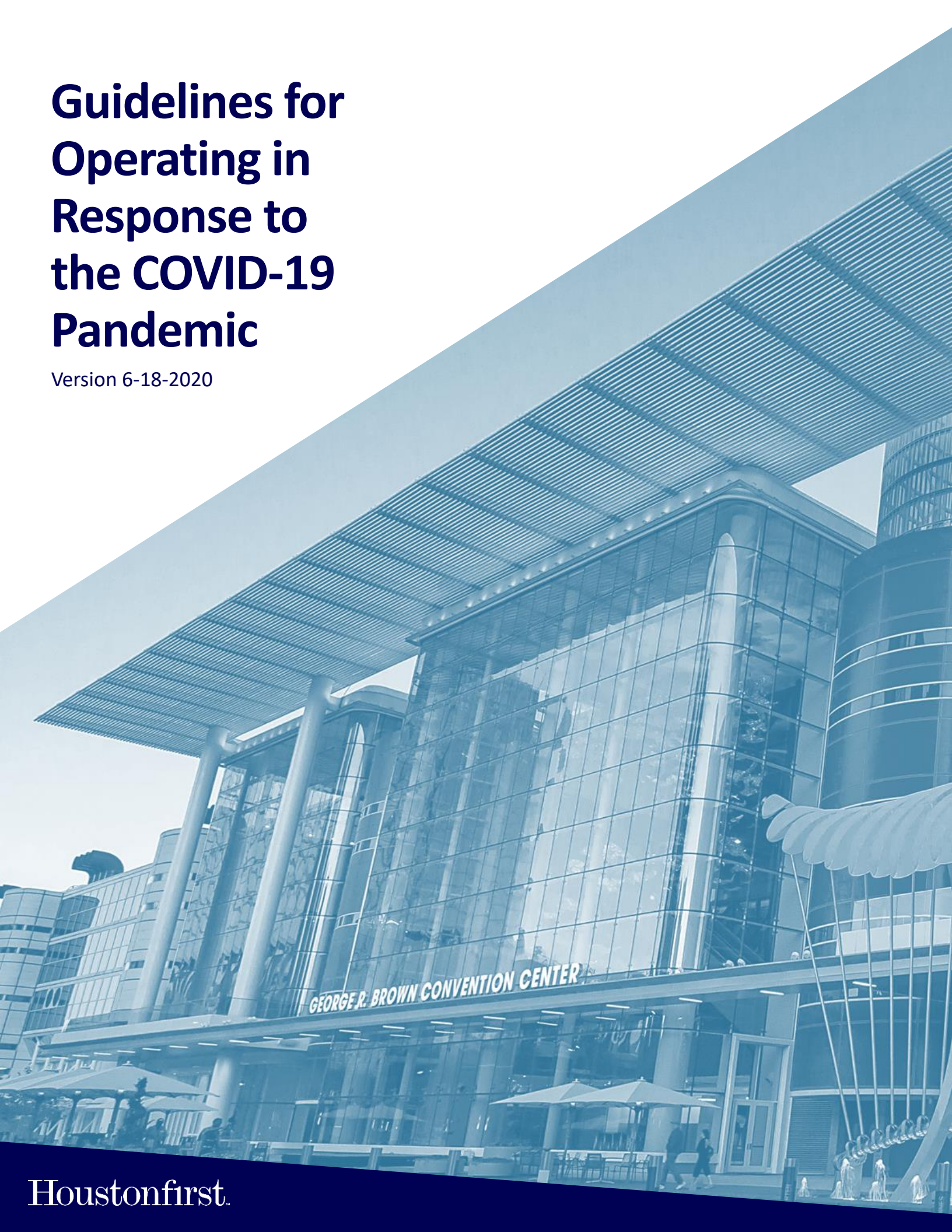


Guidelines for Operating in Response to the COVID-19 Pandemic

Version 6-18-2020



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. Effective immediately, all HFC facilities will 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 our state, county, and city 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:

- Stay home if you can.
- 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.
- Wear a face cover when in the company of others.
- Maintain a distance of over 6 feet between you and others not in your group.

