



IRVING
CONVENTION CENTER
AT LAS COLINAS



SAFE OPERATING PLAN

Introduction



Welcome to the Irving Convention Center at Las Colinas!

As the focus on COVID-19 shifts from total containment strategies to exploring the reopening of economies, the Irving Convention Center (ICC) has been developing its COVID-19 Safe Plan to enable the venue to reopen in the safest way possible. We have gone to great lengths to ensure your safety, the safety of your guests, and our employees while maintaining the highest levels of customer service in a safe and clean environment.

The ICC is managed by ASM Global (ASMG) on behalf of the City of Irving. ASMG is the world's leading venue management and services company, which has enabled us to tap into the expertise and experience of a global network of over 325 facilities in developing our COVID-19 Safe Plan to fully reopen with visitors through the VenueShield program. Developed exclusively by ASMG, VenueShield customized a comprehensive plan for the reopening of our building, taking into account guidance provided by health authorities.

When you arrive at the center, you'll notice many safety enhancements, like many more hand sanitizer stations throughout the facility, signage and floor markings to enforce social distancing, as well as housekeeping staff carefully sanitizing the building multiple times a day. Behind the scenes, the ICC has employed new safety protocols and procedures, improvements to enhance air quality, and state of the art sanitation equipment.

About the VenueShield Program

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

The program is designed to provide an evolving approach to the unique aspects of ASM Global-managed venues and is guided by input from the company's venue experts around the world, representing every venue type. The worldwide VenueShield Task Force is continuing to refine and develop the VenueShield Program by collecting and monitoring data, researching new technology and products, and updating best practices.

Thank you again for considering the Irving Convention Center at Las Colinas. We are thrilled to welcome you to Irving, Texas.

Sincerely,

Tom Meehan
General Manager, Irving Convention Center at Las Colinas



Table of Contents



Protecting the Health and Safety of the Workforce and Guests

Cleaning the facility to the highest standards

Environmental Hygiene

Cleaning the facility to the highest standards

Customer Journey

Understanding the anatomy of our events to create appropriate physical distancing

Food Service

Providing safe and enjoyable food

Techology and Equipment

Exploring the new role for technology and equipment

Public Awareness

Communicating our enhanced operational protocols



Protecting the Health & Safety of the Workforce and Guest



Integrating health and safety best practices at the Irving Convention Center are an important part of the VenueShield Safely Operating Plan. General information and health and safety best practices related to COVID-19 are included below.

About COVID-19

COVID-19 is an infectious disease caused by a coronavirus strain called severe acute respiratory syndrome coronavirus 2 (SARs-CoV-2). Coronaviruses are a family of viruses that can infect humans and animals. The SARs-CoV-2 strain was not known to occur in humans before 2019. As of this writing, there is no vaccine or cure for COVID 19.

How does it spread?

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

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

What are the symptoms?

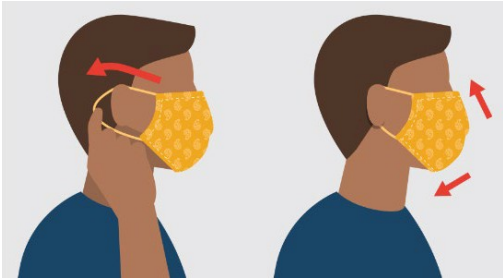
COVID-19 symptoms include fever, cough, shortness of breath, muscle or body aches, headache, fatigue, sore throat, runny nose, nausea or vomiting, and diarrhea (CDC, 2020). The disease may exacerbate underlying medical conditions (e.g., pulmonary or cardiac disease), lead to pneumonia, or occur as part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

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

What actions prevent transmission?

