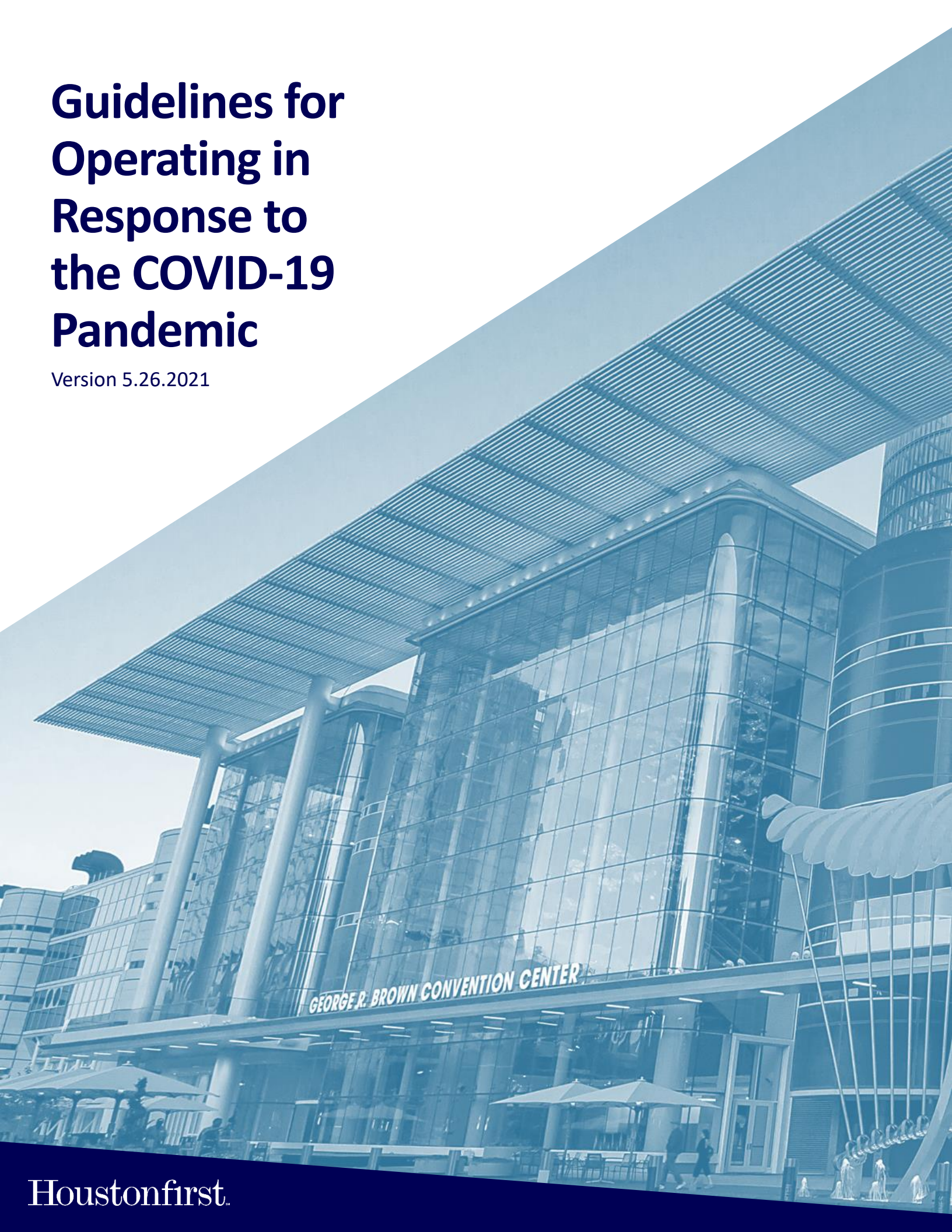


Guidelines for Operating in Response to the COVID-19 Pandemic

Version 5.26.2021



Introduction

Houston First Corporation (HFC) is committed to the health and safety of both our visitors and team members and is taking the necessary steps to mitigate exposure to COVID-19. The health of all visitors and team members is our first priority. All HFC facilities adhere diligently to the safety and sanitary practice guidelines outlined here per the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). HFC is also monitoring and closely following the recommendations made by federal, state, and local officials.

Facility guidelines are subject to change as additional resources and recommendations are made available.

About COVID-19 & Prevention

COVID-19 is a virus that can cause a variety of symptoms that can range from mild (or no symptoms) to severe illness. Symptoms include fever, cough, difficulty breathing, loss of taste or smell and may appear between 2 -14 days after exposure. Based on our current understanding, the virus that causes COVID-19 is thought to spread:

- Mainly from person to person
- Between people who are in close contact with one another (within about 6 feet)
- Via respiratory droplets (e.g., coughs or sneezes) from an infected person, which can land in the mouths or noses of people nearby or possibly be inhaled
- By touching contaminated surfaces and then touching your face

Health Guidelines

People are thought to be most contagious early in their illness, but COVID-19 can be spread to others by infected persons even before they show any symptoms. That is why HFC must remain cautious and continue to follow these critical health guidelines:

- Wash hands often and for 20 seconds or use hand sanitizer with at least 60% alcohol.
- Cover coughs and sneezes with a tissue, then throw the tissue away, or with an elbow or shoulder if no tissue is available, followed by thorough hand washing.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Disinfect surfaces, buttons, handles, doorknobs, and other frequently touched places.
- Avoid close contact with people who are sick.
- Wearing a face cover when in the company of others is encouraged.
- Maintain a distance of over 6 feet between you and others not in your group.

What Are We Doing?

HFC has taken the Houston Clean pledge. All participating Houston Clean businesses pledge to maintain the highest standards of public safety and health across our city, both for our community and all of our visiting guests. We pledge to research, curate and implement the most medically effective sanitation and social distancing measures in alignment with orders issued by federal, state and local officials, as well as the CDC. Finally, we pledge to present clear, consistent and timely operating guidelines and procedures in a way that promotes efficient communication.

More information about Houston Clean, as well as downloadable guides for specific business types may be found on the website:

- <https://www.visithoustontexas.com/houston-clean>



Introduction

Our staff is taking necessary steps to re-open HFC facilities while mitigating the potential spread of COVID-19. Prevention is our priority. Cleaning and disinfecting surfaces that are frequently touched is essential. All team members must follow strict procedures for frequent and thorough cleaning and disinfecting. HFC continues to proactively deploy steps outlined in these guidelines.

