



HEALTH & SAFETY



WE CLEAN WITH CARE

As the world was met with unforeseen challenges surrounding the COVID-19 public health crisis in 2020 and 2021, the Charlotte Regional Visitors Authority (CRVA) began exhaustively reexamining its health and safety protocols, elevating procedures to a standard called “We Clean with Care.” It rewrites venue safety and cleaning practices to not only meet but exceed guest standards and implements rigorous measures involving sanitizing and disinfecting with increased frequency and new personal safety best practices. And above all, it places the health and safety of guests as the highest priority. These guidelines apply to all Charlotte Convention Center employees, service partners as well as event planners and their attendees and volunteers.

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HEALTH & SAFETY BEST PRACTICES / PROCEDURES

GBAC STAR™ Accredited Facility

The Charlotte Convention Center received the Global Biorisk Advisory Council® (GBAC) STAR™ Facility Accreditation, making it one of the first facilities in North Carolina to earn this distinction. The International Sanitary Supply Association (ISSA) introduced the GBAC STAR™ accreditation program earlier this year as the cleaning industry's only outbreak prevention, response and recovery accreditation. Under the guidance of GBAC, the Center has implemented the most stringent protocols for cleaning, disinfection, and infectious disease prevention and demonstrated compliance with and commitment to the program's 20 core elements. Program elements range from standard operating procedures and risk assessment strategies to personal protective equipment (PPE) and emergency preparedness measures. The Center is among a growing group of convention centers, arenas and public venues from around the world to achieve accreditation, ensuring that employees are trained with best work practices, protocols, procedures and systems for biorisk prevention and containment.



Bipolar Ionization

The Center has integrated needlepoint bipolar ionization (NPBI) air purification technologies into its HVAC systems as another layer of protection to eliminate and neutralize disease-causing pathogens such as COVID-19. The CRVA is proud to offer this technology to create a safer, healthier environment for attendees and is among the first in the meetings industry to introduce it into its venue capabilities. A proactive and preventative measure, NPBI creates millions of positive and negative ions that form a cluster around harmful viruses, mold and bacteria molecules. These particles are disengaged and further broken down. The result is cleaner air and a healthier environment with less risk of infectious outbreak.



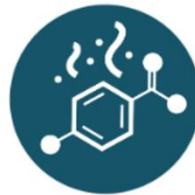
TARGETS PARTICLES

When ions disperse throughout a room, they combine with particles suspended in the air. This creates a snowball effect, in which particles of opposite polarity cluster together. The larger a particle becomes, the easier it is to capture in filtration systems.



REDUCES PATHOGENS

During the NPBI™ process, contact with ions disrupts pathogens' surface proteins, rendering them inactive and unable to replicate.



TACKLES ODORS

GPS' NPBI™ technology breaks down chemical, pet, cooking and other odors into basic harmless compounds, leaving indoor air smelling fresh and substantially reducing odor-causing VOCs.



SAVES ENERGY

By keeping indoor air cleaner, NPBI reduces the amount of air required from outside to keep things fresh—saving you initial ventilation equipment costs and up to 30% on energy consumption.

Physical Distancing

As of May 14, 2021, Governor Roy Cooper has loosened restrictions regarding mask mandates and social distancing. Per North Carolina Department of Health & Human Services Interim Guidance for Indoor and Outdoor Venues Interim Guidance, the Convention Center will continue with established health and safety protocols in accordance with GBAC Star Accreditation to provide attendees sound peace of mind when stepping into CRVA venues. Events who choose to request social distancing configurations will be provided with options on how to best accommodate.

Hand Sanitizer Stations

Automated hand sanitizer stations have been placed in key guest and employee entrances as well as high traffic pattern areas.

Cleaning Standards

The Center has consulted with a third-party infectious disease specialist regarding our cleaning standards to ensure they meet recommended guidelines. The frequency of cleaning and sanitizing has been increased in all public and back of house areas with emphasis on high touchpoint areas including countertops, elevator buttons, escalator railing, door handles, food court/dining areas and public restrooms.