What Are We Doing?

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 will continue to monitor the best practices and recommendations from leadership and the medical community.
- Security will manage entrance and exit points for all facilities, which includes executing check-in procedures that allow for contact tracing.
- All facilities will operate at no more than 50% capacity of maximum allowance, through September 8, 2020.

Introduction

- 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.
- 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, signage, team member monitors and other measures will be taken to ensure safe social distancing.
 - Autograph signing will no longer be allowed at events where fans may be present.
 - 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.
- 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.
- 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

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.

Government Guidelines

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

Harris County: <https://publichealth.harriscountytexas.gov/Resources/2019-November-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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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, will be 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 under ***Procedures for COVID-19 Screening***.
- Each team member will have their temperature taken before their shift begins.
 - Temperatures of 100.4 F (38.0 C) or greater could be a symptom of COVID-19.
 - HFC Team members and contractors will be issued a wristband each day, so that they may check-in at multiple facilities within a single day, but not go through temperature check at each entry.
- All team members are required to 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.
- 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.
- Lunch and break times will be staggered to minimize the number of team members in break areas at the same time. 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.
- Any team member exiting the facility and re-entering must repeat all screening procedures.
- Hand sanitizer and face coverings will be provided for each team member's personal use while on site.

Procedures for COVID-19 Screening

Anyone entering an HFC facility through public or service entrances will be required to complete both an online self-assessment and temperature check conducted by an Andy Frain Security Officer before access will be granted. All COVID-19 screening locations will be staffed by facility-appointed representatives. HFC reserves the right to refuse access to individuals who display new or worsening signs of possible COVID-19 infection including:

- 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

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.

Online Personal Assessment and Temperature Check

An online assessment for contact tracing purposes will be completed by anyone entering a HFC facility. Signage will be placed at every entrance listing a QR code to access the questionnaire on any handheld device with a camera and internet access. Team members should allow 5-10 minutes for entry at the start of their shift. Upon exit team members and guests will fill out a similar, but much shorter check-out questionnaire noting the time and location of their leaving the building.

The entry information to complete is as follows:

- 1) Name of Company
- 2) First and Last Name
- 3) Supervisor's Full Name
- 4) Phone Number (without dashes)
- 5) Email address
- 6) Are you checking in/out?
- 7) Prior History
 - a. Have you been turned away from another facility in the last 7 days?

Guidelines for All Houston First Teams

- 8) Symptoms
 - a. Have you exhibited any of the following COVID-19 Symptoms in the last 7 days?
 - i. Fever?
 - ii. Shortness of Breath?
 - iii. Dry Cough?
 - b. If you answered yes to any of the above symptoms, please comment on your symptoms
- 9) Testing
 - a. Do you, or a person you live with, have a pending or positive COVID-19 test?
- 10) Close Contact
 - a. Have you had close contact with a person having a suspected or laboratory-confirmed COVID-19 case within the last 14 days? Close contact is defined as being within approximately 6 feet of a COVID-19 case for a prolonged period or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on). Close contact can occur while caring for, living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case.
- 11) International Travel
 - a. Have you returned from international travel to a region with a Level 3 health notice or traveled via a cruise ship within the last 14 days?
- 12) Domestic Travel
 - a. Have you returned from domestic US Travel to a location with a Domestic Travel Advisory within the last 14 days?
- 13) Consent
 - a. I hereby state that I have answered the above questions honestly and to the best of my abilities. All personal information will be kept confidential and will only be used to help control the spread of COVID-19. This form is voluntary, but it is required before anyone can access the facilities.

The team member or guest will receive a 'Thanks' message on their phone and will be asked to show the response on the phone to the security officer. The security officer will then take the team member's temperature using a touchless thermometer.

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.
- A face cover and other PPE where required will be provided to all team members whose responsibilities require them to access public areas of all facilities.
 - If a team member arrives to work without their HFC distributed PPE, they will be directed to a location in each facility where they can purchase PPE needed for that day's work.
- All team members will receive mandatory training on how to effectively use and properly dispose of all PPE.