- We continue to monitor the best practices and recommendations from leadership and the medical community.
- Security manages entrance and exit points for all facilities.
- For events, clients will select from preset room diagrams that adhere to social distancing. These options will allow the time needed to clean and disinfect between sessions. We recommend that clients stagger break times to decrease the amount of traffic in hallways and restrooms.
- We follow all *Safety Protocols for Event Planning during the COVID-19 Pandemic* required by the City of Houston.
- Purchasing team members are ensuring that current inventories are adequately stocked. This includes personal protective equipment (PPE), face coverings, cleaning supplies, disinfectants, soaps, hand wipes, and applicable sanitizers.
- HFC is implementing a variety of measures to allow for safe social distancing in all areas, including entries, public seating areas, concourses, offices, breakrooms, elevators and escalators, retail stores, concessions, and restaurants.
 - Wherever groups gather or queues are formed, bilingual signage, and other measures will be taken to ensure safe social distancing.
 - Inflows to restrooms will be limited determined by size of the restroom and by event activity.
- All team members will receive mandatory education and training based on current CDC, local health department, and industry recommendations, upon returning to work in all facilities and be updated as new measures are implemented.
- Maintenance and cleaning staff are more frequently wiping down all commonly touched surfaces using EPA approved cleaning products and protocols effective against viruses, bacteria, and other airborne and blood-borne pathogens.
- Touchless equipment such as: faucets, soap dispensers, toilet flushers, towel dispensers, and/or hand dryers have been installed in all HFC facilities.
- Internal and external signage is displayed providing information and recommendations about how to prevent the spread of COVID-19. Personal hygiene guidelines are also being displayed near team member work locations including breakrooms, conference rooms, and restrooms.

International Sanitary Supply Association (ISSA) / Global Biorisk Advisory Council GBAC STAR™ Facility Accreditation

Five HFC facilities have earned accreditation from the Global Biorisk Advisory Council (GBAC) STAR™ Facility Accreditation Program - the industry gold standard of safe facilities. This achievement includes the George R. Brown Convention Center, Wortham Theater Center, Jones H. Jones Hall for the Performing Arts, Miller Outdoor Theatre and Partnership Tower.

The program, developed by GBAC - a division of ISSA, the worldwide cleaning industry association - is the cleaning industry's only outbreak prevention, response, and recovery accreditation. To meet the program's rigorous requirements, venues must establish and maintain detailed protocols and procedures on cleaning, disinfection and prevention of infectious diseases like COVID-19.



Introduction

This guide was created utilizing a number of models and examples from various resources, including guidance from a variety of international industry associations, as well as reports from city, county, state and national health and safety officials.

Local Government Guidelines

City of Houston: <https://houstonemergency.org/covid19>

Harris County: <https://publichealth.harriscountytexas.gov/Resources/2019-Novel-Coronavirus>

State of Texas: <https://gov.texas.gov/coronavirus>

State of Texas Open Safe: <https://open.texas.gov/>

Please contact the Senior Vice President of Operations at 1-713-853-8000 with questions or concerns.

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George R. Brown Convention Center (GRB)

Partnership Tower

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Houston First Corporation-Managed Locations:

- George R. Brown Convention Center
- Avenida Plaza
- Partnership Tower
- Wortham Theater Center
- Jesse H. Jones Hall for the Performing Arts
- Miller Outdoor Theatre
- Talento Bilingue de Houston
- Avenida North Parking Garage
- Avenida South Parking Garage
- Avenida Central Parking Garage
- Toyota Center Tundra Garage
- Theater District Parking
- Lynn Wyatt Square for the Performing Arts (Jones Plaza)
- Root Memorial Square Park
- Sesquicentennial Park [Hardscape]

Guidelines for All Houston First Teams

These guidelines are designed to assist visitors and team members (employees, partners, service providers, tenants, and contractors) in understanding the procedures and best practices implemented within all HFC facilities to reduce potential exposure to COVID-19. Our team is committed to mitigating any potential health risks associated with daily activities and public gatherings.

Team Member Safety

The health and safety of all visitors and team members is our first priority. All team members (employees, partners, service providers, tenants, and contractors) are required to read and understand the procedures detailed in these guidelines. Procedural training, including proper sanitation techniques, is a mandatory requirement and consented to by signature for all employees before returning to work.

- Team members must notify their supervisor and stay home from work if they experience any of the symptoms listed below:
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Feeling feverish or a measured temperature greater than or equal to 100.4 F (38.0 C)
 - Known close contact with a person who is lab confirmed to have COVID-19
- It is recommended that all team members wear face coverings upon entering the facility and while in public spaces.
 - Considerations may be made for vision or hearing-impaired patrons, as well as those otherwise unable to wear a face cover for health reasons.
 - The CDC advises that fully vaccinated individuals are no longer required to wear face covers except where required by federal, state, local, tribal, or territorial laws, rules, and regulations, including local business and workplace guidance.
- All team members must maintain at least a 6-foot separation from other individuals. If such distancing is not feasible, measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
- All team members must wash or sanitize their hands upon entering the workplace, frequently throughout the day, and especially between interactions with others.
- Breakroom furniture may be removed in order to practice safe social distancing.
- Team members are encouraged to bring their own food and beverages and to use single use utensils.
- Shared equipment and tools will be sanitized before, during and after each shift or anytime the equipment is transferred from one team member to another.

Guidelines for All Houston First Teams

Should any of the above symptoms of COVID-19 be present in an individual, the following measures will be taken to reduce exposure to others:

- If symptoms of COVID-19 are identified in team member, that individual will not be permitted to enter the facility until one of the following criteria is met:
 - In the case of a team member who was diagnosed with COVID-19, the individual may return to work when all 3 of the following criteria are met:
 - 1) at least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications)
 - 2) and the individual has improvement in respiratory symptoms (e.g., cough, shortness of breath)
 - 3) and at least 7 days have passed since symptoms first appeared
 - In the case of a team member who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If a team member has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- In the case of a team member who has had known close contact with a person who is lab-confirmed to have COVID-19, that team member may not return to work until the end of a 14-day self-quarantine period from the last date of exposure. During quarantine, they should watch for symptoms of fever, cough, and shortness of breath.
- If a team member exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, they must immediately notify their supervisor.
 - Their supervisor must separate them from others and send them home immediately.

Guidelines for All Houston First Teams

Personal Protective Equipment (PPE)

- Appropriate PPE is required to be worn by all team members based on their role and responsibilities and in adherence to state or local regulations and guidance.
- If a team member arrives to work without the appropriate HFC distributed PPE, they will be directed to a location in each facility where PPE is distributed.
- All team members have received mandatory training on how to effectively use and properly dispose of all PPE.

Safety Officer

- Once a team member is confirmed to be infected with COVID-19, and has notified their supervisor, that supervisor should immediately notify the Director of Human Resources at 713-853-8108, and the Safety Officer, who is at this time is the Senior Vice President of Operations at 713-853-8000.
- The Safety Officer will take the following actions immediately:
 - Communicate with appropriate Management Teams
 - Determine what areas of the venue were visited, used, or impacted by the infected team member
 - Take the necessary measures to close, clean, and disinfect impacted areas until safe for use
 - Determine which other team members had “close contact” – defined as coming within 6 feet for a cumulative period of 15 minutes or more – with the infected team member
 - Work with HR to notify the impacted team members that they may have had contact with an infected team member and encourage them to monitor their health and report any concerns to their healthcare provider
 - It is recognized that it is illegal to provide the infected team member’s identifying information, including his or her name or other information that could be used to determine their identity.

Signage

Bilingual signage is posted in all HFC facilities reminding team members to follow the **Health Guidelines** listed above. Signage locations will be determined by activity and event. Special attention will be given to public entrances and other team member check-in locations, on digital screens, in office workstations and breakrooms, and near restrooms. Signage will also be placed where queues take place and other groups may gather.