Case Notification

If alerted to a presumptive case of COVID-19 at the Center, we will work with the Mecklenburg County Health Department to follow appropriate actions recommended. Steps in the Center's plan include contact tracing, isolating/disinfecting of suspected areas of contamination, as well as isolating anyone showing symptoms.

Staff

Training has been provided to all employees and is ongoing according to established guidelines provided by the Center for Disease Control (CDC) and Mecklenburg County Health Department. Proper mitigation steps are also continuing to be encouraged such as frequent handwashing, social distancing and staying at home if he/she recognizes any symptoms or does not feel well.

Room Sets & Capacities

Per North Carolina Department of Health & Human Services Interim Guidance, the Center continues to recommend socially distanced sets. An event manager can continue to provide customized diagrams.

Recommendations include:

- 6 people per round
- Theater sets with mixed groupings of 2, 4, 6 spaced 6 feet apart
- Classroom sets 2/6' or 3/8' table

Exhibit Hall

The Center continues to recommend but no longer requires:

- 8' pipe and drape between booths or 6-foot distancing between exhibit booths
- Staggered entry
- Eliminating exhibitor lounges
- No gatherings for prize drawings / giveaways

CCC FOOD & BEVERAGE

Options for no-contact Food & Beverage (F&B) service will be provided (fresh pre-packaged meals/snacks, single use condiments, packaged silverware, etc.).

Delish Food Court tables and chairs will be cleaned with increased frequency.

The Center is now cashless. A cashless payment transaction system is in place for the food court, concession, and all other previous cash transaction locations.

The F&B team has 37 ServSafe Certified Professionals, working under the guidance of the National Restaurant Association and the FDA in developing and implementing our new policies and procedures.

Food & Beverage Employees

- All F&B employees will follow CRVA Employee Return to Work Guidelines.
- All F&B Employees will be required to wear disposable gloves.

Kitchen Safety & Social Distance Guidelines

- With the exception of our Kitchen/Culinary Employees, no one is allowed in the kitchen during prep and event times.
- Personnel have increased cleaning frequency with special attention provided to high-touch areas to not only meet but exceed the regular health code standards.

Banquet & Concessions Bar Guidelines

- CCC will provide sneeze guard protection on bars in between the customer and employee.
- Bartenders are required to always wear gloves.
- Bar tops will be cleaned every 15-20 minutes during the events.
- The Center uses single service disposables when possible; napkins, stir sticks are available upon request.

Banquet Plated Meal Guidelines

- 72-inch round tables will be set for a recommended maximum of six (6) guests.
- Coffee and wine service will be offered upon request.

Banquet Buffet Guidelines

- 72-inch round tables will be set for a recommended maximum of six (6) guests.

- The Center will provide the option to serve all buffets from behind a plexiglass barrier separating the guest from the employees and food, or self-serve with a high touch point cleaning attendant cleaning and changing utensils, with food being behind sneeze guards.
- Hand sanitizer will be provided near buffet stations with signage communicating the precautions that are being taken for guest and staff safety.
- Buffet items will be properly distanced to reduce congestion.
- Pre-rolled silverware on buffet will be handed out last.

Break Guidelines

- All day beverage stations will utilize single service items and will have hand sanitizer for use prior to accessing station.
- Staff will not fill guest-provided coffee cups.
- AM/PM Breaks – P/C or individual portioned items will be served in disposable packaging.
- Communal water bubblers will have a hand sanitizer station for use prior to accessing station.

Reception Guidelines

- 72-inch round tables will be set for a recommended maximum of six (6) guests.
- The Center will serve all reception stations from behind a plexiglass barrier separating the guest from the employees and food.
- Buffet style reception will provide the option to serve all buffets from behind a plexiglass barrier separating the guest from the employees and food, or self-serve with a high touch point cleaning attendant cleaning and changing utensils, with food being behind sneeze guards.
- Hand sanitizer will be provided near the reception stations with signage communicating the precautions that are being taken for guest and staff safety.
- Reception stations will be properly distanced to reduce congestion.
- Pre-rolled silverware will be available and handed out at each station.