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



Action	Key Points
<p>Stay home if you have symptoms or have been exposed</p> <p>Staying at home and avoiding contact with others is crucial to slowing the spread of COVID-19.</p>	<ul style="list-style-type: none"> Stay at home and isolate yourself from others to the extent possible if you have symptoms of COVID-19. If you have been exposed to someone with COVID-19, stay at home for 14 days after the exposure, check your temperature twice a day, and watch for symptoms of COVID-19.
<p>Practice social distancing</p> <p>Social distancing, also called “physical distancing,” means maintaining space between yourself and other people.</p> <p>According to the CDC, spreading the virus is more likely if two people are closer than 6 feet to each other.</p>	<ul style="list-style-type: none"> Stay at least 6 feet (about 2 meters) from other people, including when standing in line. Note: The recommended social distancing metric may change with time and may vary depending on location. Avoid all non-essential social interactions. Protect yourself and others by wearing a mask in situations in which social distancing is not possible. Don't allow social distancing to take precedence over safe working conditions.
<p>Wear face coverings</p> <p>According to the CDC, face coverings have been shown to be effective in reducing the spread of COVID-19, especially in close environments. The CDC recommends wearing cloth or disposable face coverings in public settings in which social distancing is difficult to maintain.</p> 	<ul style="list-style-type: none"> Before putting your face covering on, wash your hands and make sure the covering is clean. Make sure your mouth and nose are fully covered and that the covering fits snugly against the sides of your face so there are no gaps. Change your mask if it becomes unclean, after sneezing or coughing, and at the end of a work shift. Be careful not to touch your eyes, nose, and mouth when removing your face covering. Wash your hands immediately after taking it off. Wash your cloth face covering after each use in the washing machine or by hand using a bleach solution and allow it to dry completely. Click here for more information on how to properly wear, take off, and clean a cloth mask.
<p>Practice good hand hygiene</p> <p>Washing your hands with soap and water mechanically removes pathogens. If you don't have access to soap and water, use an alcohol-based hand rub. Using hand rubs inactivates SARS-CoV-2.</p> <p>Hand hygiene is the responsibility of all employees and guests.</p>	<ul style="list-style-type: none"> Wash your hands with soap and water for 20 seconds: <ul style="list-style-type: none"> When your hands are visibly soiled Before eating Before putting on gloves Between changing gloves After using the restroom Be sure to dry your hands thoroughly. If soap and water are not available, use an alcohol-based sanitizer with greater than 60% ethanol or 70% isopropanol.
<p>Wear gloves</p> <p>The CDC recommends wearing gloves only when cleaning and disinfecting surfaces and when caring for someone who is sick. Wearing gloves is otherwise not recommended because of the risk of spreading the virus if the gloves are contaminated.</p>	<ul style="list-style-type: none"> Wash your hands before putting gloves on. Change your gloves if they are damaged or torn and after sneezing, coughing, or blowing your nose. Wash your hands after taking off your gloves and before putting on new ones.
<p>Clean and disinfect surfaces</p> <p>Hard, non-porous surfaces can harbor SARS-CoV-2 for more than 3 days.</p> <p>Cleaning refers to the removal of the virus from surfaces; it does not kill the virus.</p> <p>Disinfecting refers to using chemicals that kill the virus on surfaces.</p>	<ul style="list-style-type: none"> Wear disposable gloves to clean and disinfect. Clean surfaces using soap and water and then disinfect them using an EPA-approved disinfectant. Disinfect high-use surfaces and objects frequently. Wear disposable gloves to clean and disinfect. Clean surfaces using soap and water and then disinfect them using an EPA-approved disinfectant.

Accessibility

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

- Ensuring that the points of ingress or egress are accessible, particularly in venues that have reduced the points of ingress or egress
- Ensuring that accessible seating is available in venues that have temporarily reduced capacity
- Providing an expedited procedure for guests who are unable to wait in long lines
- Consulting with a local advocate for persons with disabilities

Where to Get More Information and Guidance

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

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

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

The World Health Organization (WHO)

The WHO has published a COVID-19 risk assessment and mitigation checklist for use by mass gathering organizations.

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

Local Health Authorities

The Irving Convention Center has implemented safety protocols in compliance with local health authorities, including Dallas County Health and Human Services (DCHHS) and the Texas Department of State Health Services, for current guidance and applicable restrictions.