Guidelines for All Houston First Teams

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
 - Notify the local Health Department and be prepared to discuss the impacted areas and impacted team members
 - 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 of a sick person with COVID-19 for about 10 minutes – 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

Signage will be 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.
 - Depending on the activity in each facility, this may be as often as every 15 minutes or at the least every hour.
 - 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.
 - This includes all team member work areas during business hours.

Guidelines for All Houston First Teams

- Restrooms
 - When open, and during business hours, a monitor will be placed at every restroom location 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.
 - In most cases, no more than two people will be allowed in a restroom at one time.
 - A cleaning log will be kept on restroom doors.
 - Where possible, only touchless hand dryers will be available.
 - Touchless faucets and trash cans will be installed in all HFC facilities.
- Seating has been adjusted to limit the number of people at tables in break areas in order to practice safe social distancing.
 - No more than two chairs are set at any table in public spaces.
- Plastic guards have been installed in all facility security, retail, and reception locations for the protection of staff and guests.

Guidelines by Facility - George R. Brown Convention Center

Exhibitors and Attendees

Anyone entering an HFC facility through public or service entrances will be required to complete both an online self-assessment and temperature check conducted by an Andy Frain Security Officer before access will be granted.

Should any of the above symptoms of COVID-19 listed in ***Procedures for COVID-19 Screening*** 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 not be allowed access to event or public spaces until their symptoms can be reviewed by the event's management team or designee 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 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 required to quarantine on site with limited access to the public or public spaces.

Recommendations for Clients

The facility management team recommends including information about entry points, online assessments, and temperature checks, as well as revised refund and exchange policies, in client pre-event information guides, programs, and event websites. New entrance and screening procedures may cause delays for visitors and event attendees.

For the safety of all visitors and guests, facility management recommends that all event managers enforce similar screening procedures for COVID-19, including recommendations for individuals displaying signs and symptoms of infection. 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 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 skybridges located on the Mezzanine Level, or Level 2, of the facility on the north and south sides. No public access will be permitted through any other facility entrances.
 - Team Member Check-In will be placed at these locations.
- 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 on Polk Street.
- Event day entry into the building will be restricted to four access points: Lobby A and Lobby E on the Concourse Level, or Level 1, and the skybridges on the Mezzanine Level, or Level 2, of the facility.
- 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.
- Temperature checks and online self-assessments to identify potential symptoms of COVID-19 will be conducted by designated facility representatives at all entry points for anyone seeking access into the building.
 - HFC Team members and contractors will be issued a wristband each day, so that they may check-in at multiple facilities within a single day, but not go through temperature check at each entry.
- All ticketing and registration will be migrated to an electronic/paperless system.
- All visitors and event attendees will be required to wear a face cover at all times while in public spaces within the facility.
 - Considerations may be made for vision or hearing-impaired patrons, as well as those otherwise unable to wear a face cover for health reasons.

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 two 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.
- During events, a team member will be stationed on each floor near the elevators and escalators to enforce distancing. This monitor will also sanitize buttons and handrails as often as every 15 minutes and no less than every hour.

Elevators and Escalators

- Aisles are expanded to 6 feet in width.
- Theater seating will have 6-foot aisles between chairs.
- Classroom seating will be one chair per table.
- Banquet seating will be four chairs per table.
- The number of attendees entering the exhibit halls should be limited.
 - Recommendations are one attendee per 36 square feet of event net square footage.

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.

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 will be required to order booth cleaning services online.
- A Service Desk will no longer be provided during events, but a representative will be available by phone or email.
- For exhibitors who have issues or questions regarding services, below is the contact information: (713) 853-8907 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-18, restaurants may operate for dine-in service up to 75% of the total listed occupancy of the restaurant and may not offer valet services except for vehicles with placards or plates for disabled parking. For updates and information on occupancy maximums:

<https://open.texas.gov/uploads/files/organization/opentexas/OpenTexas-Checklist-Restaurants.pdf>

Restaurants may continue to provide to-go or delivery services.