Concessions / Food Court Guidelines

- CCC employees are required to wear face coverings and disposable gloves.
- Visual signage/floor clings will be used throughout the building to ensure proper flow and social distancing between guests and employees.
- Plexiglass shield barriers have been installed in the food court, exhibit hall concession stands, portable bars and rolling break tables for added safety.

CUSTOMER SAFETY PROTOCOLS

(FOR CLIENT'S EMPLOYEES, VENDORS, VOLUNTEERS AND ATTENDEES)

Adhere to the following CDC guidelines to stay healthy at home and work:

- Stay at home if sick, except to receive medical care.
- Wash hands often with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol should soap not be readily available.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Cover mouth and nose with tissues when you cough or sneeze or use the inside of your elbow.
- Avoid using other individuals' phones, keyboards, workstations, and tools/equipment as much as possible. Clean and disinfect after each use.

CHARLOTTE CONVENTION CENTER

READY TO WELCOME YOU

As the world was met with unforeseen challenges surrounding the COVID-19 public health crisis in 2020 and 2021, the Charlotte Regional Visitors Authority (CRVA) began to exhaustively reexamine its health and safety protocols, elevating procedures to a standard called "We Clean with Care." It rewrites venue safety and cleaning practices to not only meet but exceed guest standards and implements rigorous measures involving sanitizing and disinfecting with increased frequency and new personal safety best practices. And above all, it places the health and safety of guests as the highest priority. These guidelines apply to all Charlotte Convention Center employees, service partners as well as event planners and their attendees and volunteers.

With the guidance of the FDA, CDC, Mecklenburg County Health Department and the expertise of an infection disease control expert, our facility has put into place the following precautionary measures. Best practices, new technologies and health guidelines are being monitored to continue to update and implement leading edge protocols and processes. For up-to-the-minute details on our health and safety efforts, please reach out to your facility sales or event manager.



**WE CLEAN
WITH CARE**



**GUEST EXPERIENCE,
SAFETY FIRST**



**TOGETHER BUT
SAFELY APART**



At the CRVA, we have inspired employees with wide-ranging venue management, sales and marketing expertise working across nine brands to make Charlotte the most sought after city in the Southeast. To continue working toward this goal given our current COVID-19 landscape, we rely on our "One CRVA" approach, which taps shared knowledge and resources to skillfully manage multiple venues and varying types of guest experiences. Our broad spectrum of venues host Broadway plays, concerts and shows; welcome major sporting events and conventions; help visitors navigate our city; and serve as a bucket-list destination for NASCAR fans. This collective and consistent knowledge in understanding how visitors experience our city in multifaceted ways is shaping our elevated health and safety protocols that will benefit you and your attendees during your time in Charlotte.


CHARLOTTE



WE CLEAN WITH CARE

- Cleaning crews have increased cleaning frequency with special attention provided to high-touch areas (elevator buttons, stair handrails, etc.).
- The Center has integrated needlepoint bipolar ionization (NPBI) air purification technologies into its HVAC systems as another layer of protection to eliminate and neutralize disease-causing pathogens such as COVID-19.
- Color coordinated microfiber cloths are being used with TruShot and 70% Isopropyl Alcohol cleaning solutions to eliminate cross contamination in high-touch areas.
- Dozens of hand sanitizer stations have been installed strategically throughout the building in high traffic areas.
- Electrostatic / disinfectant sprayers are used in each meeting room before being occupied, between room refreshes and afterwards.
- Foot claws have been installed on all restroom doors for hands free use.
- The Center has transitioned to linen-less tables for classroom sets.



FOOD & BEVERAGE SAFETY STEPS

- Options for no-contact Food & Beverage service can be provided (fresh pre-packaged meals/snacks, single use condiments, packaged silverware, etc.).
- Food court tables and chairs as well as lounge areas are cleaned with increased frequency.
- The Center encourages cashless payment transactions in the Delish food court area, at concessions, and other cash transaction areas, accepting Apple, Google, and Tap payments.
- Food & Beverage department has 37 ServSafe Certified Professionals, working under the guidance of the National Restaurant Association and the FDA in developing and implementing our new policies and procedures.