The Environmental Hygiene section includes best in class practices related to cleaning and disinfecting venues. ASM Global and AECOM, a leading infrastructure firm within the industry, have partnered together to create best in class cleaning and disinfected practices for ASMG venues to implement in response to the COVID-19 pandemic. These practices have been customized to create specific cleaning and disinfecting operating practices for the Irving Convention Center. These customized standard operating practices (SOPs) are referenced in this section of the Irving Convention Center Safely Operating Plan.

Environmental Hygiene Guidance

This Guide summarizes the worker and venue Environmental, Health, and Safety (EHS) regulatory requirements impacted by COVID-19 cleaning and disinfecting procedures, and references ASMG Standard Operating Procedures (SOPs) where appropriate. Protocols/SOPs that focus on specific spaces, surfaces, and material disinfection are referenced throughout.

Detailed information on environmental hygiene best practices and guidance for the Irving Convention Center facilities are provided in the Environmental Hygiene Plan, which is available on request and covers general cleaning and disinfection protocols for the ICC. In addition to space-specific protocols/standard operating procedures (SOPs), the Environmental Hygiene Plan includes four stand-alone protocols/SOPs that provide guidance for unique circumstances including disinfection after high-risk alternate use, and during special operations.

General Precautions

All employees, contractors, and subcontractors entering the ICC are required to take general precautions and assume responsibility for their own safety by regularly washing hands, maintaining physical distance from others, and using appropriate Personal Protective Equipment (PPE).

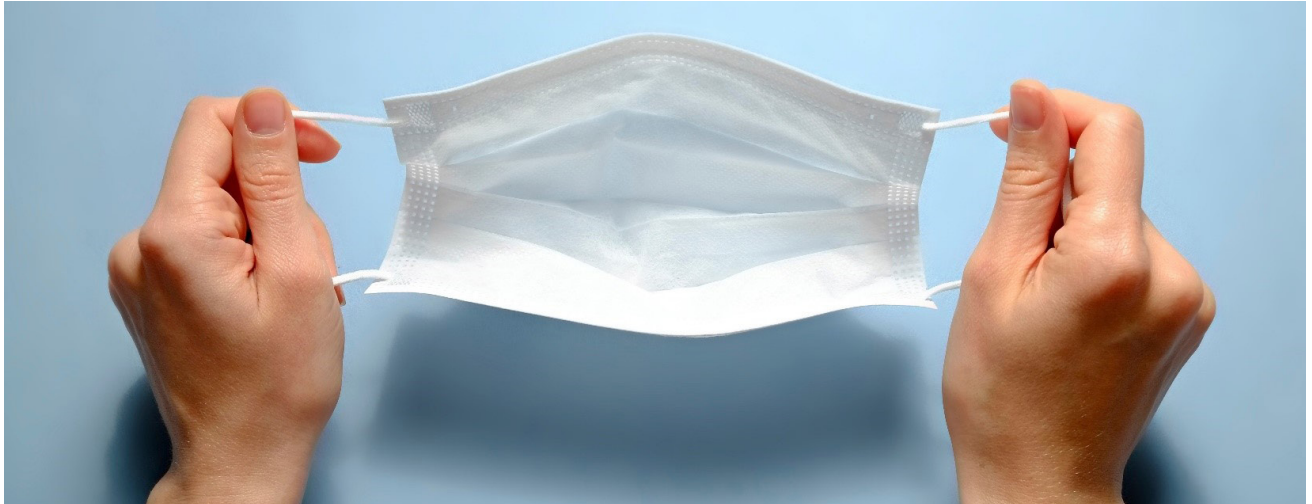
Handwashing: Handwashing facilities with soap are readily accessible throughout the venue. All personnel are encouraged to wash their hands frequently for a minimum of 20 seconds using soap and water throughout their work shift.



Physical (Social) Distancing

All individuals are advised to maintain a minimum 6-foot (2 meters) distance between each other. Additionally, the Irving Convention Center is following all local and state requirements as they relate to social distance and the maximum number of people within a meeting room.