Operations – Cleaning and Social Distancing

- HFC housekeeping uses cleaning products and protocols which meet EPA guidelines and that are approved for use and effectiveness against viruses, bacteria, and other airborne and bloodborne pathogens: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Operations is working with all vendors and suppliers to ensure an uninterrupted inventory of these approved cleaning supplies and necessary PPE.
- All cleaning, sanitizing and disinfection processes are being conducted with greater frequency.
 - Team member cleaning assignments will be based on event activity and will rotate as needed.
- Cleaning and sanitizing target high traffic areas.
 - Team member entrances, restrooms, breakrooms, offices, security dispatch areas, uniform rooms, delivery locations, and loading docks
 - Public restrooms, elevators, escalators, show offices, vending machines, and furniture
 - Doors and door hardware will be disinfected in all HFC facilities when in use.

Guidelines for All Houston First Teams

■ Restrooms

- Depending on the activity in the building and the needs of specific events, a monitor may be placed at restroom locations to oversee the number of people using the restroom and to clean and sanitize.
- When areas of facilities are not in use, restrooms in those areas will be locked or otherwise made unavailable for use.
- Distancing signage has been placed in and outside of restrooms.
- Intermittent stall doors have been locked in larger capacity restrooms to allow for distancing while restrooms are in use.
- Cleaning times are logged and displayed on restroom doors.
- Touchless equipment such as: faucets, soap dispensers, toilet flushers, towel dispensers and/or hand dryers have been installed in all HFC facilities.

Additional Measures

- Seating has been adjusted to limit the number of people at tables in break areas in order to practice safe social distancing.
- Plastic guards have been installed in all facility security, retail, and reception locations for the protection of staff and guests.
- Electrostatic sprayers are being used for large-scale disinfecting before and after events.
- Hand sanitizer dispensers have been placed throughout all facilities.
- Where possible, sliding entrance doors have been installed to replace those with handles.
- Air handlers are fitted with MERV 13 filters.
- Integrated Viral Protection (IVP) Air-heated Air Filtration System units that purify and kill airborne pathogens are in use in the Avenida Houston Studio and during events in the George R. Brown Convention Center.
- A UV-C sterilization lighting system that disinfects handrails has been installed on all escalators in HFC facilities where located.

Guidelines by Facility - George R. Brown Convention Center

Exhibitors and Attendees

City of Houston Protocols

In accordance with the required *Safety Protocols for Event Planning during the COVID-19 Pandemic* issued by the City of Houston, anyone with symptoms of COVID-19 listed above in **Team Member Safety** will be directed to the Hot Zone. The Hot Zone is dedicated to anyone who presents these symptoms or other signs of being ill (vomiting, passing out, etc.) upon entering or once inside the facility. An individual may not return to the event unless authorized by a medical professional. Additionally, a Warm Zone, identified by the facility, will be located 15-20 feet away from the Hot Zone and Cold Zone for PPE removal and disposal.

Should any of the above symptoms of COVID-19 be present in an individual, or if they have recently had known contact with someone who has been lab-confirmed to have COVID-19, measures will be taken to reduce exposure to others and the following steps will be taken:

- If symptoms of COVID-19 are identified in a guest who is not attending an event in the facility, or the guest has not yet purchased admission tickets for the event, the guest will not be permitted entrance to event or public spaces. If the guest would like to purchase event admissions tickets on site, their symptoms will need to be reviewed by the event's management team on a case-by-case basis. All decisions regarding entrance to an event space will be determined by the event's management team or representative.
- If symptoms of COVID-19 are identified in an event attendee who has already registered or purchased admissions tickets for the event, the attendee will be directed to the Hot Zone and not be allowed access to event or public spaces until their symptoms can be reviewed by the event's management team and authorized by a medical professional. All decisions regarding entrance to an event space will be determined by the event's management team or representative.
- If symptoms of COVID-19 are identified in a member of the event's staff, the staff member will be required to provide medical clearance to work before access is granted to the facility. Should that not be obtained, the individual will be directed to the Hot Zone on site and not be allowed access to event or public spaces until their symptoms can be reviewed by the event's management team and authorized by a medical professional.

Recommendations for Clients

The facility management team recommends including pertinent information in the **Guidelines for All Houston First Teams** and **Guidelines by Facility** sections, as well as revised refund and exchange policies, in client pre-event information guides, programs, and event websites. Should the event management have COVID-19 response protocols that differ from the facility, or nullify facility procedures listed in these guidelines, those protocols must be submitted in writing to the facility's general manager for approval no fewer than three business days before the event. Approved event COVID-19 response protocols must be displayed on client provided signage at the main entrance of the event space.

All Rigging, Utility, Engineering and Security employees will adhere to the *Guidelines for All Houston First Teams*.

Guidelines by Facility - George R. Brown Convention Center

Accessing the Building – Team Member and Public Entrances

- Non-event day entry into the building will be restricted to two access points: the skybridge located on the Mezzanine Level, or Level 2, of the facility on the south side and on Level 2 of the Partnership Tower near the entrance to the Avenida North Garage. No public access will be permitted through any other facility entrances.
- Non-event day entry refers to all facility entry for the public or event attendees when exhibit halls, meeting rooms, or event spaces are not open to the public for an event. Non-event days also refer to load-in and load-out days for an event. Event staff, service providers, and contractors who need access to event spaces will be granted entry through back of house entry points and check-in will be at the Labor Check-in location at the back of Hall E/Security Dispatch, unless otherwise designated.
- Event day entry into the building will be assigned per event location in the building. Entrances and exits will be limited to designated access points.
- Event day entry refers to all facility entry for the public or event attendees when exhibit halls, meeting rooms, or event spaces are open to the public for an event.
- It is recommended that all visitors and event attendees wear a face cover at all times while in public spaces within the facility.
 - If wearing a face cover is required by show management, considerations may be made for vision or hearing-impaired patrons, as well as those otherwise unable to wear a face cover for health reasons.
 - If an event chooses to enforce wearing a face cover, all HFC Team Members will adhere to the client requirements while in client contracted spaces.
 - Clients will be responsible for posting all necessary signage in their contracted spaces.

Hand Sanitizing

Over 55 permanent hand sanitizing stations are installed throughout the facility.

Elevators and Escalators

- Elevator usage will be restricted to no more than four people in the elevator at a time.
- Elevator usage will prioritize ADA accessibility. All other facility guests, event attendees, staff, partners, service providers, and contractors will be asked to utilize the escalators.
- Escalator handrails are sanitized by an integrated UV-C sterilization system that disinfects the rail as it rotates through the stair track cycle.

Exhibit Hall and Meeting Room Layouts

- Distancing measures will be determined by the requirements from the Houston Fire Marshall, client needs, and location capacity limits.

Guidelines by Facility - George R. Brown Convention Center

Meeting Recommendations

- Stagger break times to allow for better flow of attendees in public areas.
- Create longer breaks (minimum of 30 minutes) between sessions to allow facility staff into the rooms to sanitize the podiums, chairs, and tables.
- At the end of each day meeting rooms will be cleaned with an electrostatic spray disinfection system.