TOGETHER BUT SAFELY APART

- Plexiglass shield barriers have been installed in the food court, exhibit hall concession stands, portable bars, rolling break tables and visitor information centers located at entrance of the building.
- The event management team can create custom diagrams based on event type, licensed space and number of attendees to provide more distance between attendees.
- The Center has two outdoor spaces for gatherings that can be utilized based on availability.
- Our in-house Audio Visual provider Encore has developed creative solutions for integrating real time Virtual Events that enable those who cannot join the onsite meeting to stay engaged with your event.

WHAT WE CAN DO TOGETHER

We'd appreciate your partnership in communicating this to your attendees and ask that they follow these protocols to help keep us all safe:.

- Wash hands often or use hand sanitizer that contains at least 60% alcohol.
- Avoid touching eyes, nose, and mouth.
- Unvaccinated guests are encouraged to cover their mouth and nose with a cloth face cover or mask.
- Stay home if they are sick.



The Charlotte Convention Center has received the Global BIORISK Advisory Council's (GBAC) STAR™ Facility Accreditation, which ensures the Convention Center is implementing the industry's highest standards for cleaning and disinfection of infectious agents like the novel coronavirus.


CHARLOTTE

COVID-19 CASE PROTOCOL

In alignment with public health recommendations, the Charlotte Convention Center is taking measures to prevent community spread of infectious diseases, which includes undertaking enhanced cleaning and disinfection procedures in response to a confirmed or suspected case of COVID-19 in our facility.

The Center will work with the Mecklenburg County and state health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including identification of new potential cases of COVID-19.

Identify and Isolate Suspected Cases

- In all workplaces where exposure to the COVID-19 may occur, prompt identification and isolation of potentially infectious individuals is a critical first step in protecting workers, visitors, and others at the worksite.
- Employees, vendors or visitors who appear to have [symptoms](#) upon arrival at the venue or who become sick during the day should immediately be separated from other employees, customers, and visitors, and sent home.
 - If the individual can't leave immediately, move potentially infectious people to isolation rooms and close the doors. The Center's designated isolation area is the First Aid Room located next to the Richardson Ballroom.
 - Ensure someone checks in on them, even if by phone with the understanding that if there is no response to a phone call, someone will physically check in on them. Ensure the door to the isolation room remains closed. Air the room out for the length of time recommended by the CDC based on the number of air exchanges per hour in the isolation area.
 - Take steps to limit the spread of the person's infectious respiratory secretions by providing them a face mask and asking them to wear it, if they can tolerate doing so. Note: A surgical mask on a patient or other sick person should not be confused with PPE for a worker; the mask acts to contain potentially infectious respiratory secretions at the source (i.e., the person's nose and mouth).
 - Restrict the number of personnel entering the isolation area, including the room of an employee with suspected/confirmed COVID-19.

Immediate Actions

Management will immediately notify the Mecklenburg County Health Department at (980) 314-9400. A hotline is available Monday – Friday, 8 a.m. – 5 p.m. and Saturday – Sunday, 10 a.m. – 2 p.m. After hours, please call (980) 314-9400, ext 2.

The Center will follow the [CDC cleaning and disinfection recommendations](#) and with direction from the Mecklenburg County Health Department, assess areas of the building for cleaning as outlined below:

If it has been less than seven (7) days since the sick employee has been in the facility, close off any areas used for prolonged periods of time by the sick person:

- Housekeeping will:
 - Perform hand hygiene before and immediately after entering area.
 - Wear all PPE prior to entering a potentially contaminated area.
 - Close off areas with caution tape and 'do not enter' signage.
- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.

If it has been seven days or more since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility, unless directed otherwise.

Contact Tracing

The Center will assist the Mecklenburg County Health Department with contact tracing as requested within the venue. Exact procedures and protocols will be determined on a case by case basis and at the direction of Mecklenburg County.

Guidance for Cleaning Facilities during the Covid-19 Coronavirus Pandemic:

The following processes are for manual disinfection of facilities. The information contained herein are subject to change based on government and/or local and state health department guidance or facility need.

Disinfection Methodology

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

Disinfecting works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs

remaining on a surface after cleaning further reduces any risk of spreading infection. For proper disinfecting, it is important to use an EPA-registered chemical and make sure to keep the surface wet for at least the minimum contact time specified by the manufacturer and in accordance with CDC guidelines.