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



Personal Protective Equipment

Face Coverings

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

Provision of PPE and Training

ASM Global and the Irving Convention Center have selected appropriate PPE and provides it to workers in accordance with OSHA's PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff receive training relative to appropriate use of the PPE. Staff is trained to immediately contact their supervisors if any PPE or engineering controls are not working correctly. Contractors are responsible for administering their own compliant PPE program.



Protocols / SOPs

The Irving Convention Center facility management has quick access to comprehensive disinfection protocols specific to the facility's operational needs. Detailed information is available in the Environmental Hygiene Plan document.

Contractor Plans

Contractors may be used to clean and disinfect specific areas where significant contamination has taken place. Contractors must meet ASMG safety criteria for cleaning and disinfection procedures. All contractors provide a decontamination and disinfection plan before starting.

Waste

All disposable supplies from routine cleaning and disinfection, such as cloths, disinfecting wipes, and PPE are disposed of in sealed or closeable containers. All disposable supplies from cleaning and disinfecting suspected or assumed sources of COVID-19 are disposed as biological waste, in accordance with pertinent regulations.

Surfaces

Surfaces, especially high-touch surfaces, are frequently disinfected to prevent virus transmission, which has been shown to survive on hard non-porous surfaces for more than 3 days.

Training

All Irving Convention Center workers using cleaning and disinfecting SOPs are trained in all applicable EHS programs. Contractors and vendors are responsible for training their employees.

Applicable ASM Global Procedures

ASMG has developed detailed policies and procedures for all components of its VenueShield program, including: Safety and Health Best Practices; Infection Control; Hazard Communication; Personal Protective Equipment; Respirator Safety; and Contractor Safety. A summary of applicable ASM Global EHS policies is available on request.



Deep Clean Program

Below are highlights of the Irving Convention Center's Deep Clean Program:

- Daily cleaning to remove organic material and bioburdens
- Apply EPA-approved disinfecting products that eliminate viral pathogens and bacteria
- High-touch surfaces and objects are disinfected multiple times a day
- Restrooms are cleaned frequently
- Carpets and other flooring are cleaned and disinfected after each event, including the use of powered misting disinfectant sprayers to disinfect rooms after each use
- Custodial staff trained in latest disinfection techniques
- Installation of additional hand sanitizer dispensers
- Communication guidance and tools to reassure returning employees and customers about facility cleanliness
- All OSHA standards for cleaning and employee protection are met



WASH
HANDS



DISINFECT
SURFACES



DISINFECT
HANDS



USE
FACE MASK



USE
RUBBER GLOVES

Keep It Clean Program

In order to sustain a clean environment for employees, contractors and guests, VenueShield approved products are used to provide confidence that spaces are regularly being cleaned to the same standards as the Deep Clean Program.

The Irving Convention Center housekeeping guidelines incorporate updated procedures, staff training, and additional disinfectant products to address the cleaning expectations of today's COVID-19 era. Enhancements include products with shorter dwell times, increased cleaning frequencies and upgraded cleaning validation and quality control techniques.

- Daily cleaning to remove organic material and bioburden
- High-touch surfaces and objects are disinfected multiple times a day
- Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency
- Enhanced communication tools targeted to employees, contractors and guests for awareness
- Thoroughly sanitizing the building at the end of each day



High Touch Surface Areas

High Touch Surfaces are defined as surfaces or objects which are touched or handled frequently by employees, contractors and guests. If not properly cleaned and sanitized, these touch points can serve to spread disease from one person to another. In fact, it is impossible to have a healthy building if high touch surfaces are not emphasized. The key to minimizing the spread of disease is to clean and sanitize these surfaces frequently.

Team Training and Safety

The Irving Convention Center VenueShield Team is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety.

