



# RECOVERY GUIDELINES



## WE CLEAN WITH CARE

What does it mean when we say “We Clean with Care?” It means we’re rewriting our safety and cleaning protocols to not only meet, but exceed the standards our guests. It means we’re implementing rigorous measures involving sanitizing and disinfecting our venues with increased frequency and implementing new personal safety best practices. And above all, it means we’re placing your health and safety as our highest priority, which we will always do.

The health and safety of our guests and employees is our number one priority. These guidelines apply to all Charlotte Convention Center employees, service partners as well as event planners and their attendees / volunteers.

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## CDC / HEALTH RECOMMENDATIONS

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### **Physical Distancing**

The Charlotte Convention Center's Event Manager will work with the Event Planner on the guidelines for specific event participants, trade shows and conventions. In public areas, practice social distancing by standing at least six feet apart from other groups of people while standing in lines, using elevators or moving around the property. Tables, chairs, seating areas and other physical layouts will be arranged to ensure appropriate social distancing guidelines. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Our staff will not engage in handshakes.

### **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.

### **Signage**

Health and hygiene reminders are posted throughout the facility reminding our guest to ensure their health and safety. Signage is also posted throughout the back-of-house reminding employees of their commitment to ensure their health and safety as well as that of the guest by wearing their masks, frequent washing guidance as well proper sneezing and coughing etiquette to prevent the spread of germs.

### **Case Notification**

If we are 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.

Daily health checks and temperature screenings are provided for all employees and Center partners. Our staff and third party partners are also required to wear face masks as well as continually reminded of the proper steps necessary through frequent handwashing, social distancing and staying at home if he/she recognizes any symptoms or does not feel well. In addition, per mandatory requirements issued by North Carolina Governor Cooper on June 26, 2020, guests entering the premises are required to wear a face covering.

## **Elevators**

Elevator capacities have been limited to ensure the safety of the occupants.

## **Water Fountains**

Water fountains have been disconnected to assist in our safety measures. Bottled water is available for purchase in the Delish Food Court area.

## **WHAT TO EXPECT DURING YOUR SITE VISIT TO CHARLOTTE**

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For your safety and the safety of our partners and employees, please see below on what to expect during your time in Charlotte.

- All guests and employees are required to wear protective face masks in our buildings. Don't forget you'll need one for the plane too.
- All staff and vendors (Construction crew, PSAV, UPS Store, etc.) will be going through health screenings before they enter the building.
- Though we're excited to see you, we won't be shaking your hand, hugging, etc.
- Once you're on site, we will set up a sit-down meeting and video conference for those who were not able to attend the site visit. Afterwards, feel free to video conference them into our walking tour of the building.
- Our team will not be able to entertain you for meals, but don't worry, we will set everything up for you to dine in Charlotte based on your preferences.
- To limit the number of people gathered together, our team will drop you off at hotel tours but not partake in them. We will meet you back in our meeting location after your tour is complete.

### **Ingress / Concourse Travel Management**

- Entry doors to the Center as well as internal meeting room doors for your event will be coordinated and signage will be applied to ensure one-way traffic (entry/exit) where possible.

- Should the need arise, your Event Manager will work with you on zoned times for entry/exit pertaining to your licensed space.
- Floor marker communication has been added throughout the facility to remind guests of social distancing practices. In addition, staircases have been marked to ensure one-way traffic occurs on all staircases.
- Digital signage has been added throughout the Center to ensure reminders of social distancing and protocols to remain safe.



**Clockwise from top left:** One-way directional signage adhered to floor; Digital signage encouraging mask usage; One-way directional signage adhered to floor; Placards above hand sanitizer stations; Social distancing floor decals; Elevator occupancy signage



\*Does not apply to people in the same party

## CUSTOMER RECOMMENDED 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.

Wearing masks are currently required at the Center and in North Carolina. Should the legislative executive order loosen restrictions regarding masks, the Client may make wearing them a condition of event attendance and will be responsible for this communication to attendees. The Center highly recommends the usage of face coverings for protection.

