



***Fresno Convention & Entertainment Center
REOPENING GUIDE***

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Introduction

As the Fresno Convention & Entertainment Center (FCEC) prepares to reopen in a COVID-19 environment, the health and safety of employees and guest is of the utmost priority to ASM Global. To provide venues with best the most advanced hygienic safeguards and operating procedures in a COVID-19 environment, ASM Global launched VenueShield for their 325 managed venues to use. These safeguards and procedures have been taken and customized to be applied to the FCEC in Fresno, California to inspire confidence and trust in the employees, tenants, and guests that use this venue.

The FCEC is managed by ASM Global on behalf of the City of Fresno. ASM Global is the world's leading venue management and services company. This enables the FCEC to tap into the expertise and experience of a global network of over 325 facilities while developing its COVID-19 Safe Plan to continue bringing event experiences to life for the Fresno community.

The six key VenueShield pillars have been used as a platform for the development of the VenueShield Reactivation Plan. These pillars are:

- Environmental Hygiene
- Customer Journey
- Food & Beverage Service
- Workforce Safety
- Public Awareness
- Technology & Equipment

The FCEC has drawn on VenueShield, the industry leading global program developed exclusively by ASM Global to prepare its customized, comprehensive plan for the reopening of the arena. In doing so, it has considered the guidance provided by state and local officials, as well as National Health Authorities.

The VenueShield Reactivation Plan – Fresno Convention & Entertainment Center is and will continue to be informed by organizations such as the Centers for Disease Control and Prevention (CDC), National Health Service (NHS), and World Health Organization (WHO). This Reactivation Plan will be updated as necessary.

About the VenueShield Program

ASM Global subject matter experts have partnered with experts, health officials, and industry leaders in environmental hygiene, sanitization, and fulfillment on all facets of the VenueShield Program.

The program is designed to provide an evolving approach to the unique aspects of ASM Global-managed venues and is guided by input from the company's venue experts around the world, representing every venue type.



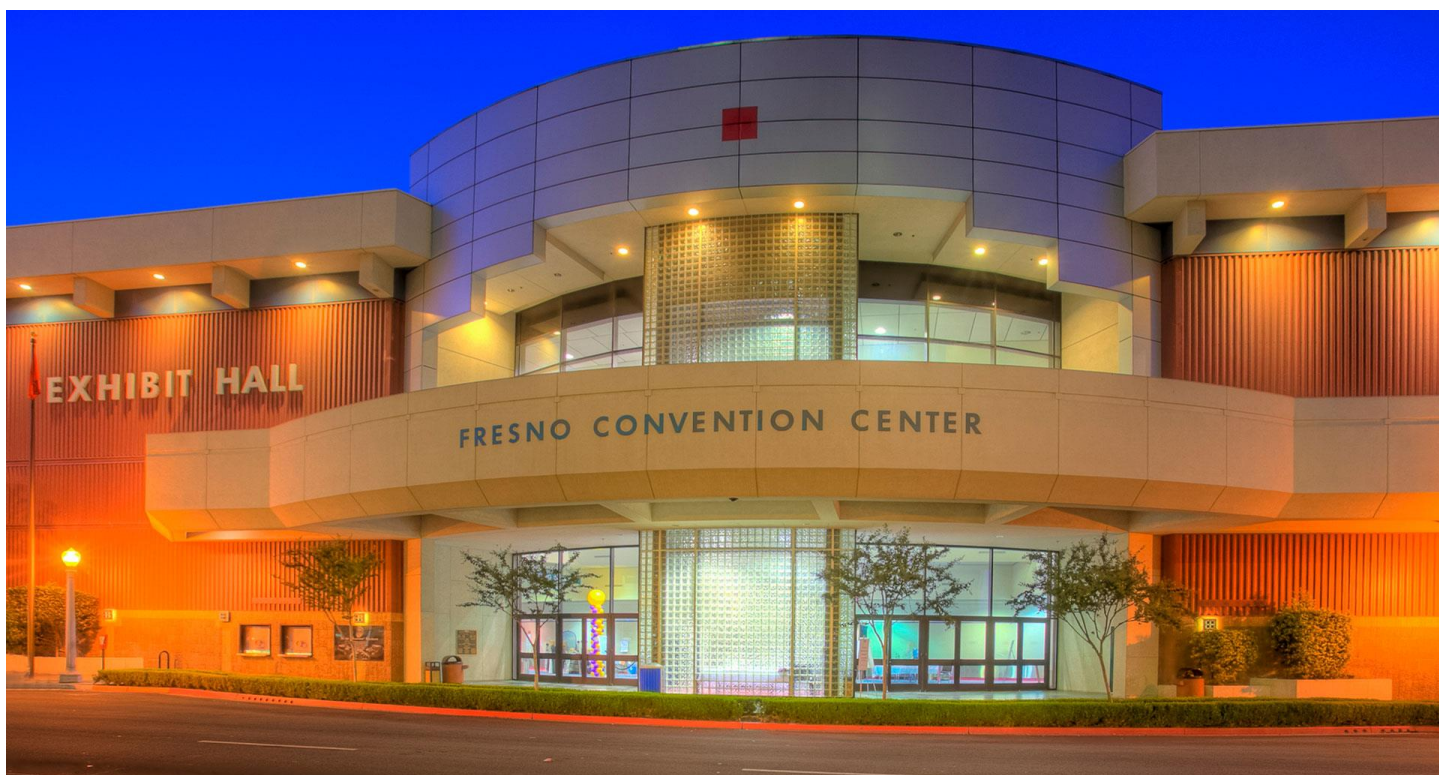
The worldwide VenueShield Task Force is continuing to refine and develop the VenueShield Program by collecting and monitoring data, researching new technology and products, and updating best practices.