Risk Assessment

The Center will follow the [CDC cleaning and disinfection recommendations](#) and with direction from the Mecklenburg County Health Department assess areas of the building for cleaning as outlined below:

- **Probability of contamination with COVID-19**
 - Heavy contamination (score = 3)
 - Moderate contamination (score = 2)
 - Light contamination (score = 1)
- **Frequency and usage**
 - High frequently touched surfaces (score = 3)
 - Low frequently touched (score = 1)
- **Known cases of Covid-19 in the workplace**
 - 1 or more confirmed cases (score = 5)
 - 1 or more unconfirmed cases (score = 3)
 - 0 cases (score = 1)

Example Scoring
Probability 3 + Frequency 3 + Confirmed Cases 5 = 12 (High Risk)

Scoring utilizes the expert experience of the participants conducting the risk assessment. For example, probability would use the number of flow or traffic in a location. These are subjective assessments based upon the best information available and expertise at that time.

LOWEST RISK

For locations scoring 3 or less (there is an inherent risk everywhere), normal deep cleaning services will be provided following CDC guidelines with the use of disinfectant approved by the EPA for use against COVID-19. Proper PPE for use with chemicals is required.

MODERATE RISK

For locations scoring a 4 – 6, disinfection services of all horizontal surfaces should be conducted. PPE would include gown, mask, eye protection and gloves. This would include manual cleaning of every surface following CDC guidelines and using a disinfectant approved by the EPA for use against COVID-19. (Redlee)

HIGHEST RISK

For locations scoring 7 or greater the highest level of PPE precautions should be deployed, and full disinfection services should be applied. This would include manual cleaning of every surface following CDC guidelines and using a disinfectant approved by the EPA for use against COVID-19. Complete hard floor and carpet care program implemented. At the Center, high risk disinfecting will be performed by a preapproved experienced decontamination specialist. (Redlee)

SCOPE OF WORK

Low Risk

- Housekeeping response crew mobilizes and gathers response kits, etc.
- Put on PPEs and set up chemicals, tools, etc.
- Bag and remove all loose trash and debris.
- High and low dusting will occur, left to right, top to bottom.
- Begin wet wiping all high touch horizontal surfaces starting from the farthest point from the entry doors with a disinfectant approved by the EPA for use against COVID-19. Every surface must be thoroughly cleaned, then disinfected which includes high touch surfaces.
 - A specific list of areas and surfaces will be developed during the assessment.
- All restroom surfaces will be disinfected including walls, toilets, urinals, partitions, sinks, doors, mirrors, and dispensers. All surfaces must remain wet for a minimum of 10 minutes or as defined by the product manufacturer's instruction to kill viruses. Adherence to current CDC guidelines will be followed.
- Kitchens and break room surfaces will be disinfected.
- Hard surface floors will be mopped with a disinfectant approved by the EPA for use against COVID-19 and allowed to remain moist for the prescribed time as identified by the manufacturer to eliminate pathogens.

SCOPE OF WORK

Moderate Risk

- Housekeeping response crew mobilizes and gathers response kits, etc.
- Put on PPEs. Set up chemicals, tools, etc.
- Bag and remove all loose trash and debris.
- High and low dusting will occur, left to right, top to bottom.
- Begin wet wiping all high touch horizontal surfaces starting from the farthest point from the entry door, from top to bottom with a disinfectant approved by the EPA for use against COVID-19. Every surface must be thoroughly cleaned and disinfected including telephones, keyboards, walls, and all high touch surfaces.
 - A specific list of areas and surfaces will be developed with in conjunction with the Health Department.
- Kitchens and break room surfaces will be disinfected.

- All restroom surfaces will be disinfected including walls, toilets, urinals, partitions, sinks, doors, mirrors, and dispensers. All surfaces must remain wet for a minimum of 10 minutes or as defined by the product manufacturer's instruction to kill viruses. Adherence to current CDC guidelines will be followed.
- Hard surface flooring is to be thoroughly wet mopped using a neutral disinfectant and allowed to remain wet for a minimum of 10 minutes.
- Electronic equipment, such as computers, should be powered down by the client.
- Due to the increased risk and the deeper clean for moderate and high environments production is reduced.