Booth Cleaning Services

Booth cleaning procedures have been updated to address any concerns about social distancing and to reduce contact points for the facility cleaning staff, exhibitors, and guests. These changes include:

- All exhibitors are required to order booth cleaning services online.
- While a service desk will be available during events, exhibitors may also contact: (713) 853-8001 or GRB-Exhibitorservices@houstonfirst.com
- No cash transactions are allowed.
- Equipment will be sanitized before and after each shift or anytime the equipment is transferred to a new team member.
- Porter services: maintenance staff will not be allowed to go into booths to empty receptacles.
 - Exhibitors will be instructed to place receptacles near the aisles to be emptied.

Restaurants in the GRB

As outlined in Governor Abbott's executive order GA-34, capacity limits and other safety protocol requirements have been lifted for all Texas restaurants, but allows for businesses to limit capacity or implement additional safety protocols at their own discretion. Restaurants may continue to provide to-go or delivery services.

- The following are recommended health protocols for all restaurants operating in the GRB:
 - Patrons are recommended to wear a face covering upon entering and exiting the restaurant and while in public spaces.
 - Maintain at least a 6-foot distance apart between parties, including while waiting to be seated in the restaurant.
 - Make hand sanitizing stations available upon entry to the restaurant.
 - Do not leave condiments, silverware, flatware, glassware, or other traditional tabletop items on an unoccupied table.
 - Contactless payment is encouraged. Where not available, contact should be minimized.

Other Food and Beverage Requirements

- Points of sale will be adjusted to allow for social distancing.
- Plastic shields will be installed at each point of sale.

Guidelines by Facility - George R. Brown Convention Center

Parking

Parking for HFC team members and key partner employees is located on Level 2 of the Avenida South Garage. Additional parking for partner employees is located in the surface lot near Polk Street.

GRB Daily Labor Pre-Shift Screening and Check-in

Please see *Guidelines for All Houston First Teams*.

- Team members, exhibitors, and decorators will continue to enter through the Labor Check-in location at the back of Hall E/Security Dispatch, unless otherwise designated.
- Labor Check-in area will be marked to ensure a 6-foot distance between associates waiting to go through.
- Team member pre-shift briefings will take place in areas that allow physical distancing between employees.
- Larger departments will stagger team member arrival times to minimize traffic volume in back of house corridors and service elevators.
- Hand sanitizers are available by each timeclock location and team members are required to sanitize their hands after clocking in.
- All employees will have uniforms issued to take home.
 - For temporary team members, only one associate at a time will be allowed in a designated processing area for uniform loan or exchange

Back of House

- Loading dock areas will be designated for contractor and freight use only.
- Shared tools and equipment is disinfected before, during and after each shift or anytime the equipment is transferred to a new team member.
- Maintenance Supervisors will be responsible for making sure all equipment is returned to the designated location for disinfecting and proper storage daily.
- HFC Vehicles:
 - All vehicles are required to be sanitized by the driver after each use.
 - Sanitizing wipes are provided to wipe down handles, buttons, steering wheel, and other frequently touched parts of the vehicle.

Workout Room

The GRB workout room is to remain closed until further notice.

Event Safety Protocol Zones

- Zones will be established by the facility in consultation with the licensee per the City of Houston Safety Protocols.

Safety Officer Contacts for the GRB

- Andy Frain Project Manager - HFC, 832-418-2410 (Mobile)
- HFC Senior VP of Operations and General Manager, 713-853-8229 (Office), hfcvenueinfo@houstonfirst.com
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Partnership Tower

Please see ***Guidelines for All Houston First Teams.***

Entrance and Exit Points

- HFC Team Members, Guests, and other Partnership Tower Employees
 - Level 2, Garage Elevator Lobby
- Marriott Marquis Employees
 - Take elevators to Level 1
 - Enter through Marriott Check-in location on ground level of hotel

Badges

- All team members entering must present valid staff credentials upon checking in to the Partnership Tower (PT).
- Persons without a team member badge must register with the Andy Frain Security Officer in the Level 1 Lobby and proceed to the Level 2 HFC Reception Desk or the appropriate tenant receptionist.

Parking

- All HFC team members and tenants must park in “nest” on Level 2 only.

Elevators and Escalators

- Four guests are allowed per elevator car.
- Bilingual signage is placed in and outside of elevators.
- Hand sanitizer units have been added to each elevator car in the building elevators.
- During business hours, housekeeping has increased cleaning of frequently touched surfaces.
- A UV-C sterilization lighting system that disinfects handrails has been installed on the escalators in the Partnership Tower/Avenida North transit center.

Restrooms

- During business hours, housekeeping has increased cleaning of frequently touched surfaces.
- In most cases, no more than two people will be allowed in a restroom at one time.
- Cleaning times are logged and displayed on restroom doors.
- Touchless equipment such as: faucets, soap dispensers, toilet flushers, towel dispensers and/or hand dryers have been installed in all restrooms.
- Hand sanitizer is available in all public and team member restrooms.

Guidelines by Facility - Partnership Tower

Breakrooms and Print-Copy Areas

- Sanitizing wipes are supplied in both breakrooms and print-copy areas for team members to wipe down equipment before and after use.
- During business hours, housekeeping has increased cleaning of frequently touched surfaces.
- Team Members are encouraged to bring their own food and beverages. Vending machines and water coolers are also available for use. Microwave ovens are available, as well as coffee makers that brew individual servings.
- Food delivery services should be instructed to deliver to the porte-cochère driveway at the front of the building on Avenida de Las Americas and wait for team member to pick-up. They will not be given access inside the building.
- Seating has been reduced for safe social distancing.
- Sanitizing wipes may also be used to wipe down workstations and other frequently touched items.
- Team members are encouraged to not share individual workstation equipment.

Workout Room and Showers

The PT workout room and showers are to remain closed until further notice.

Meetings

- All conference room seating has been reduced to allow social distancing.
- New room attendee maximums are based on reduced seating.
- When scheduling, team members should allow 30 minutes between meetings to accommodate cleaning and disinfecting.
- Groups are encouraged to utilize Microsoft Teams or Zoom, in lieu of meeting in person.

Mailroom and Distribution Services

- Team members are encouraged to use IT Helpdesk, email, or phone calls for requesting delivery and pick-up services.
- Team members are encouraged to frequently wash hands or use sanitizer when handling deliveries.

Safety Officer Contacts for the Partnership Tower

- Andy Frain Andy Frain Project Manager - HFC, 832-418-2410 (Mobile)
- HFC Director of Human Resources, 713-853-8108 (Office) / 832-370-3251 (Mobile)
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Retail Operations

Launch, Flight, and Landing Stores

Please see *Guidelines for All Houston First Teams*.

Protecting our Guests

As outlined in Governor Abbott's executive order GA-34, capacity limits and other safety protocol requirements have been lifted for all Texas retail establishments but allows for businesses to limit capacity or implement additional safety protocols at their own discretion.