*We realize that each one of our venues across the globe is an **economic engine** for its community, representing local tax revenues, travel revenues and jobs. **We look forward to reopening** these local and regional economic foundations, stimulating local economies, and again delivering the **entertainment experience** that has defined us for decades.”*

- Bob Newman, President and CEO ASM Global.

FRESNO Convention & Entertainment Center

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02 / Protecting the Health & Safety of the Workforce & Guest



Protecting the Health & Safety of the Workforce & Guest

Integrating health and safety best practices at the FCEC are an important part of the VenueShield Reactivation Plan. General information and health and safety best practices related to COVID-19 are included below.

About COVID-19

COVID-19 is an infectious disease caused by a coronavirus strain called severe acute respiratory syndrome coronavirus 2 (SARs-CoV-2). Coronaviruses are a family of viruses that can infect humans and animals. The SARs-CoV-2 strain was not known to occur in humans before 2019.

How does it spread? SARs-CoV-2 is thought to spread primarily in two ways. The first is person-to-person through droplets from the mouth or nose that are produced when breathing, speaking, singing, coughing, sneezing, or laughing. The droplets can land in the mouth or nose of a nearby person or be inhaled into the lungs. Spread is more likely if the two people are closer than 6 feet (2 meters) to each other.


The second way is by contacting surfaces or objects that contain the virus and then touching the face, mouth, or nose. According to the CDC, this method of spread is thought to be less common than person-to-person.

What are the symptoms? COVID-19 symptoms include fever, cough, shortness of breath, muscle or body aches, headache, fatigue, sore throat, runny nose, nausea or vomiting, and diarrhea (CDC, 2020). The disease may exacerbate underlying medical conditions (e.g., pulmonary or cardiac disease), lead to pneumonia, or occur as part of a coinfection with other viral or bacterial pathogens. The elderly and those with chronic medical conditions may be impacted more severely.

Individuals who are infected with SARs-CoV-2 may not exhibit symptoms of COVID-19 until 14 days after being exposed to the virus. It is thought that infected individuals who do not have symptoms can still spread the virus.

What actions prevent transmission? The primary methods of preventing the spread of SARs-CoV-2 are staying at home, physical (social) distancing, face coverings, hand hygiene, gloves, and surface disinfection. For more information, see the table on the following page. See Section 5, Environmental Hygiene, for additional information on cleaning and disinfecting.



Action	Key Points
Stay home if you have symptoms or have been exposed Staying at home and avoiding contact with others is crucial to slowing the spread of COVID19.	<ul style="list-style-type: none"> Stay at home and isolate yourself from others to the extent possible if you have symptoms of COVID-19. If you have been exposed to someone with COVID-19, stay at home for 10 days after the exposure, check your temperature twice a day, and watch for symptoms of COVID-19.
Practice social distancing Social distancing, also called “physical distancing,” means maintaining space between yourself and other people. According to the CDC, spreading the virus is more likely if two people are closer than 6 feet to each other.	<ul style="list-style-type: none"> Stay at least 6 feet (about 2 meters) from other people, including when standing in line. Note: The Recommended social distancing metric may change with time and may vary depending on location. Protect yourself and others by wearing a mask in situations in which social distancing is not possible. Don't allow social distancing to take precedence over safe working conditions.
Wear face coverings According to the CDC, face coverings have been shown to be effective in reducing the spread of COVID19, especially in close environments. The CDC recommends wearing cloth or disposable face coverings in public settings in which social distancing is difficult to maintain. 	<ul style="list-style-type: none"> Before putting your face covering on, wash your hands and make sure the covering is clean. Make sure your mouth and nose are fully covered and that the covering fits snugly against the sides of your face so there are no gaps. Change your mask if it becomes unclean, after sneezing or coughing, and at the end of a work shift. Be careful not to touch your eyes, nose, and mouth when removing your face covering. Wash your hands immediately after taking it off. Wash your cloth face covering after each use in the washing machine or by hand using a bleach solution and allow it to dry completely.
Practice good hand hygiene Washing your hands with soap and water mechanically removes pathogens. If you don't have access to soap and water, use an alcohol-based hand rub. Using hand rubs inactivates SARS-CoV-2. Hand hygiene is the responsibility of all employees and guests.	<ul style="list-style-type: none"> Wash your hands with soap and water for 20 seconds: <ul style="list-style-type: none"> When your hands are visibly soiled Before eating Before putting on gloves Between changing gloves After using the restroom Be sure to dry your hands thoroughly. If soap and water are not available, use an alcohol-based sanitizer with greater than 60% ethanol or 70% isopropanol.
Wear gloves The CDC recommends wearing gloves only when cleaning and disinfecting surfaces and when caring for someone who is sick. Wearing gloves is otherwise not recommended because of the risk of spreading the virus if the gloves are contaminated.	<ul style="list-style-type: none"> Wash your hands before putting gloves on. Change your gloves if they are damaged or torn and after sneezing, coughing, or blowing your nose. Wash your hands after taking off your gloves and before putting on new ones.
Clean and disinfect surfaces	<ul style="list-style-type: none"> Wear disposable gloves to clean and disinfect. Clean surfaces using soap and water and then disinfect them using an EPA-approved disinfectant. Clean high-use surfaces and objects frequently. Wear disposable gloves to clean and disinfect. Clean surfaces using soap and water and then disinfect them using an EPA-approved disinfectant.