## REPORT OF ILLNESS

(FOR EMPLOYEES OF CLIENTS, VENDORS, VOLUNTEERS AND ATTENDEES)

If an attendee suspects illness or becomes ill at the Center:

- Separate the attendee from others. The Center's First Aid Room has been designated the Holding Room.
- Seek emergency services by dialing Center Security.
- A clean, disposable mask will be available for the attendee to immediately wear.
- The attendee will be requested to leave and seek immediate medical treatment.
- The Client is requested to make their Event Manager aware of the situation immediately.
- Attendee will be required to provide proof of medical treatment allowing them to reenter the Center prior to further attendance if they are medically cleared to return.



# CHARLOTTE CONVENTION CENTER

## READY TO WELCOME YOU

### OUR CLEANLINESS CREDO

While our venues may look the same, our world has certainly changed. And we've evolved our cleaning and safety measures to meet the demands of this "new normal." That means rewriting our protocols to a standard we call "We Clean with Care" which translates to rigorous measures involving sanitizing and disinfecting our venues with increased frequency and implementing new personal safety best practices.

We want our guests to have sound peace of mind when stepping foot in our venues and visibly see the commitment we have made to maintaining exceptional, health-conscious conditions. Our venues and our teams have always strived to deliver memorable experiences. And that means placing your health and safety as our highest priority, which we will always do.

With the guidance of the FDA, CDC and the expertise of an infection disease control expert, our facility has put into place the following precautionary measures.

Furthermore, this public health crisis has been a rapidly evolving situation over the last several months. As such, best practices, new technologies and health guidelines continue to progress day by day. Our team is continuing to monitor these recommendations and will update and implement our internal protocols and processes. For up-to-the-minute details on our procedures, please reach out to your facility sales or event manager.



WE CLEAN  
WITH CARE



FOOD & BEVERAGE  
SAFETY STEPS



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

# CHARLOTTE CONVENTION CENTER

## READY TO WELCOME YOU



### WE CLEAN WITH CARE

- Cleaning crews have increased cleaning frequency with special attention provided to high-touch areas (escalator rails, elevator buttons, stair handrails, etc.).
- Color coordinated microfiber cloths used with TruShot cleaning solutions to eliminate cross contamination in high-touch areas.
- New escalators are being installed that feature continuous handrail sanitization via Ultra UV technology.
- Dozens of hand sanitizer stations have been installed strategically throughout the building in high traffic areas. Additional mobile units are dedicated for Food & Beverage service needs.
- The housekeeping team will increase team members to specifically monitor soap/sanitizer dispensers and refill as needed on event dates.
- Electrostatic / disinfectant sprayers will be 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.
- Convention Center is migrating to linen-less tables for classroom sets.
- CDC "Stop the Spread of Germs" posters in both English and Spanish have been placed in all bathrooms and on digital signage.
- CDC signage detailing proper hand washing and hygiene procedures are posted in employee breakrooms.
- Currently in process of obtaining 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.



### FOOD & BEVERAGE SAFETY STEPS

- Options for no-contact Food & Beverage service will be provided (fresh pre-packaged meals/snacks, single use condiments, packaged silverware, etc.).
- Food & Beverage service staff will serve food and refreshments for each attendee while wearing gloves and masks. There will not be any self-serve service options.
- Food court tables and chairs as well as lounge areas are cleaned with increased frequency.
- Convention Center has moved to a cashless payment transaction system in the food court, concession and other cash transaction areas.
- Back-of-house kitchen is zoned off to allow for safe social distancing.
- 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.
- Visual signage/floor clings will be used throughout the building to ensure proper flow and social distancing.
- The center has two outdoor spaces for gatherings that can be utilized based on availability.
- Our in-house Audio Visual provider PSAV 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.
- Event managers are 'Cvent Event Diagramming Certified' to collaborate with planners based on event type, licensed space and number of attendees to create alternative – and safe – layouts for events.

### WHAT WE CAN DO TOGETHER

We are encouraging our staff to adhere to the following protocols, while providing and requiring face masks for all employees. We would appreciate your partnership in asking your attendees to follow these guidelines as well:

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



The Charlotte Convention Center has always strived to be as eco-friendly and sustainable as possible. We know that these safety precautions may make our events less environmentally-friendly, but the safety of our guests and employees is our number one priority. We will continue to evaluate ways to keep our customers safe and the environment top-of-mind.