The following are recommended health protocols for all retail operations in the GRB:

- Occupancy limits will vary per location.
- Guests are recommended to wear a face cover upon entry to all retail locations.
 - Face covers will be offered for sale in all retail locations.
 - Considerations may be made for vision or hearing-impaired patrons, as well as those otherwise unable to wear a face cover for health reasons.
- Guests are recommended to use hand sanitizers upon entry.
 - Hand sanitizing stations are available at all entry points and other locations in the stores.
- Bilingual floor cling signage will serve as guides to maintain recommended 6-foot social distance between guests at all check-out counters.
- Newly designated entry and exit points allow for control of occupancy inside each retail location.
- Customers may call in orders and pick-up in store.
 - Pre-payment is allowed by credit card.
- Landing (Hilton Americas-Houston) location only:
 - Room charges are currently available; however, delivery to rooms may be limited due to availability of Hilton staff.

Protecting our Team Members

Please see *Procedures for COVID-19 Screening*.

- Cash wrap and points of sale are separated as far as possible within the constraints of each location.
- Team member duties will be strategically delegated to ensure social distancing among team members.
- Break areas have been adjusted to allow for safe social distancing.
- A new delivery drop-off and pick-up location has been designated in the PT.
 - Delivery workers must go through building check-in.

Guidelines by Facility - Retail Operations

Cleaning and Disinfecting

- Team members and when available, Housekeeping, will disinfect frequently touched equipment and surfaces on the sales floor.
 - This includes computers, sales terminals, door handles, cooler handles, counters, and hangers.
- Dressing rooms will be cleaned and disinfected after each use.
- Apparel tried on by guests and other frequently handled items will be sanitized and placed in a designated area away from team members and guests for a minimum of 24 hours before being returned to the sales floor.
- Items delivered to the stores that are for sale will be disinfected where possible and left untouched for 24 hours before placing on sales floor.

New Store Policies

- Contactless payment such as Apple Pay, and Tap Pay are encouraged.
- Credit cards and cash payments will continue to be accepted.
- Exchanges or returns are no longer allowed.
- Trying on jewelry is no longer allowed.
- Make-up, perfume, or cologne samples are no longer allowed on the sales floor.
 - Spoons are available upon request.
- Customers may bag their own items.

Safety Officer Contacts for All Retail Operations

- Andy Frain Project Manager - HFC, 832-418-2410 (Mobile)
- HFC Senior VP of Operations and General Manager, 713-853-8229 (Office), hfcvenueinfo@houstonfirst.com
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Wortham Theater Center

Please see *Guidelines for All Houston First Teams*.

BACK OF HOUSE

Andy Frain Security Locations for Team Member and Guest Registration

- Stage Door – 510 Preston Street
- Texas Lobby via Wortham Theater Center Tunnel Entrance

Parking

Many HFC team members and arts groups employees park in the Theater District Parking garage. Others have assigned parking in garages near the theater.

Movement Through the Back of House

- Upon entering the building, team members may take the elevator up to their designated office floor.
- Hand sanitizing stations have been installed throughout the facility.
- Interior doors, where secure, may be propped open to allow for touchless entry.

Operations – Cleaning and Social Distancing

Management has implemented new procedures in all HFC facilities to reduce exposure to frequently touched surfaces, enforce social distancing measures, and increase facility cleanliness.

- Restrooms
 - When not in use for an event, lobby restrooms will remain locked.
 - During events, restrooms may be staffed with attendants to monitor and enforce social distancing guidelines.
 - Depending on size of restroom, as few as 2-3 people may be allowed at one time.
 - Depending on the activity in the building, restrooms will be cleaned no less than every hour.
 - Cleaning times are logged and displayed on restroom doors.
 - Touchless equipment such as: faucets, soap dispensers, toilet flushers, towel dispensers and/or hand dryers have been installed in all restrooms.

Guidelines by Facility - Wortham Theater Center

Elevators and Escalators

- Depending on the size of each elevator, two to four guests may be allowed per elevator car.
- Bilingual signage noting elevator capacity limit has been placed outside of elevators.
- Hand sanitizer is available throughout the building.
- Housekeeping has increased cleaning of frequently touched surfaces.
- A UV-C sterilization lighting system that disinfects handrails has been installed on all escalators.

FRONT OF HOUSE

Protecting our Patrons

“We’re all in this together” describes the essential role patrons play in allowing live events to reopen safely. Because COVID-19 is highly contagious, everyone who enters an event space must behave responsibly under this new normal. As outlined in Governor Abbott’s executive order GA-34, capacity limits and other safety protocol requirements have been lifted for all Texas performance venues but allows for businesses to limit capacity or implement additional safety protocols at their own discretion.

While these safety measures are mandatory for all team members, patrons are asked to adhere to the following health and safety practices communicated via signage and other messaging prior to their visit and while on site:

- Anyone displaying symptoms of COVID-19 as listed in **Team Member Safety** will be directed to the Hot Zone, as defined in the City of Houston Safety Protocols, or may be turned away before entering the facility. An individual may not return to the event unless authorized by a medical professional. Additionally, a Warm Zone, identified by the Facility, will be located 15-20 feet away from the Hot Zone and Cold Zone for PPE removal and disposal.
- Health and safety practices for patrons:
 - Social distancing - maintain at least a 6-foot separation from individuals not in their group.
 - Hand washing - wash hands often and for 20 seconds or use hand sanitizer with at least 60% alcohol.
 - Face covers - guests are recommended to wear a face cover upon entry and while in the facility.
 - Face covers will be offered for sale in all retail locations.
 - Considerations may be made for vision or hearing-impaired patrons, as well as those otherwise unable to wear a face cover for health reasons.
- Touching your face - avoid touching eyes, nose, and mouth.
- Cough and sneeze etiquette - cover cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough hand washing.
- Automated door opener - use automated door opener feature when possible.

Guidelines by Facility - Wortham Theater Center

Guest Services

- Ticketing and Box Office – When open, the following practices will be implemented:
 - Tickets will be made available in advance and online only, allowing a faster ingress process through ticket scanning after the screening process.
 - Work with partners and patrons to eliminate Will Call tickets.
 - Complimentary tickets will only be mailed to patron for distribution.
 - Windows will remain closed during box office hours and only open on performance days.
 - Every other window will be opened. Rope and stanchion to be placed in front of closed windows.
 - Cash sales will not be allowed until further notice.
 - Credit card reader will be placed outside of the glass so that patrons may swipe their card themselves.
 - If required, identification may be viewed through window and not handed to team member.
 - Utilize bilingual floor cling signage to designate 6-foot spacing for social distancing.
 - Hand sanitizer will be placed at each window.
 - Clients will not be permitted in box office.
 - Box office reports and statements will be sent, signed, and returned electronically.
- Electronic Ticket Scanning
 - Ushers are required to wear face covers.
 - Scanner should not be touched by anyone other than the usher using it.
 - Upon return of scanner, HFC team members will wear gloves and sanitize unit. Procedure: sanitize, put on gloves, remove gloves, and sanitize.
 - Disinfect scanner before each use in front of usher.
- Seating for Social Distancing
 - Utilize remote ticketing options to help manage capacity limitations.
 - Ensure proper spacing between patrons.
 - Keep at least two empty seats (or 6-foot separation) between parties in any row, except as follows:
 - Two or more members of the same household may sit adjacent to one another, with two seats (or 6-foot separation) empty on either side.
 - Two individuals who are not members of the same household but who are attending together can sit adjacent to one another with two seats (or 6-foot separation) empty on either side.
 - Alternate rows between customers (every other row left empty).
 - Electrostatically disinfect seats and frequently touched areas after performances taking place once each day.