Accessibility

Accommodating persons with disabilities in a COVID-19 environment may include taking the following steps:

- Wearing a mask with a see-through window so employees and guests who are hearing impaired can read lips
- Ensuring that the points of ingress or egress are accessible, particularly in venues that have reduced the points of ingress or egress
- Ensuring that accessible seating is available in venues that have temporarily reduced capacity
- Providing an expedited procedure for guests who are unable to wait in long lines
- Consulting with a local advocate for persons with disabilities

Where to Get More Information and Guidance

The Centers for Disease Control and Prevention (CDC). The CDC has an [information hub](#) that includes guidance on operating in a COVID-19 environment. We recommend that General Managers familiarize themselves with CDC guidance and review the information regularly because it changes often.

Learn more about the helpful CDC guidance by clicking on these links:

- [People who need to take extra precautions](#)
- [People who are at higher risk for severe illness](#)
- [How to protect yourself and others](#)
- [COVID-19 symptoms](#)
- [What to do if you are sick](#)

Specifically, it includes a tool for sports federations and event organizers. [Mass Gathering Sports Addendum Risk Assessment tools](#) in the context of COVID-19, which can be a helpful guide in mitigating risks.

FCEC will continue to follow guidance from local and state health authorities.





Environmental Hygiene

The Environment Hygiene section includes best in class practices related to cleaning and disinfecting venues. ASM Global and AECOM, a leading infrastructure firm within the industry, have partnered together to create best in class cleaning and disinfected practices for ASM Global venues to implement in response to the COVID-19 pandemic. These practices have been customized by our ASM Staff to create specific cleaning and disinfecting operating practices for the FCEC. These customized standard operating practices (SOPs) are referenced in this section of the FCEC Reactivation Guide and further outlined in great detail in the attached Environment Hygiene Plan.

Environmental Hygiene Guidance

This Guide summarizes the worker and venue environmental, health, and safety (EHS) regulatory requirements impacted by COVID-19 cleaning and disinfecting procedures, and references ASM Global standard operating procedures (SOPs) where appropriate. Protocols/SOPs that focus on specific spaces, surfaces, and material disinfection are referenced throughout.

Detailed information on environmental hygiene best practices and guidance for the FCEC facilities is provided in the Environmental Hygiene Plan that is attached, which covers general cleaning and disinfection protocols for the FCEC. In addition to space-specific protocols/SOPs, the Environmental Hygiene Plan document includes four standalone protocols/ SOPs that provide guidance for unique circumstances: re-occupancy after being shuttered, re-occupancy after high-risk alternate use, disinfection procedures during special operations, and mechanical systems.

General Precautions

All workforce, contractors, and subcontractors entering FCEC should take general precautions and assume responsibility for their own safety by regularly washing hands, maintaining physical distance from others, and using appropriate personal protective equipment (PPE).

Handwashing: Handwashing facilities with soap will be readily accessible throughout the venue. All personnel are encouraged to wash their hands frequently for a minimum of 20 seconds using soap and water throughout their work shift.

Physical (social) distancing: All individuals will be advised to maintain a minimum 6-foot (2 meters) distance between each other. Additionally, FCEC continues to keep up to date with any local or state precautions required by the designated governing authority as it relates to social distance and maximum number of people within a venue.



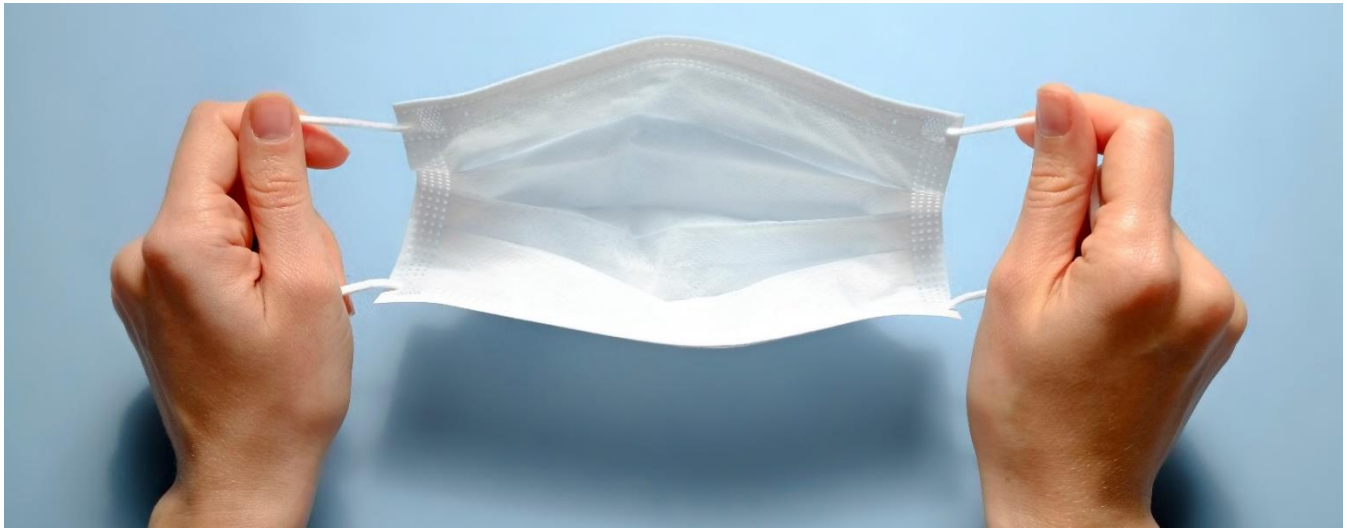
Some decontamination work may involve more than one person working close to another person; each case will be assessed as to risk before beginning the work activities. If a contractor is conducting work, the contractor should provide a physical plan to our ASM staff.

