

Hickory Metro Convention Center Updated Cleaning Process

The Hickory Metro Convention Center has always taken care when it comes to the cleanliness of our facility and the care of our customers. However, we want you to know that we are taking extra steps to ensure our facility is clean and safe and we ask that our customers help maintain a clean and safe facility for all.

Here is what we are doing...



- HMCC cleaning crews have increased cleaning frequency with special attention provided to high-touch areas (door handles, handrails, etc.).
- Color coordinated microfiber cloths used with EPA-approved COVID-19 disinfectant cleaning solutions to eliminate cross contamination in high-touch areas with

regular sanitation and washing of cloths.

- Enhanced air handling filtration system. HMCC air filters are changed twice a year on HVAC units and there are fresh air intake units for all spaces to bring in at least 15% outside air or more depending on outside temperature and humidity.
- Hand sanitizer stations have been installed strategically throughout the building in high traffic areas with cleaning crews monitoring and refilling as needed on event dates. *Additional mobile units are dedicated for Food & Beverage service needs.*
- The Convention Center has migrated to linen-less tables for classroom sets.
- CDC "Stop the Spread of Germs" and "Proper Hand Washing" posters in both English and Spanish have been placed in all restrooms and on digital signage.
- Temperature checks will be conducted for the staff before the workday begins and are recommended for event attendees.
- Indoor/outdoor spaces will be used as much as possible.
- Implementation of larger aisle ways and signage for one-way only aisles in trade show and appointment areas to help manage traffic.
- The event management team is creating custom diagrams based on event type, licensed space and number of attendees to provide more safe social distance between attendees.
- Visual signage/ door clings will be used throughout the building to ensure proper flow and social distancing.



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 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 Hickory Metro 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.

For questions regarding the Hickory Metro Convention Center, rental or steps taken in cleaning of the facility please contact us at (828) 322-1335 or at www.VisitHickoryMetro.com.
Last Updated August 2020

Audio Visual at HMCC

New & Improved AV Equipment

At the Hickory Metro Convention Center, we understand that meetings are still a necessity moving forward. Whether you are meeting in-person, virtual, or a mixture of both we now have new AV equipment to help meet your needs while keeping you and your attendees safe.



AV Equipment

- Our in-house Audio Visual provider has developed creative solutions for integrating real time Virtual Events that enable those who cannot join the on site meeting to stay engaged with your event.

- The Hickory Metro Convention Center

can provide a portable audio/video cart specially-built for videoconferencing. The cart allows you to host or join videoconferencing meetings easily, whether for an individual leading a presentation or a large group to join a remote meeting.

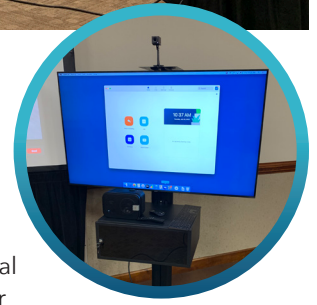
- The cart includes a Huddly IQ video camera, providing 150-degree wide-angle video and artificial intelligence capabilities to follow your speaker around the room and capture everyone in your group on video. The cart also has



an embedded 5-element microphone array to capture sound from around the room.

- A large display screen is provided on the cart to allow for you to manage your videoconference session while also utilizing an external projector and screen to provide your entire group with a view into the meeting.

- The cart is configured for Zoom, Skype, and WebEx sessions but can also be used with any other videoconferencing software platform (Mac platform compatible).



Catering at HMCC

Liazzo's Catering

"Liazzo's catering takes pride in our services and offers professional and reliable food and beverage to customers of the Hickory Metro Convention Center. While we have always taken pride in our safety and cleanliness; during the aftermath of COVID-19, we want to assure our customers that we are taking everyones health and safety seriously and offering contactless food and beverage service and going above and beyond the state standards of cleaning and food service." - Liazzo's Catering



Food & Beverage Safety Steps

- Options available for no-contact Food & Beverage service will be provided (fresh prepackaged meals/snacks, single use condiments, packaged silverware, etc.). There will be no self-serve options at this time.

- Food & Beverage service staff will be required to wear gloves and masks.
- Food tables and chairs as well as lounge areas are cleaned with increased frequency.
- While cash is still accepted it is encouraged to use debit/credit where possible.
- Back-of-house kitchen is zoned off to allow for safe social distancing of catering staff.
- Liazzo's department has ServSafe Certified Professionals, working under the guidance of the National Restaurant Association and the FDA in developing and implementing our new policies and procedures.
- Plastic food coverings will be available for plated meals.
- Upscale boxed lunch options available.
- Training for staff completed in both Open & Safe and Visit NC's Count On Me NC.
- Staffed buffet with plexiglass barriers available.
- Plexiglass barriers will be used in the exhibit hall concession stands, portable bars, rolling break tables, buffets, and visitor information centers located at entrance of the building.

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