- The following are the minimum recommended health protocols for all restaurants choosing to operate in Texas:
 - 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.
 - Parties of no more than six people will be seated at a table.
 - Do not leave condiments, silverware, flatware, glassware, or other traditional tabletop items on an unoccupied table.
 - Provide condiments only upon request, and in single use (non-reusable) portions.
 - Use disposable menus (new for each patron).
 - If a buffet is offered, restaurant employees should serve the food to customers.
 - 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 Labor Check-in on Polk Street.
- Labor Check-in area will be marked to ensure a 6-foot distance between associates waiting to go through.
- Only one associate will be allowed in the room at a time.
- 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 will be available by each timeclock location and team members will be 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 will be 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 will be 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.

Health Center

A Health Center will be designated in the GRB to assist with managing all COVID-19 related activities across all HFC facilities that may not otherwise be able to take place in offices, back of house, or public areas.

Safety Officer Contacts for the GRB

- Andy Frain Project Security Manager, HFC at 832-919-9564 (Mobile)
- Andy Frain Assistant Project Security Manager, HFC at 832-418-2410 (Mobile)
- HFC Senior VP of Operations and General Manager (Office) 713-853-8229, 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

Andy Frain Security Location for HFC Team Member Check-in

- Check-in station will be set up in the Garage Elevator Lobby, near the entrance from Avenida North Garage on Level 2.
 - Check-in location will allow space for social distancing.

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 be identified prior to checking in by facility or company management and provide photo identification.

Parking

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

Elevators and Escalators

- Only two guests are allowed per elevator car.
- Signage will be placed in and outside of elevators.
- Hand sanitizer units will be added to each elevator car in the building elevators.
- During business hours, a team member will be stationed on each office floor near the elevators and escalators to enforce distancing. This monitor will also sanitize buttons and handrails as often as every 15 minutes and no less than every hour.

Restrooms

- During business hours, one monitor will be placed on office level floors to oversee the number of people using the restroom and to clean and sanitize as often as every 15 minutes or no less than every hour.
- In most cases, no more than two people will be allowed in a restroom at one time.
- When areas of facilities are not in use, restrooms in those locations will be locked or otherwise unavailable for use.
- A cleaning log will be kept on restroom doors.

Guidelines by Facility - Partnership Tower

- Only touchless hand dryers will be available.
- Touchless faucets and trash cans will be installed in all HFC facilities.
- Facial tissues and hand sanitizer will be available in all public and team member restrooms.

Breakrooms and Print-Copy Areas

- Sanitizing wipes will be supplied in both breakrooms and print-copy areas for team members to wipe down equipment before and after use.
- During business hours, housekeeping will clean these areas every 15 minutes or no less than every hour.
- Team Members are encouraged to bring their own food and beverages. Vending machines and water coolers will be available for use. Microwave ovens will also be available, as well as coffee makers that brew individual servings.
- Food delivery services will 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 will be 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 will be reduced to allow social distancing.
- New room attendee maximums will be posted based on reduced seating.
- When scheduling, team members should allow 45 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 Project Security Manager, HFC at 832-919-9564 (Mobile)
- Andy Frain Assistant Project Security Manager, HFC at 832-418-2410 (Mobile)
- HFC Director of Human Resources (Office) 713-853-8108 / (Mobile) 832-370-3251
- 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*.

Andy Frain Security Locations for Team Member Check-in

- Retail team members will check-in at the GRB locations near the skybridges on Level 2 at the north or south ends of the building.

Protecting our Guests

- The number of guests allowed inside the store at one time is limited to 50% capacity at each retail location to ensure social distancing.
 - Number will vary per location.
- Guests are required 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 will be available at all entry points and other locations in the stores.
- 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 will 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*.

- Additional PPE requirements for retail team members:
 - Gloves are required for all cleaning and disinfecting procedures, processing all new merchandise, handling cash when needed, and re-stocking.
- 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 will be adjusted to allow for safe social distancing.
- A new delivery drop-off and pick-up location will be designated in the PT.
 - Delivery workers must go through building check-in.