Personal Protective Equipment

Face coverings. The FCEC will follow all local ordinances regarding the use of face coverings for employees, contractors, and visitors. Face coverings should be worn to prevent transmission of droplets to the surrounding area, but they do not provide adequate filtration to be protective against the inhalation of infectious material.

Provision of PPE and training. ASM Global must select appropriate PPE and provide it to workers in accordance with OSHA's PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff must receive training relative to appropriate use of the PPE. If the recommended PPE and engineering controls are not provided, fail, or not used as designed, personnel should contact their immediate supervisor as soon as practical. Contractors are responsible for administering their own compliant PPE program. Additional details related to PPE can be found [here](#).

Provision of PPE and training. The FCEC will select appropriate PPE and provide it to workers in accordance with OSHA's PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff will receive training relative to appropriate use of the PPE. Contractors are responsible for administering their own compliant PPE program.



Protocols / SOPs

The framework used in the Environmental Hygiene Plan document gives ASM Venue Managers quick access to comprehensive disinfection protocols specific to the FCEC operational needs. More information on the following topics is available in the Environmental Hygiene Plan document.

Contractor plans: Contractors may be used to clean and disinfect specific areas where significant contamination has taken place. Contractors must meet ASM Global safety criteria and be knowledgeable in

cleaning and disinfection procedures. All contractors should provide a decontamination and disinfection plan before starting.

Surfaces: Surfaces, especially high-touch surfaces, will be disinfected frequently.

Training: All FCEC workers who will be using cleaning and disinfecting SOPs will be trained in all applicable EHS programs. Contractors and approved vendors are responsible for training their employees.

Applicable ASM Global procedures. Applicable ASM Global EHS policies and procedures must be adhered to during all routine and non-routine cleaning and disinfecting activities. A summary of applicable ASM Global EHS policies is as follows:

Name	SOP Number
Safety and Health Best Practice Programs	02.02.01
Infection Control Plan	02.02.05.01
Hazard Communication	02.02.07.01
Personal Protective Equipment	02.02.13.01
Respirator Safety Program	02.02.13.02.01
Contractor Safety (Service Provider)	02.02.19

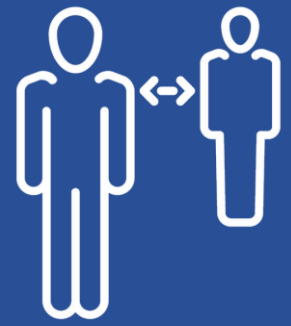
Standard Operating Procedures (SOPs) for FCEC.

The Environmental Hygiene Plan document includes detailed cleaning and disinfecting protocols related to specific circumstances that will take place at the FCEC, as shown.

Category	Topic Area / Name
General	Re-Opening After Shutter
	Re-Opening After High-Risk Use
	Special Disinfection Scenario Procedures Occurring During Normal Operations
	Mechanical System
	Personal Protective Equipment
	Disinfectants Selection and Use
	Cleaning Procedures
	Electronic Equipment
Category I: Public / Front of the House	Event Floor
	Entry Lobbies
	Public Circulation (Concourse)
	Corridors
	Vertical Circulation (Stairs, Elevators)
	Seating
	Restrooms
	Support Spaces
	Support Spaces Mother's Rooms, First Aid

Category	Topic Area / Name
	Interior Finished Spaces (Lounges, Meeting, Suites, Ballrooms)
	Pre-Functional Space
Category II: Operations - Back of House	Security
	Loading Dock
	Trash and Compactor Areas
	Custodial Areas
	Laundry
	Storage Areas
	Maintenance Shops
Category III: Food Service and Merchandising	Concession Stands
	Eating Areas
	Kitchens
	Pantry / Prep-Kitchens
	Merchandising
Category IV: Administration Areas	Offices, Conference Rooms, Shared Offices
	Mailroom and Package Delivery
Category V:	Mechanical Rooms and Component SOPs
Category VI: Arena	Media/Production Control Rooms
	Locker Rooms
	Ice Facilities
Category VII: Convention Center	Media/Production Control Rooms
	Event Organizer Space
	Ballrooms
	Atriums
	Presentation Room
	Divisible Meeting Room
	Exhibit Halls
	Outdoor Gathering Space
	Locker Rooms
	Media Dining
Category IX: Theater	Media/Production Control Rooms
Category X:	Other Venues





Customer Journey / Event Operations

Our Fresno Convention & Entertainment Center Customer Journey and Event Operations

The information in this Guide will be used to help navigate through changes that may be needed for the different functions that take place both inside and outside the FCEC. Included in this section are best practices regarding guest arrival/departure, ticketing, and disability accommodations, along with how to operate both front of house and back of house spaces and how our food and concession service will look going forward.

4.1 Venue Policy Changes

Some of our new measures will include the use of personal protective equipment (PPE), food safety measures, surface cleaning, physical / social distancing, hand sanitizers, reduced touch points, contactless transactions, and more. The health and safety of everyone who enters our four-building complex is our top priority.

Entrances will be provided with a hand sanitizer station and masks may be available for sale. Disinfecting will be carried out by staff on these surfaces regularly.

We are closely monitoring government policy changes, Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, government mandates and public health advancements and will continue to make changes as necessary to our policies and procedures. While some of our protocols have changed, we will continue to provide a world class meeting and entertainment experience with legendary service to our guests.

The Customer Experience Sales and Event Services

The FCEC is committed to providing world-class meetings and events while still being in compliance with the guidelines established by the Centers for Disease Control (CDC) and the State of California Department of Health. We will continue to monitor guidance from public health officials and will work closely with individual event planners to customize health and safety measures to their specific meeting needs. This section will address event customer experience from site inspections and planning meetings to event execution. We also



present some of our new protocols and recommended best practices for event licensees and organizers to follow when holding an event at FCEC.