 **CHARLOTTE**

## CONFIRMED CASE PROTOCOL

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In alignment with public health recommendations, the Charlotte Convention Center is taking measures to prevent community spread of COVID-19, 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.
  - Employees should follow their respective company protocols for COVID-19 screening and reporting.
  - 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

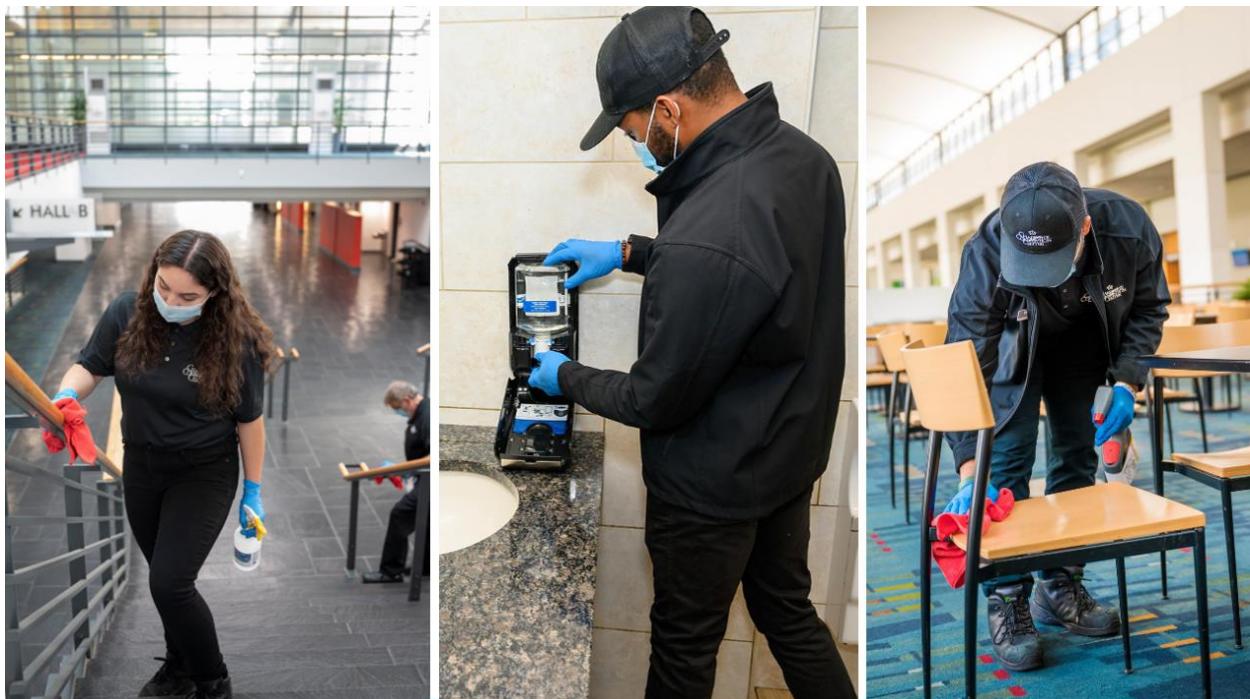
### High Risk

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.

### **Recommended PPE for cleaning tasks**

<b>Task</b>	<b>Required PPE for cleaning staff</b>
General Cleaning	As required by cleaning agent
Blood & body fluid	Gown/plastic apron Rubber gloves Face shield/face mask/eye protection
Physical Contact Precautions	Gown/apron Rubber gloves Eye protection
Preparation of disinfectant products & solutions	Follow manufacturers SDS instructions



## OCCUPANCY REQUIREMENTS

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Maximum occupancies allowed by the State of North Carolina and the Mecklenburg County Health Department will be communicated to the client with as much notice as possible and as close to the event as possible to assist in maximizing attendance.

Room layouts will be designed and set with client input and agreement by client signature. The Center will not set a room over the maximum occupancy allowed. The client will be responsible for adhering to and monitoring room capacity to ensure maximum occupancy is not exceeded.

Room templates have been drafted with 6' distancing; client input is encouraged. Specific layouts based upon your event will be provided.

It is the client's responsibility to monitor, limit and report occupancies at any time as requested by your Event Manager. If a complaint is received or obvious violation is perceived, the Center will ask the client to provide an immediate remedy. If one cannot be reached, the Center may be forced to close that part of the meeting and/or event.

## CCC SANITATION AND CLEANING PROTOCOL

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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 has contracted the services of a top tier cleaning service to clean and disinfect the building before we reopen our doors to the public. 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% of janitorial companies across the country have achieved.