Pre-Shift Meetings

- New Product & Cart Setup
- High Touch Surface Schedules
- Cleaning vs. Sanitation

Safety Training

- Respiratory Safety
- Dusting Techniques
- Physical Distancing
- Personal Protective Equipment
- Infection Control
- Hazard Communications
- Contractor Safety
- Covid-19 Awareness Training
- Restroom Cleaning
- Product Use Training
- Equipment Operation Training

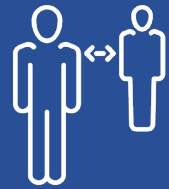
Standard Operating Procedures (SOPs)

The Environmental Hygiene Plan document includes detailed cleaning and disinfecting protocols related to specific circumstances that take place at the Irving Convention Center. The Irving Convention Center has developed specific standard operating procedures (SOPs) per the chart below; details of these SOPs may be accessed on request.



Category	Topic Area / Name
General	Re-Opening After Shutter
	Re-Opening After High Risk Use
	Special Disinfection Scenario Procedures Occurring During Normal Operations
	Mechanical System
	Personal Protective Equipment
	Disinfectants Selection and Use
	Cleaning Procedures
	Electronic Equipment
Category I: Public / Front of the House	Event Floor
	Entry Lobbies
	Public Circulation (Concourse)
	Corridors
	Vertical Circulation (Stairs, Elevators, Escalators)
	Seating
	Restrooms
	Support Spaces
	Support Spaces Mother's Rooms, First Aid
	Interior Finished Spaces (Lounges, Meeting, Suites, Ballrooms)
	Pre-Functional Space
Category II: Operations - Back of House	Security
	Loading Dock
	Trash and Compactor Areas
	Custodial Areas
	Laundry
	Storage Areas
	Maintenance Shops
Category III: Food Service and Merchandising	Concession Stands
	Eating Areas
	Kitchens
	Pantry / Prep-Kitchens
Category IV: Administration Areas	Offices, Conference Rooms, Shared Offices
Category V:	Mechanical Rooms and Component SOPs
Category VII: Convention Center	Media/Production Control Rooms
	Event Organizer Space
	Ballrooms
	Presentation Room
	Divisible Meeting Room
	Exhibit Halls
	Outdoor Gathering Space





The heart of the Irving Convention Center Safe Operating Plan focuses on the guest experience, and the changes that have been implemented throughout the building to assure our guests' safety.

We have three customers for every event at the Irving Convention Center: the show organizer, the exhibitor, and the attendee. The customer journey begins when guests and meeting planners initially tour the facility and the life cycle of events occur in three phases: move-in, the event, and move-out. Recognizing the need to reinforce current physical distancing and proper safety protocols we have implemented the following protocols for our customer journey.

Arrival and Departure

- All doors are designated as either entrance or exit doors to maintain guest traffic flow in the same direction.
- External signage will indicate entry and exit locations.
- External signage will clearly display terms and conditions of entry.
- Entrance doors will remain open when possible for contactless entry.
- Hand Sanitizer stations with supporting safety signage are located at all entrances and exits.
- Temperature screening services are available upon event organizer request.
- Each member of our event team is subject to health screenings and temperature screening protocols.
- People flow is managed through changing direction of escalator units throughout the day.
- Six feet (5 steps) physical distancing on all escalators and stairs based on current CDC guidelines.
- Limited occupancy in elevators is enforced.
- Facility staff will support the safe flow of people throughout the facility.



Exterior Transportation Areas and Parking Garage

- Drop off/pick up locations will be stationed sufficiently apart to allow for physical distancing
- Contactless payment upon exit of the parking garages

Registration Areas

Registration plans must be provided to the Event Manager in advance. Our Event Managers are trained to review these to identify the best ways to deliver the client's needs, while protecting those in a registration queue. Event Managers will review registration plans for the following and may make recommendations to the event organizer to better assure attendee safety.