All event promoters and coordinators will need to submit a Licensee Event Operations Plan at least sixty (60) days prior to the event. The plan template is available from your sales coordinator when you sign your event contract.

SITE INSPECTIONS

Clients may visit our online map to explore the Center. When physical site visits are needed, the following guidelines may be implemented:

- All site visits must be scheduled in advance at least 72 hours in advance. Pop-up site visits will be accommodated on a case-by-case basis.
- No later than 24 hours prior to the site, FCEC will request for a list of names of all site visit participants and two (2) forms of contact information for each. Unannounced or unconfirmed participants may be accommodated on case-by-case basis.

Hand-sanitizing stations will be available and signs showing our health and safety protocol will be posted.

4.2 Guest Arrival

FCEC is currently involved in exploring pre-paid parking procedures to include online purchase of parking for each event. All sales will be made by credit card and debit card method of payment with no cash accepted on site. All cashiers for parking will have proper PPE and safety protocols in place.

Physical distancing will be promoted in lobbies, restrooms, and elevators by signage. Hand-sanitizing stations will be available.

4.3 COVID-19 Entrance Policy

The requirements for face coverings and/or other PPE for guests will be based on current guidelines from State and Local authorities.

4.4 Security Screening and Ticket Scanning

All entry tickets may be required to be uploaded on phone or tablet only with handheld scanning devices used by Security or Ticket Takers. Events requiring security screening will be touchless with guests being asked to follow security protocol which will minimize direct contact. Please confirm with your event coordinator for current practices.

- Staff members charged with screening of guests and bags should be required to wear a face covering and gloves and have access to a hand washing and sanitizing station.
- A handwashing station or a hand sanitizer station should be located within the screening area for use by both staff members and guests after the screening is completed.



Figure 4.1: Example of socially distanced approach to entry points



4.5 Public Circulation Within Venue

Signage will be displayed throughout event areas promoting social distancing, promoting environmental hygiene, and wearing of face masks (as required by State and Local authorities).

Playbill or Program Distribution: If playbills or programs are to be distributed, distribute them in a contact-free manner, such as:

- Card racks or tables, if hard copies are required
- Digitally, available through ticketing platform or via the venue website

Public Restrooms:

- Proper adjustments will be made to ensure social distancing is practiced in all FCEC public restrooms. Signage will also be available as required.

Exhibit Hall:

To manage social distancing the following steps will be taken:

- Adjust booth / exhibit layouts to accommodate social distancing, including:
 - Provide wider aisles, to include 10 foot (3 meter) minimum aisle and wider cross-aisles
 - Provide buffer spaces between booths

- Guest flow should be adjusted to encourage and support socially distancing, including:
 - Encourage appointments with exhibitors or blocks of time assigned by attendee to manage timing and flow more effectively
 - Provide a queue line (to enter the exhibit hall) that has a pre-defined or controlled path to show appropriate spacing as required

Best Practice for High-Touch Surfaces

- Affix signage to remind occupants to keep switches on all day to avoid touching
- Provide hand sanitizer dispensers near door entrances
- Affix doors in an open position to avoid the need for hand use
- Remove shared conference phones to encourage the use of personal mobile phones or laptop softphones for teleconferences
- Disinfect touchpoints on Shared Equipment
- Secure storage of office supplies and designate specific personnel to manage stock and distribute items
- Frequent cleaning of public surfaces such as hand railings, elevators and interior and exterior door handles

Merchandise Areas

Merchandise areas including event merchandise and exhibit areas will need to be adjusted to fit local health and safety social distancing and capacity guidelines. Consideration should be given to the following best practices.

Social Distancing Measures

These actions will be in place based on current guidelines from State and Local authorities:

- Reduce the capacity of the merchandise areas to reduce the number of guests in the area at any given time
- Assign staff to monitor capacity restrictions and encourage social distancing
- Implement socially distanced queuing outside of the merchandise area for guests waiting to enter the space
- Place signage throughout the merchandise areas requesting that guests maintain a distance of 6 feet (2 meters) from other guests or those outside of their party
- Increase the distance between merchandise vendors to encourage social distancing
- Provide for socially distanced check-out by using a barricade or rope and stanchion



Environmental Hygiene Measures

In general, all merchandise areas are heavily used by guests, making environmental hygiene potentially difficult. Developing and maintaining enhanced schedules for cleaning high-touch surfaces will be especially important.

- Where possible, provide for contactless ordering. Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup
- Merchandise should not be handled by anyone except the vendor/staff (with gloves) and then the guest purchasing the item
- Where possible, provide for contactless payment using a point-of-sale system that use Apple Pay or a similar app to eliminate the need for staff to touch guest credit cards
- Establish a policy of "No returns or exchanges. All sales are final;" this policy should be clearly posted and advertised in advance of the event

4.6 Disability Accommodations

All changes due to this plan that have unintended consequences for guests with disabilities need to be reviewed and if possible, modified for these guests. FCEC is working with the City of Fresno to ensure all steps are taken to maintain ADA compliance and keep all guests safe with these changes in operating arrangements.

Listening devices will be cleaned appropriately after use.

When feasible, an established window of time for entrance will be made available to high-risk patrons.

4.7 Guest Departure

All events will abide by the already established no re-entry policy. Event and/or security staffing will provide guidance at conclusion of show for safe exit. Signage will be provided in several areas advising of exit policy for the show. At the end of an event, egress may be managed in new ways.