This group has conducted a deep disinfection of all front and back-of-house touchpoints, elevators, escalators, floors, meeting rooms, offices, restrooms, windows, walls up to 6 feet and much more.

### **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% 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.

We achieve this disinfection 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. Our 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**

Our 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.

## CCC FOOD & BEVERAGE

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

Food & Beverage staff will serve food and refreshments for each attendee while wearing gloves and masks. There will not be any self-serve service options.

Delish Food Court tables and chairs as well as lounge areas are reduced in capacity. Those remaining 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 Food & Beverage 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.

## 3<sup>RD</sup> PARTY PARTNERS

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### PSAV Audiovisual Partner

PSAV remains committed to providing a safe and healthful workplace for all team members, customers, and business partners. With that, our team members will be required to follow the recommended guidelines with regards to general hygiene and disinfecting equipment between events. If your event should require a more enhanced cleaning solution, please reach out to your PSAV 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** – PSAV, in collaboration with our 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** – PSAV'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.

PSAV equipment included in High Touch List:

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

A PSAV 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).

A PSAV 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 PSAV'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.

- Signage promoting social distancing and hand washing will be displayed.
- Masks will be worn during service desk shifts.
- 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 six feet of the service line and tag the line with a disinfected notification card listing the date of install.

## 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 Charlotte Convention 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.

## COVID-19 EMPLOYEE HEALTH AND SAFETY PROTOCOLS

### **Face Mask Protocol Masks in Workplace**

For the health and safety of our employees, the CRVA has adopted protocol requiring employees to use face masks. All employees are required to wear a mask that covers his/her mouth and nose while in a CRVA facility. Exceptions to this requirement are explained throughout.

This is not intended to replace other actions which the CDC has determined may reduce the spread of COVID-19, including social distancing, frequent hand washing, using an alcohol-based hand sanitizer and spot cleaning of your personal work space with alcohol-based wipes. You are responsible for maintaining those practices to the extent possible while in the workplace, in order to protect your health and the health of your fellow employees.

Employees must wear a mask whenever they are within 6 feet of another employee or a guest. Employees may remove their masks if they are working alone in an enclosed space, so long as there is a reasonable expectation that other employees or CRVA guests will not approach them within 6 feet before the employee could put their mask back on. If you are approaching an employee who is not wearing a mask, give them an opportunity to put their mask back on before you are within 6 feet.

Employees who are unable to wear a mask because of a risk to their health or safety should notify their manager or Human Resources to determine if they can be exempted from this policy or if an alternative working arrangement might apply. Until Human Resources approves an exception or alternative working arrangement, the employee must comply.

### **Preparedness**

Each employee has received two (2) reusable face masks provided by CRVA, along with written instructions on how to wear and care for the mask. If you lose your mask or it is damaged or permanently soiled, please contact your Manager for a replacement mask. If you do not want to wear the CRVA-provided mask, you may wear a mask that you provide, but it must be of a solid color and free of writings or a design. If a mask you wear at work is not consistent with this requirement, your Manager may ask you to wear a CRVA-provided mask while at work or dismiss you from the workplace.

### **Response**

Wearing masks is required for our safety. If an employee refuses to comply with this policy and no exception has been approved by Human Resources, disciplinary action in accordance with CRVA's progressive discipline and performance improvement policy may be applied.

The other policies in the CRVA Policy Manual and any other previous communications regarding preventing the spread of COVID-19 continue to apply in addition to the provisions of this policy.

## Social Distancing Protocol

To protect our employees in the workplace and mitigate health risk, all employees are required to stay at least six (6) feet apart from others at all times when in CRVA facilities and grounds. Keeping space between you and others at all times, whether inside or outside our buildings is mandatory.

## Social Distancing Guidelines

CRVA has implemented these protocols in order to help minimize the spread of COVID-19 and other diseases.

Employees are required to:

- 1) Avoid personal close contact. Employees are encouraged to use the telephone, online conferencing or e-mail to conduct business as much as possible, even when participants are in the same building.
- 2) Virtual meetings are encouraged. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting space and maintain at least six feet apart from each other; avoid person-to-person contact such as shaking hands.
- 3) During Stages 1 & 2 of the established CRVA return to work stages, avoid, cancel or postpone face to face meetings, gatherings, workshops and training sessions.
- 4) Domestic and international air travel is also discouraged during Stages 1 & 2 of the established CRVA return to work stages.
- 5) Do not congregate in work rooms, break rooms, copier rooms or other areas where people socialize or could gather in groups. Always keep space between you and others.
- 6) While taking breaks or eating meals, maintain at least six (6') a part from each other (while sitting or standing).
- 7) Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you—or they—have no symptoms.