SCOPE OF WORK

High Risk

The Center's high risk disinfecting will be performed by a preapproved decontamination specialist.

- It may be determined that the building must be unoccupied during the disinfection process with the exception of locations where essential services are conducted.
- Building Management will work along with Health Department officials to determine scope of cleaning.
- Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) used by the ill persons, focusing especially on frequently touched surfaces.
- Cleaning crew mobilizes and gathers response kits, etc.
- An entry and exit point will be determined with decontamination chambers.
- Put on PPEs and set up chemicals, tools, etc.
- Spray areas with a disinfectant approved by the EPA for use against COVID-19 in addition to using an electrostatic sprayer.
- Bag and remove all loose trash and debris.
- Begin wet wiping all high touch horizontal surfaces starting from the farthest point from the entry door, both horizontal and vertical, from top to bottom with a disinfectant approved by the EPA for use against COVID-19.
- Every surface must be thoroughly cleaned and disinfected including air returns, vents, telephones, keyboards, walls, all high touch surfaces as well. Adherence to current CDC guidelines will be followed.
 - A specific list of areas and surfaces will be developed based on the path and contact list of infected person.
 - All areas within an 8' area of contaminated spaces will be treated.
- Kitchens and break room surfaces will be disinfected.
- Furniture will be cleaned per current CDC recommendations.
- Hard surface flooring is to be thoroughly wet mopped using a neutral disinfectant and allowed to remain wet for a minimum of 10 minutes.
- All carpeted surfaces must be thoroughly vacuumed using a HEPA filtered vacuum.

- It is highly recommended that hard floors be auto scrubbed, and carpets extracted to provide an extra layer of disinfection where infections have been identified.
- All restroom surfaces will be disinfected including walls, toilets, urinals, partitions, sinks, doors, mirrors, and dispensers. All surfaces must dwell for a minimum of 10 minutes or as defined by the product manufacturer's instructions to kill viruses.
- Upon completion, all PPEs are removed and disposed of in decontamination area in a separate designated container and removed from the cleaned facility.

CCC SANITATION AND CLEANING PROTOCOL

Our standard is to provide a clean and sanitized venue for your event. The Center will regularly apply disinfectant to high touch surfaces in common areas such as restrooms, door handles, escalator railing, elevator buttons, counter tops, concourse furniture, etc.

Facility Deep Disinfection

The Center works alongside a top-tier cleaning service to clean and disinfect. The group is Cleaning Industry Management Standard (CIMS) Green Building (GB) certified with honors; an independent third-party certification that only the top quarter of the top 1 percent of janitorial companies across the country have achieved.

In-House Equipment Disinfection

Our in-house cleaning professionals have conducted a deep scrub and disinfection of all of our equipment including tables, chairs, stages, podiums, and all other event related setup items. These items are being cleaned with a disinfectant solution that achieves 99.99 percent disinfection in three minutes. This is to ensure all event equipment has been disinfected prior to customer use.

Enhanced Meeting Space Set – Refresh – Breakdown Procedures

All equipment set in rooms will be disinfected prior to use. Once a room set has been completed, the entire room and placed equipment will be disinfected again and for customer use. After which, no building staff will access the room until the function has begun, ensuring it remains clean for initial customer use.

During all breaks throughout event days, rooms and equipment will be disinfected using cutting edge electrostatic technology paired with a new botanical disinfection solution created with customer safety and electrostatic application in mind.

This disinfection is achieved in three minutes, with the entire room ready for customer reuse in under 20 minutes.

Upon completion of an event function, the room and equipment will receive electrostatic treatment before equipment is broken down and stored away.

Electrostatic Cleaning

The Center has invested in new, innovative electrostatic technology that allows for complete building disinfection each evening after the last event function has ended for the day.

This technology positively charges the disinfecting solution allowing a more thorough surface coverage. This decreases dry time of the solution and ensures total surface disinfection has been achieved. Internal cleaning professionals are able to disinfect all front and back of house touchpoints, interior and exterior entrance doors, and restrooms throughout the complex in under two hours, achieving complete surface disinfection within three minutes.