4.8 Seating Configuration and Manifest

The capacities and room diagrams will be reviewed on event by event to ensure capacities follow current CDC guidelines, state and local regulations. Diagrams will also provide concession areas with adequate space for social distancing and areas for queues.

Configurations will be reviewed for each event based on needs and current guidelines.



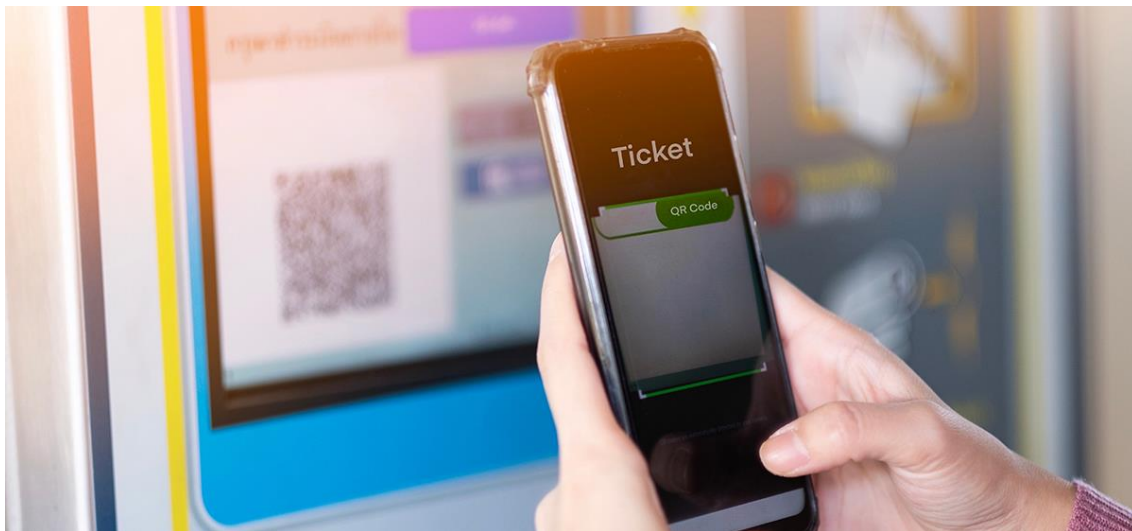
4.9 Back of House Spaces and Procedures

High contact areas such as dressing rooms, production office, orchestra pit, stage door entrances, and dock entries will adhere to current established policies. Visitors and non-approved authorized personnel will not be allowed.

Employees or guests in these areas will not be allowed to enter or re-enter with food and beverage from outside sources.

One or more staff will be required to receive all items from approved vendors delivering to the job site and must maintain social distancing and wear appropriate PPE when interacting with delivery drivers and hand hygiene should be performed after handling delivery. All approved vendors will be required to adhere to all current policies regarding face masks, gloves, and maintaining social distancing.

All approved vendors must adhere the Venueshield guide as well as local and state health department guidelines. They also must have a completed FCEC Safety Checklist to operate on the grounds of the Venue.





Food and Beverage Service

FCEC will follow the best practices and guidelines used by venue managers as we analyze and adjust food and beverage service protocols, procedures, and operations. The information in this section builds on the guidelines published by the leading health organizations and medical advisors throughout the world for food and beverage services within public buildings.

5.1 Health and Safety Consideration

A health survey will be conducted at each entrance with each employee prior to the beginning of each shift. All staff will be currently required to wear a face mask, gloves, and any additional PPE as required, and maintain social distancing in all food preparation areas and food service areas.

- Kitchens are deep cleaned and sanitized at the end of each day
- Frequently disinfect surfaces repeatedly touched by staff, such as doorknobs, equipment handles, cart handles, etc.
- Kitchen staff must meet physical distancing standards.
- All staff must wear masks, hair nets and/or caps (similar to baseball caps).
- Gloves will be required as a function of their job duty.
- Handwashing sinks and/or sanitation stations are located in all back of house service areas.

Signs to remind staff of proper handwashing procedures, proper glove use and masks are mandatory will be in place.

Hand-sanitizing stations will be available and signs showing our health and safety protocol will be posted.

SHARED EQUIPMENT: Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new staff. This includes phones, radios, computers, engineering tools, cleaning equipment, keys, key cards, mechanical equipment etc.

All employee and contractor staff meals must be consumed in designated eating areas. Safety guidelines must be adhered to for the consumption and disposal of food items.

5.2 Food and Beverage Delivery Methods

Clear packaging or pre-packaged food and beverage products, "Grab & Go" style offerings will be available along with canned or plastic bottled beverages for sale or distribution. All sales will be cashless and will consist of touchless pay systems which will be sanitized following each customer's use.



All 'self-serve' locations for condiments, etc. will be eliminated including self-serve buffet style food service which will be suspended. All staff will comply with proper PPE and safety protocols. Concession areas will be disinfected as each guest leaves the counter prior to serving the next guest.

Staff entrances will be provided with a hand sanitizer station and gloves for handling items. Disinfecting supplies should also be provided to allow staff to disinfect nearby workplace surfaces regularly.

5.3 Concessions Delivery Methods (if applicable)

Concession sales will not take place away from fixed concession stands until further notice.

5.4 Catered Function Delivery Methods (if applicable)

Services currently suspended:

- Buffet or Chef Table services.
- Tableside service or plated meal services.
- Butler passed service during receptions.
- Self-serve beverage stations including, but not limited to, water, coffee, tea and other cold beverages.