Registration area recommendations include:

- Physical distancing based on current CDC guidelines
- Queue line spacing plan
- Use of stanchions to direct attendee flow
- Physical distancing divider to separate staff from attendees
- Non-interface/contactless registration
- Digital credentials can eliminate physical badges and lanyards and enable contact tracing
- Badge scanning at entry and exit doors to allow for contact tracing
- Implementation of contactless payment systems
- Pre-printed badges and no badge collection
- Schedule on-site registration in shifts
- Pre-distribution of badges and collateral prior to on site

Common Areas

- When possible, hallways and walkways should be one-way to encourage physical distancing.
- Directional signage will be placed throughout facility to assist with attendee flow.
- Outdoor and patio areas will be open to attendees to step outside .
- Use of stanchions to direct attendee flow
- Signage is provided to promote physical distancing, elevator capacities, and hygiene reminders.
- Non-essential restrooms will be closed during move-in and out days, to maintain and focus on the highest foot traffic restrooms.
- Overnight deep cleaning of all restrooms



Meeting Rooms and Ballrooms

- Reduce capacity per room to adhere to physical distancing guidelines
- Customized capacity and floor plans provided by your production company or event manager that adhere to current CDC guidelines
- Space furniture according to physical distancing guidelines
- Meeting room chairs will be set at 6' distance based on current CDC guidelines
- Hand sanitizers at strategic locations
- Create specific entrance doors and exit doors into each room
- Event organizers are strongly encouraged to manage traffic flow inside the meeting rooms to adhere to physical distancing
- Event organizers are strongly encouraged to stagger start and times of simultaneous events to reduce congestion in common areas, at break stations and in restrooms
- Event organizers will be asked to allow more than the standard 15 minutes between sessions to allow for new cleaning protocols and to re-align any tables and chairs for the 6' distancing necessary

Exhibit Hall

Managing Capacity

- Utilize counting and controlled entrance area
- Encourage appointments with exhibitors to manage timing and flow more effectively
- Suggest time slots across the event days
- Facility staff will work closely with event organizer to determine capacity

Layouts

- Exhibit layout to adhere to physical distancing guidelines
- Wider Aisles (10' Minimum); wider cross-aisles
- Buffer space in between booths if no protective barrier is present
- Recommend no aisle carpet to allow for enhanced cleaning/sanitation
- Number of exhibitors permitted in booth limited by physical distance per square foot

Contractors

- Dedicated labor entrance and exit
- Labor check-in stations with 6' queue separations and floor markings
- Incorporate health screenings & temperature checks
- Provide PPE (gloves, masks, sanitizers readily available) for workers
- Encourage show workers to wear a lanyard with hand sanitizer attached



Exhibit Hall (Continued)

Attendee Flow

- Show management to supply exhibit hall entrance and exit traffic plan
- Suggest one-direction/one-way aisles for Entry and Exit
- Aisles must be clearly marked and easily identifiable for attendees to assist with traffic flow

Exhibit Booth

- Establish booth density numbers
- Ensure exhibitors and attendees can maintain 6' of distance from each other
- Establish one-way traffic flow with marked entrances and exit
- Include dividers in areas where people will be in close contact
- Contactless alternatives to physical engagement, collateral materials and giveaways
- PPE (staff masks, shields, gloves, etc.)
- Distribute hand sanitizer dispensers throughout the area
- Implement contactless payment systems where possible
- Signage to promote health and safety best practices
- Size and schedule of crew may need to be adjusted to ensure physical distancing.

Material Handling

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e., forklift)
- If equipment is shared, it must be disinfected between use
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour
- Spray down of all carpets when installed





The Irving Convention Center follows the best practices and guidelines as we analyze and adjust food and beverage service protocols, procedures, and operations. The information in this section builds on the guidelines published by the leading health organizations and medical advisors throughout the world for the Irving Convention Center's food and beverage services.

Health and Safety Consideration

The Irving Convention Center has developed SOPs for food packaging, handwashing, face coverings, glove use, and social distancing in food preparation areas.

Food Packaging

Currently, COVID-19 is not known to be transmitted by exposure to food or food packaging. However, our team is constantly monitoring the most current guidelines and is prepared to adapt as new protocols are established.