## Response

Social distancing is required for our safety. If an employee fails to socially distance and it has been determined by Human Resources that there is no strong or valid reason preventing him/her from social distancing, disciplinary action in accordance with CRVA's progressive discipline and performance improvement policy will be applied.

## Protocol for when an employee has tested positive for COVID-19 / COVID-19 like symptoms

### Reporting

Any employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify Human Resources as soon as possible. The employee will be asked to assist with contact tracing involving other employees. This information will be tracked separately from employee records, and names will not be disclosed to the employees who are contacted to notify them that they may have been exposed to COVID-19.

### Return to Work Considerations

Employee is symptomatic but was not tested for COVID-19	Employee is tested for COVID-19	Employee has been in close contact with an individual who has tested positive for COVID-19
<p>Employee may return to work if:</p> <ul style="list-style-type: none"> <li>• Has not had a fever for at least 72 hours and has not used fever-reducing medication during that time,</li> <li>• Coughs and other symptoms have improved, and</li> <li>• 10 days have passed since they first experienced symptoms.</li> </ul>	<p>Employee may return to work if:</p> <ul style="list-style-type: none"> <li>• No longer has a fever,</li> <li>• Coughs and other symptoms have improved, <u>and</u></li> <li>• Has received a negative COVID-19 test or Doctor certifies return to work.</li> </ul>	<p>Employee may return to work if:</p> <ul style="list-style-type: none"> <li>• Stays home until 14 days after the last exposure, and</li> <li>• Follows CDC recommendations of :</li> <ul style="list-style-type: none"> <li>○ Checks temperature twice a day; watches for symptoms of COVID-19.</li> <li>○ If possible, stays away from people who are at higher-risk for getting very sick from COVID-19.</li> </ul> </ul>

When an employee tests positive for COVID-19, deep-cleaning procedures will be triggered. If it is confirmed that an employee who has been in a CRVA facility has tested positive for COVID-19, the CRVA may elect to close a portion or all of the facility and restrict people access until the closed area has been deemed safe to access.

## **COVID-19 Employee Health Screening**

Effective Monday, June 1, 2020 all employees reporting to the CRVA workplace are subject to a health assessment questionnaire and have their body temperature taken as a precautionary measure to reduce the likelihood of the spread of COVID-19. This policy will be in place until you receive written notice that it is amended or revoked.

Employees will be notified by their manager where the screening location will be for each venue. Each day, upon arrival and prior to entering the venue, employees should report to the designated health screening location at their respective CRVA venue. This procedure may require that you access the venue in a different way than previously, and you should plan for this change. Time spent waiting for the health screening should be recorded as time worked for non-exempt employees.

While waiting to be screened, be patient and follow other CRVA policies, including social distancing and wearing masks as appropriate. Each employee will be screened individually by a trained health screening personnel. The employee's body temperature and answers to health screening questions will be documented, and the record will be maintained by the administering health care provider.

Employees are expected to answer all questions truthfully, to the best of their knowledge.

A daily sticker or wristband will be issued to indicate a successful health screening completion. All CRVA employees must wear this and display them within CRVA venues.

Employees who have successfully completed health screenings may leave from and return to their original venue during the same day without an additional screening. However, employees who travel between different venue buildings will go through an additional health screening at that location.

The results may be made available to CRVA Human Resources, as necessary and as allowed by law.

An employee who has a body temperature at or above 100.4 degrees Fahrenheit may be asked to wait for a period before being re-tested. If an employee reports experiencing coughing, shortness of breath or other health issues in response to the health screening questionnaire, the employee may be asked additional questions by the health screener. The health screener will determine whether the employee can enter the venue, based on the employee's body temperature and response to health questions. If the employee is cleared to enter the venue, the employee will receive a daily wristband/sticker indicating health screen successfully completed. If the employee is instructed not to enter the venue, the employee should determine, in the employee's discretion, whether to return home or contact a medical professional. As soon as reasonably possible, the employee should notify their manager.