High-Frequency Touchpoint Cleaning

In-house cleaning professionals have developed a high-frequency cleaning program for all front and back-of-house touchpoints, that has been reviewed and approved by a third party infection disease control consultant.

This program will be executed continuously throughout the day while guests are present in the building. If a surface can be touched by a guest or an employee, rest assured it has been recently disinfected.

Floor Scrubbers

The Center has at its disposal two Tennant T-350 ride on floor scrubbers that have been outfitted with ec-H2O NanoClean® technology. This ec-H2O NanoClean® technology electrically converts water into an innovative, detergent-free, solution that cleans effectively and reduces environmental impact compared to daily floor cleaning chemicals.

This converted water is created by an on-board e-cell that generates millions of tiny microscopic bubbles known as nano-bubbles that promote the cleaning efficacy of the solution. These floor scrubbers are utilized on all front of house hard surfaces daily, and on all exhibit hall floors prior to, throughout, and after every event function.

Carpet Care & Cleanliness

The Center utilizes a Windsor Karcher Chariot-3, a cutting edge ride-on vacuum cleaner to vacuum all front of house floor on a daily basis, increasing with building traffic as needed. The Chariot-3 vacuum uses a fine mesh HEPA filter to effectively remove and eliminate ultra-fine particles from both hard and soft floor surfaces.

The Center also has at its disposal a Tennant R-14 ride-on carpet extractor outfitted with innovative Tennant ReadySpace® technology. This allows us to carpet clean high traffic front of house areas on a weekly basis. Far more frequent than the quarterly industry-standard. This helps to maintain a more consistently clean and safe environment by cleaning and drying carpet quickly.

This reduces the potential for mold and bacterial growth caused by excess water by leaving up to 90 percent less water in carpet immediately after cleaning with ReadySpace® technology.

Restroom Cleanliness

All facility restrooms will be cleaned and disinfected on an hourly schedule utilizing the SC Johnson Professional Trushot® Mobile Dispensing System. This allows our cleaning crews to consistently maintain this hourly cleaning schedule, eliminating the need for staff to dilute disinfecting cleaners while also guaranteeing a proper level of disinfection with every spray.

The Center's cleaning team also follows a strict color-coded microfiber cloth procedure, eliminating cross contamination when switching from cleaning toilet fixtures to sink counters, mirrors, and other customer touch points.

In addition, all facility restrooms will be treated with electrostatic disinfection each evening.

Hand Cleaning Opportunities

In addition to our 152 restroom sinks and 142 accompanying touchless hand soap dispensers, the Center has installed dozens of hand sanitizer dispensers. These have been placed in strategic, high-traffic front of house areas to ensure guests are never more than 65 feet away from a hand sanitizer dispenser or soap and water.

3RD PARTY PARTNERS

Encore Audiovisual Partner

Encore remains committed to providing a safe and healthful workplace for all team members, customers, and business partners. With that, Center team members will be required to follow the recommended guidelines with regards to general hygiene and disinfecting equipment between events. If an event should require a more enhanced cleaning solution, please reach out to an Encore representative.

1. **Meeting Design** – Incorporating physical distancing in line with expert guidelines, as well as technology solutions and measures to keep high-touch event technology clean.
2. **Room Layout & Traffic Flow** – Encore, in collaboration with venue partners and customers, will design layouts with safety and event preference in mind.
3. **Technology Enhancements** – Applying technologies that can help support these new meeting designs, audience engagement and hybrid event support ensures successful outcomes.
4. **Cleaning Guidelines** – Encore's commitment to providing a safe and healthful workplace for all team members, customers and business partners is valued as much as your overall event experience. Technicians will use approved cleaners / disinfectants to clean all high touch areas between each use.

Encore equipment included in High Touch List:

- A. Microphones
- B. Remote/ slide advancers
- C. Faders and dimmers
- D. Flipchart Easels/ Markers
- E. Radios
- F. Encore Music Devices
- G. Laptops / iPads
- H. Podium Surfaces
- I. Headphones
- J. Polycom Units
- K. Power strips

An Encore Technician will complete a cleaning verification card with their name, signature, and date/time the cleaning of equipment is completed (~1 hour prior to event start).