Guidelines by Facility - Wortham Theater Center

- Food and Beverage
 - All food and beverages will be offered as prepacked selections and pulled by Levy representative at patron request.
 - Check-out stations will be separated as far as possible within the constraints of each location and protected with a plastic shield.
 - Patron seating in the Lobby and Café will be reduced in order to maintain proper social distancing.
- Queuing for Social Distancing
 - Stagger patron arrival times.
 - Additional space will be required to accommodate longer but less densely packed queue lines waiting to enter the venue.
 - In a 6-foot social distancing model, up to 36 square feet per unrelated group will be necessary.
 - Depending on event demand, a location will be determined for all lines in order to safely separate pedestrians from motor vehicle traffic and to preserve room for other pedestrians to pass by.
 - Patron waiting areas will have signage which prominently displays the health and hygiene rules for the event, including social distancing guidelines.

Sales/Event Booking

- Agreements
 - All license agreements will be sent and returned electronically, including to and from the Legal Department.
- Site Visits
 - All visits must be scheduled in advance.
 - Security will be notified in advance.
 - Walk-ups will not be granted.
 - Guests must follow all health and safety protocols established for team members.
 - Maintain a 6-foot perimeter between all individuals.
 - Face covers are recommended to be worn at all times.
 - Client representatives are limited to two people maximum.
 - Areas to be seen must be determined at the time of scheduling.
- Public Tours
 - Suspended until further notice

Event Safety Protocol Zones

- Front of House
 - Hot Zone: Prairie Lobby (north side – area adjacent to Cullen orchestra right section)
 - Warm Zone: Grand Foyer (abutting center wall)

Safety Officer Contacts for Wortham Theater Center

- Andy Frain Security Assistant Project Manager - HFC, 832-418-2645 (Mobile)
- HFC Senior VP of Operations and General Manager, 713-853-8229 (Office), hfcvenueinfo@houstonfirst.com
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Jesse H. Jones Hall for the Performing Arts

Please see ***Guidelines for All Houston First Teams***.

All guidelines for the ***Wortham Theater Center*** above also apply to Jones Hall except where noted below.

Event Safety Protocol Zones

- Front of House
 - Hot Zone: Green Room
 - Warm Zone: Balcony-level Lobby Waste Area (adjacent to usher check in/out)
- Back of House
 - Hot Zone: Green Room
 - Warm Zone: Backstage Waste Area (both left and right)

Andy Frain Security Locations for Team Member and Guest Check-in

- Stage Door – 615 Texas Avenue
- Jones Hall Courtyard Entrance

Parking

Many HFC team members and arts groups employees park in the Theater District Parking garage. Others have assigned parking in garages near the theater.

Outdoor Seating

- Box Office Plaza seating has been spaced, and seating reduced to two chairs per table to accommodate social distancing.
- Courtyard seating has been reduced to two chairs per table.

Safety Officer Contacts for Jones Hall

- Andy Frain Security Assistant Project Manager - HFC, 832-418-2645 (Mobile)
- HFC Senior VP of Operations and General Manager, 713-853-8229 (Office), hfcvenueinfo@houstonfirst.com
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Miller Outdoor Theatre

Please see ***Guidelines for All Houston First Teams.***

As outlined in Governor Abbott's executive order GA-34, capacity limits and other safety protocol requirements have been lifted for all Texas performance venues but allows for businesses to limit capacity or implement additional safety protocols at their own discretion.

Facility management has implemented new procedures for cleaning and sanitizing the restrooms. They have also taken measures to limit access to the seats under The Roof at the theatre and on the grass on The Hill in order to reduce exposure to frequently touched areas, enforce social distancing measures, and increase facility cleanliness.

Andy Frain Security Locations for Team Member and Guest Check-in

- Lobby Door – - Located on the east side of Miller Outdoor Theatre (MOT).
- MOT Lobby staffed by Andy Frain from 9:00 a.m. to 5 p.m., Monday through Friday, when performances are scheduled.
- An Andy Frain Rover officer is on site 24/7.

Parking

HFC Team Members and arts groups employees park in parking lot D adjacent to the theatre.

Operations - Cleaning and Social Distancing

Management has implemented new procedures in all HFC facilities to reduce exposure to frequently touched surfaces, enforce social distancing measures, and increase facility cleanliness.

Offices

Team members will practice social distancing wherever possible within the constraints of each office location. When a 6-foot distance cannot be maintained and when 2 or more team members are working in the same office, face coverings are recommended to be worn.

BACKSTAGE

Cleaning

All common areas, dressing rooms, green room, crew room, flex space, shop, and load in area will be cleaned prior to the start of any load in, work call, rehearsal, or performance. In the event that there is a work call or rehearsal and a performance on the same day, all areas will be cleaned between calls as time allows.

During Producer Occupied Periods

- Backstage access will be limited to performers, visiting production staff, technicians, stagehands, MOT management and security. Non-show related persons (e.g., friends, family or non-authorized personal assistants, videographers, security, or publicists) will not be permitted backstage
- All backstage personnel recommended to wear face coverings with the exception of performers on stage and those utilizing make-up mirrors in the dressing rooms.
- Performers entering or exiting the dressing room, or otherwise waiting backstage to perform are recommended to wear a face covering.

Guidelines by Facility - Miller Outdoor Theatre

Workshop and Equipment

Access and use of the workshop, storage areas, tools, supplies, and materials by non-MOT staff is prohibited. Tools, materials, and equipment brought in by producer technicians will be cleaned daily. MOT will not accommodate storage of materials, tools, workboxes, or any non-show related items within MOT backstage areas. Producers are required to provide all storage needs for their production outside of the MOT backstage.

Equipment Cleaning

Shared tools and equipment will be disinfected before, during, and after each shift or anytime the equipment is transferred to a new team member.

Theatrical Production Systems

Use of electronic theatrical production systems (e.g., lighting consoles, video playback systems, audio mixing consoles, wireless microphone systems, wired microphones, communication systems, etc.) will be exclusively handled and cleaned by MOT staff. All technicians will wash their hands prior to using any electronic equipment, and at multiple intervals throughout the day.

Dressing Rooms

Dressing Room health and safety measures will be developed in coordination with each production and will be determined by the specific logistics of the cast and crew needs.

Communication

Visiting designers and crew will be assigned a radio and headset for use to communicate with MOT staff while they are in the building. The radios and headsets may not be shared and will be cleaned by MOT staff at the end of the call.

Follow Spot Operation

A hand sanitizing dispenser will be placed at the landing for use prior to descending the ladder. The operator will not be required to wear a face covering while operating the spotlight once in position on the catwalk. Not only does this location allow for safe social distancing, but also while working in this location, the operator's vision should not be impaired by wearing a face covering. Wearing a face cover is recommended, while in all other spaces in the building, except where otherwise noted.

