit when needed for mid-day disinfection in function spaces that require fast turnovers that cannot be accommodated with our regular electrostatic spray disinfection program.



# CONTACT

LINDA ERICKSON, VICE PRESIDENT, SALES  
[lerickson@eventsdc.com](mailto:lerickson@eventsdc.com) & 202-249-3141

STACEY KNOPPEL, DIRECTOR,  
CONVENTION MANAGEMENT  
[sknoppel@eventsdc.com](mailto:sknoppel@eventsdc.com) & 202-249-3082