An Encore Representative will meet client in room prior to doors, make introduction, test equipment, verify cleaning and leave alcohol tear pack with presenter.

During the striking of equipment, an extra step will be added to Encore's quality control process of wiping all contact points with approved cleaners.

Smart City Telecommunications Partner

The health and safety of clients and employees is top priority and paramount to the resiliency of our hospitality industry. The following protocols have been established throughout the country for Smart City clients and will serve as subsequent measures to be taken beyond specific facility guidelines that are existing or evolving.

SERVICE DESK OPERATIONS

- Plexiglass/plastic barrier between service desks have been installed to separate front-facing interactions with the client.
- Hand sanitizer will be available for team members and clients at the service desk.
- Requests for pricing will be available through QR code displayed at the service desk.

SERVICE INSTALLATION AND EQUIPMENT DELIVERY PROTOCOLS

- All rental equipment and material (phones, network switches, adapters, cables, etc.) will be cleaned and disinfected (sprayed or wiped down using a CDC approved COVID-19 disinfectant solution) and placed in a plastic bag sealed with tamper tape. Rental equipment will be required to be picked up at the service desk and will be inspected by both a Smart City team member and the receiving client to ensure the rental equipment was not compromised.
- Any equipment that requires a Smart City technician to install at the booth/meeting room/event space will be done so in the presence of the client. The technician will disinfect the equipment prior to leaving the space.
- All service lines installed (telephone, internet cables) will be installed using normal Installation procedures. However, after the connection is tested for quality assurance, and before the recipient of the service arrives onsite, Smart City technicians will disinfect the final 6 feet of the service line and tag the line with a disinfected notification card listing the date of install.

Show Pros Security Partner

The top priority of Show Pros is the health and safety of everyone in attendance and staff. No matter the circumstances, Show Pros will continue to adhere the guidelines set forth by the government, medical professionals, public health officials, as well as the Charlotte Convention Center. In addition, our services may have policies and procedures in place that are more specific to specific venue operations.

Employees who do report to work must adhere to the following health and safety Workplace Protocols:

- Employees must wash hands frequently, use hand sanitizer and avoid touching eyes and nose.
- Maintain social distancing between other staff members at all times, including clocking in/out, breaks, and lunches.
- Clean and disinfect work areas regularly.
- When interacting with guests, all staff will wear the required PPE (personal protection equipment) and follow all safety measures set forth by federal and local government, CRVA, the client, and Show Pros while performing accuracy of the job description.

Taking these extra precautions will assist all of us in providing the safest work environment possible.

UPS Business Services Partner

To ensure proper sanitation of devices and tools used as communal items, UPS has instituted a multiple daily sanitizing of frequently touched surfaces, such as public access computers, copiers, credit card terminals, etc.

The UPS store will follow all Center cleaning standards and will proactively monitor all CDC and federal regulations as applicable to the operation.

- Hand sanitizer will be provided for customers and employees to use with equipment and general use.
- All high touch areas will be sanitized each morning upon arrival and each evening at Center closing. A Center associate will clean the rental computers and copiers after each customer use to maintain a sanitized environment.
- Customers requiring print work are asked to email files with details (ex: #of copies needed, B/W or color, single or double sided, stapled, etc.). The employee will notify customer when print job is complete.
- Four customers are allowed in the store at one time.

- Supplies will be provided to customers upon request. Employees will wipe down items prior to handing to a customer and wipe again when items are returned or bought back behind the counter.

Contractor Expectations

The following guidelines will apply to all decorator and set up personnel.

- Health screens will be required upon entry into the loading dock. The Center will provide personnel to conduct this health screening.
- In order to avoid crowding, it is strongly recommended staggered times be incorporated into set-up scheduling.
- All contractors will be required to follow the legislative and Center guidelines such as wearing of masks and social distancing.
- Exhibit hall product (table / booths, equipment, etc.) will be the cleaning responsibility of the exhibitor/contractor and required on a daily basis. It is recommended high touch areas be sanitized and disinfected multiple times throughout the day for such product.