Repertory Light Plot

While it is understood that the needs of the different shows will require moving and re-focusing lighting equipment from time to time. MOT Operations strongly encourages all producers to use the pre-set house lighting plot. While hanging or moving equipment, all technicians are recommended to wear face coverings and practice social distancing as much as possible within the constraints of each location.

Genie

Operating technician recommended to wear a face covering at the base of the lift but may remove it once the lift has reached its working height. Outriggers will be used to steady lifts, so that personnel can maintain social distancing requirements.

Props and Wardrobe

All props and wardrobe items will be cleaned and sanitized at the end of each day. Access will be limited to necessary production personnel.

Guidelines by Facility - Miller Outdoor Theatre

Common Areas

Visiting producers, production staff, and accompanying technicians will utilize the common areas of MOT backstage. Use of MOT offices and crew room is prohibited by personnel other than MOT team members..

Tables and Chairs

All tables and chairs that are used by the producing organizations will be cleaned and sanitized at the end of each day.

FRONT OF HOUSE

First Aid

The ticket office will be used for patron and personnel first aid.

Entrance

- All patrons are recommended to wear a face cover.
- Anyone displaying symptoms of COVID-19 as listed in **Team Member Safety** will be directed to the Hot Zone, as defined in the City of Houston Safety Protocols, or may be turned away before entering the facility. An individual may not return to the event unless authorized by a medical professional. Additionally, a Warm Zone, identified by the Facility, will be located 15-20 feet away from the Hot Zone and Cold Zone for PPE removal and disposal.
- Additional space will be required to accommodate longer but less densely packed queue lines waiting to enter the venue.
- Bilingual floor cling signage will serve as guides to maintain recommended 6-foot social distance between patrons waiting to take their seats.
 - Ushers will be placed at screening locations to assist with social distancing.
- The entrances at the back of the house will be closed.
- Hand sanitizer will be available throughout the area.

Ticketing and Box Office

- Free tickets for theatre seating under “The Roof” will be distributed prior to each production online beginning at 9:00 a.m. prior to performance date through 12:00 p.m. on performance days.
- The box office will be opened 90 minutes before each performance for pick-up of remaining tickets.
- The box office will otherwise remain closed during office hours.
- Patrons sixteen years and older may pick-up tickets, while supplies last.
- There will be only one box office window available during the stated open hours.
- Miller Theatre Advisory Board will post a phone number for reservations for those without online access or a printer.

Guidelines by Facility - Miller Outdoor Theatre

- Bilingual floor cling signage will serve as guides to maintain recommended 6-foot social distance between patrons while in line at the box office.
- Hand sanitizer will be available at the box office window.
- Each person is allowed a maximum of 4 tickets.
- Box office staff are recommended to wear face coverings during open hours.
- UNTIL FURTHER NOTICE - opening seats for non-ticketed guests five minutes before the start of each performance will be discontinued.
- Bilingual floor cling signage will serve as guides to maintain recommended 6-foot social distance between guests while entering the seating area.
- Patrons will show ticket, printed or on hand-held device) to each usher, who may then assist them in locating their seats.
 - Ushers will not take nor tear tickets.
 - Ushers will wear face coverings during seating, performances and while patrons exit the seating area.

Seating for Social Distancing

In order to ensure proper spacing between patrons, the following measures will be taken:

- Limit seating capacity at percentages recommended by city and state officials.
- Keep at least two empty seats (or 6-foot separation) between parties in any row, except as follows:
 - Two or more members of the same household may sit adjacent to one another, with two seats (or 6-foot separation) empty on either side.
 - Two individuals who are not members of the same household but who are attending together can sit adjacent to one another with two seats (or 6-foot separation) empty on either side.
 - Alternate rows between customers (every other row left empty).
 - Disinfect seats and frequently touched areas after performances taking place once each day.

Social Distancing on “The Hill”

One of MOT’s inherent and most beloved features is the opportunity for residents and visitors to attend a free performance outdoors in Hermann Park. In order to ensure social distancing on The Hill:

- The Hill seating will be on a first-come/first-served basis.
- Markers designating an 8-foot diameter circle, each spaced 12 feet apart will be placed on both the “chair” side and “blanket” sides of The Hill.
- Groups will be limited to 10 members within each designated space.
- Every effort will be made to enforce distancing once capacity is reached and performances have begun.
- Additional security may be required.

Protecting our Patrons

- Face coverings are recommended for all patrons both under The Roof and on The Hill, unless eating or drinking.
- Many evening performances will be simultaneously live streamed to make it possible for those who did not secure tickets or who are not able to attend and enjoy the free performances.

Guidelines by Facility - Miller Outdoor Theatre

Dining Bosque Seating and Concessions

There are no indoor dining facilities at MOT. A third party operates a concession stand with walk-up service windows.

The following will be implemented:

- Out of six windows, three will be opened during events to allow for social distancing.
- Picnic tables will be set 6 feet apart.
- Plastic shields will be installed at each point of sale.
- Contactless payment will be encouraged. Where not available, contact should be minimized.
- Bilingual floor cling signage will serve as guides to maintain recommended 6-foot social distance between guests in line at the concession stand.

Restrooms

- During business hours and events, housekeeping has increased cleaning of frequently touched surfaces.
- Cleaning times are logged and displayed on restroom doors.
- Hand towels are stocked, and trash will be emptied frequently.
- Touchless equipment such as: faucets, soap dispensers, toilet flushers, and hand dryers have been installed in all restrooms.
- Additional housecleaning team members may be added, when needed to increase cleaning frequency of the restrooms.
- Hand sanitizer dispensers are installed inside the restrooms.

Signage

Wall and digital signage has been posted reminding team members and visitors to follow the **Health Guidelines** listed above.

Event Safety Protocol Zones

- Zones will be established by the facility in consultation with the licensee per the City of Houston Safety Protocols.

Safety Officer Contacts for Miller Outdoor Theatre

- Andy Frain Security Assistant Project Manager - HFC, 832-418-2645 (Mobile)
- HFC Senior VP of Operations and General Manager, 713-853-8229 (Office), hfcvenueinfo@houstonfirst.com
- MOT General Manager, 832-487-7104 (Office) / 281-389-4334 (Mobile)
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Parking Garages

Avenida, Theater District, and Toyota Center Garages

HFC is working to reduce direct contact between guests and parking equipment and to minimize queues at pay stations during major events such as sporting events, concerts, and galas.

- The only payment option will be by credit card at entry device or at “pay on foot” stations nearby and throughout the garages.
- Touchless pre-payment options are available:
 - Online with Park Whiz: <https://www.parkwhiz.com/>
 - Via the Park Mobile App
- A UV-C sterilization lighting system that disinfects handrails has been installed on all escalators in the North and South Avenida Parking garage transit centers.
- During non-event times, there will no longer be Parking Ambassadors working in the garages.
- The Command Center, accessed by push button on each parking device, remotely answers questions and solves problems, such as raising gates and pushing fee payments to devices.
- During events, Parking Ambassadors will be placed at entries and will wear recommended PPE. They will be on site to answer questions and guide customers with respect to social distancing.
 - Parking Ambassadors provide much needed individual assistance and service to all customers during high traffic times in the garages.
- Maintenance and Cleaning staff regularly clean and disinfect all surfaces that are frequent points of contact.
- Touchless hand sanitizer stations have been installed in key locations.