Cleaning and Disinfecting

- Team members and when available, Housekeeping, will disinfect frequently touched equipment and surfaces on the sales floor every 15 minutes or after every use.
 - This includes computers, sales terminals, door handles, cooler handles, counters, and hangers.
- Cleaning activity will be logged.
- Dressing room will be cleaned and disinfected after each use.

Guidelines by Facility - Retail Operations

- 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

- Cash payments are no longer accepted.
- Contactless payment such as Apply Pay, and Tap Pay are encouraged.
- Credit cards 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 the GRB

- Andy Frain Project Security Manager, HFC at 832-919-9564 (Mobile)
- Andy Frain Assistant Project Security Manager, HFC at 832-418-2410 (Mobile)
- HFC Senior VP of Operations and General Manager (Office) 713-853-8229, 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

Employee Points of Entry and Exit

- Stage Door – 510 Preston Street
- Wortham Theater Center Tunnel Entrance
- Box Office – 550 Prairie Street
- NOTE: During Flood Mitigation Construction through June 2020, staff entry point will change to the Prairie Lobby (550 Prairie, north side of street).
 - The Security Desk at Stage Door will be inaccessible, and the Texas Lobby will not be staffed during this time.

Andy Frain Security Locations for Team Member Check-in

- Stage Door – 510 Preston Street
- Lobby – Texas Entrance
- NOTE: During Flood Mitigation Construction through June 2020 – Security screening will take place in the Prairie Lobby (550 Prairie, north side of street).
 - The Security Desk at Stage Door will be inaccessible, and the Texas Lobby will not be staffed during this time.

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 through the Prairie Lobby, team members may take the elevator up to their designated office floor.
- Hand sanitizing stations will be installed throughout the facility.
- Interior doors, where secure, may be propped open to allow for touchless entry.
- Due to narrow hallways and other tight spaces, one-way directional pathways may be designated and marked with signage.

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 will 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 as often as every 15 minutes or no less than every hour.
 - Cleaning times will be logged on restroom doors.

Guidelines by Facility - Wortham Theater Center

- Facial tissues will be available in all public and staff restrooms for use on doors and other frequently touched areas.

Elevators and Escalators

- Depending on the size of each elevator, only two or three guests will be allowed per elevator car.
- Signage will be placed in and outside of elevators.
- Depending on event activity and usage, a team member will be stationed on each floor near the elevators and escalators to enforce distancing. This monitor will also sanitize buttons and handrails as often as every 15 minutes and no less than every hour.
- Hand sanitizer will be available throughout the building, including in the restrooms.

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

- Temperature Check and Health Screening:
 - At a designated check-in location, preferably outside the venue perimeter, an approved and medically trained worker wearing a face cover and gloves, will take the temperature of every patron and conduct a brief visual screening for symptoms of fever or infection.
 - If the patron is healthy enough to enter, at the sole discretion of the medically trained worker, then they may continue through the screening process.
- 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: 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.

Guest Services

- Ticketing and Box Office – 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.

Guidelines by Facility - Wortham Theater Center

- Complimentary tickets will only be mailed to patron for distribution.
- Windows will remain closed during box office hours and only open on performance days.
- Open every other window. 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 floor cling signage to designate 6-foot spacing for social distancing.
- Place hand sanitizer at each window.
- If a transaction cannot be contactless (example: printing tickets and handing to patron), new gloves must be worn for each transaction. Procedure: sanitize, put on gloves, remove gloves at the end of transaction, and sanitize.
- Clients will not be permitted in box office.
- Box office reports and statements will be sent, signed, and returned electronically.
- Electronic Ticket Scanning
 - Scanning ushers will wear gloves and 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 six 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.

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 and the proper way to wear a face cover.

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 will 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

Safety Officer Contacts for Wortham Theater Center

- Andy Frain Security Assistant Project Manager, HFC at 832-418-2645 (Mobile)
- HFC General Manager, (Office) 832-487-7020 / (Mobile) 832-465-6903
- 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.