## **Response**

The other policies in the CRVA Policy Manual and any other previous communications regarding preventing the spread of COVID-19 continue to apply in addition to the provisions of this policy. If an employee fails to comply with these screening policies or with any written procedures developed to supplement this policy, disciplinary action in accordance with CRVA's progressive discipline and performance improvement policy will be applied. Any questions or concerns regarding process, policy or health should be directed to CRVA Human Resources.

## **Temporary Telecommuting Arrangements**

Due to the current COVID-19 (coronavirus) outbreak, CRVA is implementing temporary telecommuting arrangements for employees whose job duties are conducive to working from home but who do not regularly telecommute. However, there are some positions at CRVA that require the employee to be physically present in the workplace in order to conduct business.

Team Members whose work activities require their presence in the venues/office for operational activities are expected to report to work as scheduled unless otherwise notified. Regular leave policies and procedures should be followed for employees who are unable to report to work. These employees will be contacted by their supervisor/manager to discuss their schedule.

Positions approved to work from home temporarily will be contacted by their Supervisor/Manager to discuss their schedule. Additional positions may be considered on a case-by-case basis.

These arrangements are expected to be short term, and CRVA will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and CRVA may require employees to return to regular, in-office work at any time.

Should the current health crisis warrant, CRVA may require all employees to work from home. Employees should be proactive with department managers in preparing for these circumstances to ensure employees have the resources necessary to work remotely.

## **Work Expectations**

This work from home arrangement is intended to help minimize risk of being exposed to or contracting the COVID-19 virus while on the job. Employees should work from inside their residences, if at all possible while following the recommended prevention steps to slow the spread of the virus.

The CRVA expects employees to help the organization continue effective business operations during this period of time. Excellent overall performance, appropriate level of communication with your Manager, co-workers and customers, prompt response to requests and overall availability of the employee while working from home, are minimum requirements for success.

Employees are expected to be productive during remote work days, applying the same level of attention to work matters as during a normal work day. In the end, the goal is productivity and business continuation.

Employees should consider all aspects of their work and make sure they understand what is expected of them when working remotely. Any questions should be discussed with your manager, director or Executive Team member.

Employees must be available at all times during working hours to respond to email, phone calls, meet remotely or perform tasks. Employees must be available for remote meetings by telephone conference call or by an online meeting app.

All written communication, emails, electronic documents should only be communicated and stored on CRVA systems. Authorized communication tools include, Microsoft Outlook, Microsoft Teams and Zoom conferencing.

When possible, develop and distribute agendas for team meetings, as well as meeting minutes and task lists after they are completed. Circulate these materials to those unable to attend the meeting. When possible, team members should connect with one another by phone call or email to maintain communication and progress on projects and work activities.

Managers are responsible for maintaining daily check-ins with their teams.

### **COVID-19 Track & Trace Procedure**

When the CRVA learns of a suspected COVID-19 exposure or a confirmed positive case, contact tracing will be implemented to support the employee/s exposed and protect the wellbeing of all employees.

The following principles and steps of contact tracing must be adhered to:

- Managers will work directly with their department director, Executive Team member and Human Resources Manager to fully assess the situation, handle findings and plan communication.
- The Director and Human Resources Manager will communicate with the exposed individual(s) (employee, vendor, contractor, etc.). Exposed individual means both employees with a confirmed positive test result and/or employees who may have been in contact with an exposed COVID-19 individual.
- Each exposed individual will be asked to recall and track everyone with whom they had close contact during the timeframe while they may have been exposed or infectious within CRVA property. The timeframe is defined as two (2) days before the confirmed positive test result and/or two (2) days before the onset of symptoms.
- Director, working with Human Resources Manager will then communicate with these exposed individuals (Contacts) of their potential exposure in a timely manner (within 36 hours).
- To protect privacy, Contacts are only informed that they may have been exposed to a person with the infection, without stating the individual's identity. Health information collected from employees in this context, needs to be kept confidential. CDC defines close contact as being less than 6 feet away from someone for 15 minutes or more.
- Contacts will be advised to stay home and self-quarantine. Contacts will be encouraged to consult with their physician.
- CRVA employees are reminded to review the **Protocol for when an employee has tested positive for COVID-19 or has COVID-19 like symptoms** under CRVA policy in ADP.