Signage and Printed Materials

Digital

- Digital signage is displaying in all HFC facilities with digital display monitors, including the George R. Brown Convention Center, Jesse H. Jones Hall for the Performing Arts, Wortham Theater Center and Miller Outdoor Theatre.
- Digital signage is used to supplement physical signage to display important safety and procedural information within the facilities.
- Digital messaging pertaining to COVID-19 displays, on average, every hour for 15 seconds in all facilities and will run in rotation with general building signage.
 - To be standardized across all facilities:
 - Non-COVID messaging will display for a maximum of 10 seconds per slide or graphic.
 - After every third non-COVID slide or graphic, a COVID-19 informational sign or graphic will display for a minimum of 15 seconds and a maximum of 30 seconds per graphic.
 - If a client is displaying graphics in the facility for an event, COVID-19 messaging will display every third sign or graphic in rotation with client messaging. Client signs or graphics will display for a maximum of 10 seconds each.
 - Exceptions to these guidelines apply only to art walls in the GRB on the concourse level in the Grand Lobby area. COVID-19 messaging will run in between all non-COVID videos, with a maximum of 15 minutes of art content displaying for every 30 seconds of COVID-19 messaging.
- COVID-19 digital messaging will be clear, direct and standardized across facilities
 - All content and directives will be sourced directly from the CDC, WHO or local and state government and health officials.
 - All messaging is evaluated weekly for relevance and updated as needed, unless urgent new information is provided by local or national health officials.
- Resources and inspiration for successful digital signage campaigns: <https://www.digitalsignageconnection.com/3-examples-of-successful-covid-19-content-campaigns>

Printed

- Bilingual (English and Spanish) printed signage is displayed in all HFC facilities including the George R. Brown Convention Center, Jesse H. Jones Hall for the Performing Arts, Wortham Theater Center, and Miller Outdoor Theatre.
 - All printed/physical signage will be created to display procedural information for guests and team members.
- Bilingual printed signage is displayed at all building entrances, in elevators, near primary/frequent contact points, near sanitization equipment for public use, by restrooms, and in queuing areas.
- Signage will be standardized as much as possible throughout facilities to ensure consistent messaging.
- The intent of all printed signage is to display information that will not change regularly, so focus is on informing public of procedures that are to be followed in the building.
 - Information that is changed more than once per month will be displayed digitally. All printed signs are reassessed monthly for accuracy of information and to reflect any changes to procedures.

Signage and Printed Materials

- All printed materials are created by the GRB Graphics team to ensure consistent content.
 - Any changes to printed signage will be made through the GRB Graphics team.
- As often as possible, Operations team members will be responsible for hanging all signage around facilities and ensuring that signs are displayed in the correct locations.
 - Any requests for printed signs are to go through GRB Guest Services team.

Move to Digital Platforms

- Facility event coordinators will work with clients to move physical brochures to digital environments.
- Facility teams will work with internal partners such as the Welcome Center, arts organizations, and others who display brochures and magazines to facilitate a way to house those online.
- GRB website may possibly be used as a resource for housing brochures and information, or as a place to request physical copies of documents through an online portal.
- Guest Services will work with the Welcome Center team to move as many resources online as possible and will recommend <https://www.visithoustontexas.com/>.
- Information will be displayed at each Information Desk in HFC facilities with instructions on how to find online resources and to ensure that staffing companies working events in the facility have access to digital brochures.
- GRB website currently lists government and other COVID-19 Resources: <https://www.grbhouston.com/covid-19/>

Recommendations from the Event Safety Alliance (ESA):

- **Where to message:** Event website, venue website, social media channels, ticket purchasing site, emails pushed to online ticket purchasers, mobile app, emails, signage at ticketless events or young participants brought by their parents.
- **How to message:** Mobilize art and marketing department to promote good hygiene and health guidance without being intimidating; show pictures of patrons wearing face covering, staff in PPE cleaning the venue; goal is to normalize new safety procedures. Consider the medium of the messaging to ensure accessibility; messaging should be audible and visual. Event staff are often the best source of messaging. Train them to give correct messages and have prepared scripts to avoid misstatements or overstatements.
 - Involve HFC Marketing team to work with Convention Services team in engaging clients to include COVID-19 best practices on their websites.

Signage and Printed Materials

- What to message:** Messaging to the public will need to explain that the venue may screen people, meaning a basic test to identify potential disease indicators (e.g., fever, cough, sneezing), but the venue simply cannot guarantee that no one carrying infectious disease will be allowed to enter. It may be necessary to explain that some carriers are asymptomatic, even though that may scare away potential patrons who may incorrectly think every infected person shows symptoms. State whether wearing face covers is absolutely required as a condition of entry or merely recommended. Event and venue websites, mobile apps, and social media accounts (e.g., Facebook, Instagram, Twitter) should all post CDC recommendations regarding social distancing, face covers, gloves, expected patron behavior, reserve right to ask patrons, workers, or artists to leave if they are experiencing symptoms, encourage patrons in CDC high risk categories (over 60 years old, with underlying health conditions, weakened immune systems, or pregnant) to stay home.

Examples of Building Signage



Select References

This guide does not presume to offer medical guidance or opinions. Rather, we have based our operational suggestions on public health material produced by reputable authorities, and we have considered guidance written by our peers in related fields or businesses.

Center for Disease Control

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

World Health Organization

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Occupational Safety and Health Administration

<https://www.osha.gov/SLTC/covid-19>

National Institute of Health

For the General Public: <https://www.coronavirus.gov/>

Research: <https://www.nih.gov/health-information/coronavirus>

ADA

https://www.ada.gov/emerg_prep.html

"Governor's Strike Force to Open Texas," State of Texas, March 2, 2021.

<https://open.texas.gov/>

Harris County Resources

<https://www.readyharris.org/Stay-Safe>

"COVID-19-Related Guidance Documents for Industry, FDA Staff, and Other Stakeholders," US Food and Drug Administration

<https://www.fda.gov/emergency-preparedness-and-response/coronavirus-disease-2019-covid-19/covid-19-related-guidance-documents-industry-fda-staff-and-other-stakeholders>

"Wynn Las Vegas Health & Disinfection Program," Wynn Resorts, 11-4-2020

<https://www.visitwynn.com/documents/Wynn-Health-Plan.pdf>

"The Event Safety Alliance Reopening Guide for Event Professionals During the COVID-19 Pandemic," Event Safety Alliance, May 11, 2020.

<https://www.eventsafetyalliance.org/esa-reopening-guide>

Facility Protocols Work Group:

- **Sydney Dao**, Director of Retail Operations
- **Martha Garza**, Senior Operations Manager
- **John Gonzalez**, Senior Vice President of Operations and General Manager
- **Todd Holloman**, Director of Live Events and Experiences
- **Katelyn Orenchuk**, Senior Manager - Guest Services
- **Analisa Terrell**, Manager, Sustainability and Administration
- **Christine West**, Cultural Programs Manager
- **Nicole Young**, Assistant General Manager, Miller Outdoor Theatre
- **Brenda Wharry**, Senior Convention Services Manager