Employee Points of Entry and Exit

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

Andy Frain Security Locations for Team Member 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 will be spaced, and seating reduced to two chairs per table to accommodate social distancing.
- Courtyard seating will be reduced to two chairs per table.

Queuing for Social Distancing

- For patron screening a socially distanced line outside may be placed alongside of the building near the door closest to Capitol Street.

Safety Officer Contacts for Jones Hall

- Andy Frain Security Assistant Project Manager, HFC at 832-418-2645 (Mobile)
- HFC General Manager, (Office) 832-487-7053 / (Mobile) 832-986-7709
- HFC 24-hour Dispatch, 713-853-8087

Guidelines by Facility - Miller Outdoor Theatre

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

At this time, the theatre is closed, and the facility's primary function is to provide one of the few public restrooms in the entirety of Hermann Park.

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 Check-in

- Lobby Door – MOT Lobby staffed by Andy Frain from 9:00 a.m. to 5 p.m., Monday through Friday.
- An Andy Frain Rover officer is on site 24/7 and may be contacted to conduct team member screening upon arrival during off hours and weekends.

Restrooms

- During park open hours, a monitor will be placed at the restroom locations.
- Housekeeping will clean restrooms every 15 minutes or, where possible, after every use. Cleaning times will be logged on the door. Hand towels will be stocked, and trash will be emptied.
- Two additional housecleaning team members will be added to increase cleaning frequency of the restrooms.
- Hand sanitizer dispensers will be installed inside the restrooms.

Offices and Other Spaces

Team members will make every attempt to social distance in the tight locations of the MOT offices.

Signage

Plastic sandwich boards, and stake signs will be posted reminding team members and visitors to follow the ***Health Guidelines*** listed above.

Safety Officer Contacts for Miller Outdoor Theatre

- Andy Frain Security Assistant Project Manager, HFC at 832-418-2645 (Mobile)
- HFC General Manager, (Office) 832-487-7104 / (Mobile) 281-389-4334
- 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 with payment 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
- 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, will remotely answer questions and solve problems, such as raising gates and pushing fee payments to devices.
- During events, Parking Ambassadors will be placed at entries and will wear required PPE. They will be on site to answer questions and guide customers with respect to social distancing.
 - Parking Ambassadors will provide much needed individual assistance and service to all customers during high traffic times in the garages.
- Valet parking will not be offered until further notice.
- Maintenance and Cleaning staff will regularly clean and disinfect all surfaces that are frequent points of contact.
- Touchless hand sanitizer stations will be installed in key locations.

Signage and Printed Materials

Digital

- Digital signage will be displayed 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 will be used to supplement physical signage to display important safety and procedural information within the facilities.
- Digital messaging pertaining to COVID-19 will display, 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 will be 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

- Printed signage will be displayed 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.
 - All printed/physical signage will be created to display procedural information for guests and team members.
- Printed signage will be 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 will be on informing public of procedures that will be followed in the building.
 - Information that is changed more than once per month will be displayed digitally. All printed signs will be reassessed monthly for accuracy of information and to reflect any changes to procedures.

Signage and Printed Materials

- All printed materials will be created by the GRB Graphics team to ensure consistent content.
 - Any changes to printed signage will be made through the GRB Graphics team and sent out for reprinting.
- 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 will 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

"The Governor's Report to Open Texas," State of Texas, April 27, 2020.

<https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Report.pdf>

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

"Order of County Judge Lina Hidalgo: Use of Face Covering," Harris County, Texas, April 22, 2020.

https://www.readyharris.org/Portals/60/documents/04-22-20_Order_of_County_Judge_Hidalgo_for_use_of_face_covering.pdf

"Food Safety and the Coronavirus Disease 2019 (COVID-19)," US Food and Drug Administration

<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-COVID-19>

"Wynn Las Vegas Health & Disinfection Program," Wynn Resorts, Version 4.7.1

<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**, Convention Services 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**, Executive Assistant
- **Kelly Wolf**, Director of Convention Services
- **Christine West**, Cultural Programs Manager
- **Nicole Young**, Assistant General Manager, Miller Outdoor Theatre