Services allowed with modifications:

- Boxed Hot and Cold Meals distributed from shielded food stations will currently be allowed
- Shielded and served Coffee Service. PC (portion controlled) coffee condiments will also be shielded and served.
- Snack breaks and continental breakfasts will be distributed from a shielded food station.
- Single-serve snacks; discontinue bulk snacks.
- Disposable containers for meal services.
- Single-serve or PC condiments provided upon request.
- Service attendants will be present at each food and beverage station.
- Plastic single-use cutlery handed to or pre-packaged kit with napkin, handed to guests.
- Wrapped straws available upon request.
- Disposable cups with covers will be implemented.

5.5 Disability Accommodations

Concession stands will remain compliant with ADA while adding measures to comply with current safety guidelines.

5.6 Operational Considerations

High contact areas such as kitchens, preparation and plating areas, as well as dock entries will adhere to current established policies. Visitors and non-approved authorized personnel will not be allowed.



5.7 Subcontractors

A health survey will be conducted at each entrance with each employee prior to the beginning of each shift. All staff will be currently required to wear a face mask, gloves, and any additional PPE as required, and maintain social distancing in all food preparation areas, office areas, kitchens, warehouses and food service areas.

All staff and approved vendors are required to enter through a predetermined Security Base at the start of their shifts (regardless of dark days or event days).

Third party contractors, approved vendors, building tenants, and services will be subject to all requirements outlined in this section. Front of house guidelines apply equally to back of house operations discussed in this reopening plan and safety protocol guide.





Workforce Safety

Protecting the health and safety of staff and volunteers working at FCEC is a critical piece of reopening. Our facilities and events depend on reliable and talented individuals to complete their assignments in a timely and efficient manner. Individuals need to feel confident that venue management is taking all the right steps to protect them from potential exposure while they are working hard to support memorable experiences for venue guests. All those involved with a venue need to work together to establish a culture of embracing co-workers and venue users, partners, and guests safely.

The best practices presented in this Guide are all intended to minimize the possible transmission of COVID-19 to guests, employees, and volunteers. Hand-sanitizing stations will be available and signs showing our health and safety protocol will be posted.

- Stay home if you have symptoms or have been exposed
- Practice social distancing
- Wear face coverings
- Practice good hand hygiene
- Wear gloves (where appropriate)
- Clean and disinfect surfaces as needed

FCEC will consider establishing alternating days or extra shifts that reduce the total number of employees in a facility at a given time, allowing them to maintain distance from one another while maintaining a full onsite work week.

6.1 Workforce Health & Safety Coordinator

Department supervisors and management are responsible for the training and implementation of all health and safety requirements within FCEC.

6.2 Employee Health Screening at Entry

All staff will be currently required to wear a face mask, gloves, and any additional PPE required, and maintain social distancing in all areas as required by State and Local authorities.

All staff are required to enter through a predetermined Security Base at the start of their shifts (regardless of dark days or event days).

Hand-sanitizing stations will be available and signs showing our health and safety protocol will be posted.



6.3 Staff Interactions with Guest

Interacting with Guests In order to minimize the possibility of transmission of COVID-19, the following general best practices by staff should be applied:

- Staff should maintain physical distance when interacting with all guests. Staff walking along the line at ingress can be allowed only if a distance of 6 feet can be maintained.
- No staff should have physical contact with a venue guest. This means no handshakes, hugs, 'high fives,' fist bumps, or fan photos are permitted.
- If needed, staff may need to use hand signals and refer to signage to communicate a message. Staff should be sensitive to any guests with hearing disabilities, particularly when face coverings are worn.
- Staff should be courteous at all times and strive to keep conversations short.

6.4 Venue Operations Related to Staff

Workforce Safety: Events and facilities department protocol events team protocol:

- Minimize Contact: Event Managers should prepare for virtual site meetings & weekly calls
- Rely on floor plans, invoice, work orders and email for direct communication. Communicate our modified practices clearly and be available to tailor specific to each circumstance
- Adjust for extra time, labor and resources needed and plan for it in advance (linens, labor, etc.)

Facilities team protocol:

- Minimize Contact: Be vigilant when responding to calls before being sent to a specific meeting space.
- Know the location, expectations and details so that asking questions once there is minimized or avoided.
- Increase frequency of hand washing and wiping down lecterns, push carts, chairs, etc. Wash linen daily.
- Lock storage rooms to avoid unnecessary contamination
- Wear a mask, arrive in teams of 2 (when assigned) and socially distance as required.
- No handshakes or physical contact greeting.
- Do not use or borrow other people's phones, desks, offices, or equipment

SHARED EQUIPMENT: Shared tools and equipment for all Operations staff to include housekeeping, set up, stagehands and maintenance will be sanitized before, during and after each shift or anytime the equipment is transferred to a new staff person. This includes phones, radios, computers, engineering tools, cleaning equipment, keys, and mechanical equipment etc.

Make use of disposable wipes to disinfect common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more)

Bring food and beverage items from home and manage them individually. No items are permitted outside of designated break or staff locker areas.

Eliminate open food items and increase frequency of cleaning appliances such as refrigerators and microwaves; all staff should contribute by wiping surfaces with disinfectants after each use. Break times will be staggered to reduce gathering.



Maintain a clean workplace to help minimize risk to yourself and others. Avoid sharing desks or workstations, if possible. Keep a clean desk or workstation so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers. If desks or work areas are shared, each individual should sanitize all surfaces upon arrival at the area.

Face coverings will be required while loading in equipment, building stages, hanging lights, applying makeup, and preparing costumes as all are antithetical to social distancing.

6.5 Staff Communications, Trainings, and Briefings

COVID-19 TRAINING: All staff will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact. COVID-19 training will be reviewed at the beginning of each shift. All staff must wear masks and appropriate PPE at all times as per the current guidelines from State and Local authorities.

STAFF BREAK ROOMS: The number of occupants of each break room will have a maximum occupancy set to comply with social distancing guidelines, based up the size of the room. Staff will be encouraged to bring their own plates/cups and utensils. These must be stored in their workstation. Shared plates/cups and flatware will be replaced with disposable. Staff will be responsible for wiping down area of use after each use. Disinfectant wipes will be provided.

HAND WASHING: Frequent handwashing with soap is vital to combat the spread of the virus. All FCEC staff have been instructed to wash their hands, or use hand sanitizers when a sink is not available, every 60 minutes and after the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving an area. Staff entrances will be provided with a hand sanitizer station and gloves for handling items. Disinfecting supplies should also be provided to allow staff to disinfect nearby workplace surfaces regularly.

PHYSICAL DISTANCING WITHIN THE WORKPLACE: Departments will establish physical distancing measures within the workplace such as:

- Rotating and/or Staggered shifts and lunch/rest breaks.
- Moving workstations to increase separation distance.
- Implementing one-way traffic patterns throughout workplace, active public spaces, going on break and before or after starting a shift.

A health survey will be conducted at each entrance with each employee prior to the beginning of each shift. All staff will be currently required to wear a face mask, gloves, and any additional PPE as required, and maintain social distancing in all food preparation areas, office areas, kitchens, warehouses and food service areas.

All staff and approved vendors are required to enter through a predetermined Security Base at the start of their shifts (regardless of dark days or event days).

High contact areas such as kitchens, preparation and plating areas, break rooms, offices, storerooms, maintenance shop, as well as dock entries will adhere to current established policies. Visitors and non-approved authorized personnel will not be allowed.



6.6 Regulatory Guidelines

COVID-19 TRAINING: All staff will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact. COVID-19 training will be reviewed at the beginning of each shift. All staff must wear masks and appropriate PPE at all times as per current guidelines from State and Local authorities.

STAFF BREAK ROOMS: The number of occupants of each break room will have a maximum occupancy set to comply with social distancing guidelines, based up the size of the room.

Staff stationed at ticketing, information areas, command centers, and concourse/lobby kiosks should be provided with a hand sanitizer station or personal hand sanitizer and gloves for handling items. Disinfecting supplies should also be provided to allow staff to disinfect nearby workplace surfaces regularly.





Technology & Equipment



As the FCEC implements new operational plans, procedures, and strategies changes due to COVID-19, ASM staff has needed to look into new technology and equipment products to support these changes. To help with this process, ASM Global has provided a product catalog of over 250 vetted products to support ASM venues like the FCEC. In addition to the product catalog, ASM has been in close communication to identify additional products with their reactivation partners: Venue Tenants or Venue Partners. This process and future identification of selected products is another important mitigation step taken by ASM Global to ensure the health and safety of the workforce and guests at the FCEC.

Product Catalog

An illustrative Technology Equipment Catalog has been created through a thorough research and vetting process to provide ASM Venues like the FCEC with the best-in-class products to utilize for their reactivation. There are over 250 vetted products in the VenueShield Catalog ranging from temperature screening devices to air filtration equipment that will help inform the ASM team in Fresno. This Technology Equipment Catalog is provided as an attachment to the FCEC Reactivation Plan. To view the full catalog please download it [here](#).

ASM Global Procurement

ASM Global extensive sourcing network is available to support the FCEC. ASM's buying power will allow venues like the FCEC to gain access to highly sought-after items such as PPE, chemicals, and equipment. Considerable effort has been made to identify suppliers of goods and services to aid all operations in the implementation of VenueShield and each managed venue's reactivation plan.





Public Awareness

A critical aspect of successful reopening is letting the public know the safety steps taken by the venue to protect patrons, and venue workers. The VenueShield Program was created to provide information on best practices and new technologies, as provided in this VenueShield Reopening Guide, for just this purpose: to enhance the safety of all associated ASM venues. The robust VenueShield Program is designed to be the face of the venue's public awareness program.

Media outlets: There are many media outlets that can be used for messaging. Digital and social, controlled by venues to Social media outlets – Facebook, Instagram, Twitter, YouTube and others as relevant. Venue website, Venue signage and Email – use the venue's Customer Relationship Management (CRM) system as needed.

Print – newspapers, consumer and trade magazines, billboards and posters, and direct mail

Radio – consider all age groups and listeners in selecting radio channel outlets

Television – local and regional television networks

Partner media outlets – websites, social media outlets, and access to CRM databases.

Public Awareness Plan

FCEC continues to be a member of the community for the past 54 years. We are committed to the importance of both health and safety of our guests and community members more than the value of a ticket. Each of the four buildings are an economic engine for the community— representing local tax revenues, travel and tourism money, and jobs for the Community.

Press Release

A press release will be available prior to reopening to communicate all necessary information. This will be provided to key stakeholders and available on the FCEC website.



Signage & Messaging

Reinforce Training involves Signage. The most effective training will result if all training is reinforced via back-of-house messaging, prominent signage, and ongoing reminders. Signs posted at strategic locations throughout the venue will support maintaining a healthy workforce.

Everyone who enters the FCEC are expected to go through our necessary safety measures. Proper signage will be visible at the entrances and will include the following protocols as per time of publication and are subject to change:

WEARING A FACE MASK:

Face masks will be required. Guests may bring their own masks, or event organizers must provide masks for their attendees if they do not already have one.

SOCIAL DISTANCING:

Guests will be advised to practice social distancing by standing at least 6 feet away from others who are not traveling with them. Signage will be in place to communicate this policy.



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