Handwashing

According to global health and safety officials, the most important method to prevent the transmission of COVID-19 is through regular and thorough handwashing. In addition to normal handwashing required for food service safety, all employees working in food preparation, production, or a food service area follow enhanced hand hygiene procedures to reduce the possibility of virus transmission.

Face Coverings

All food and beverage service staff wear a face covering at all times.

Glove Use

Single-use gloves are worn by food service employees and replaced more frequently to offer additional protection during food preparation.



Food and Beverage Delivery Methods

Protocols have been adjusted to allow for social distancing measures and enhanced environmental hygiene. These best practices include:

Concessions

- Physical distancing on seating and waiting lines, egress & ingress to event spaces, markings on floor to show proper physical distancing
- Enhanced customer signage
- Points of sale are properly physically distanced
- Shielded registers at checkout
- Utilize glass barriers in front of concession areas and in the Café
- Single use utensils and condiments

Banquet Service

- No self-serve buffet style service
- Only individual food and beverage offerings, plated with lids, boxed, or action stations with sneeze guards
- Limiting the number of guests in a room according to building policy and CDC guidelines
- Individual bottled/canned beverages when possible
- Staggering breaks and meal periods
- Cutlery provided pre-rolled only



Technology and Equipment



ASM Global has vetted more than 250 products to support a wide and constantly changing range of new operational plans, procedures and strategies needed for additional safety measures. While not every product is meant for every venue in the ASMG family, the Irving Convention Center is utilizing a multitude of resources to protect our guests and employees, ranging from temperature screening devices to air filtration equipment to a wide range of sanitizer and disinfectant distribution systems. ASMG's extensive sourcing network allows the ICC access to highly sought after items such as PPE, chemicals and equipment.

The ICC works closely with the City of Irving and its Emergency Operations Management (EOM) team to communicate any questions, needs or issues that may arise on our guests' or employees' behalf.

New Technology and Equipment at the Irving Convention Center

Physical Equipment:

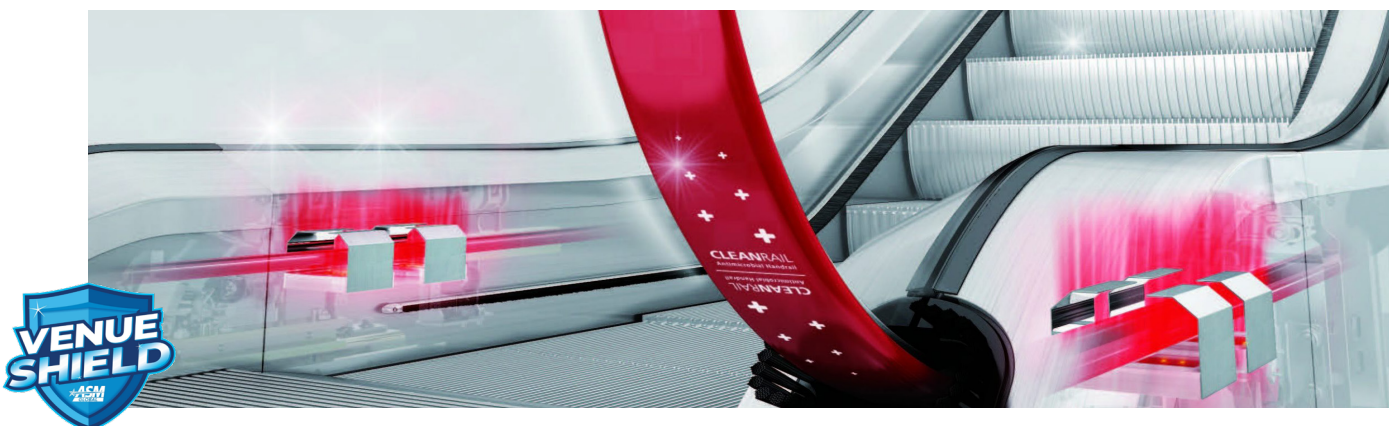
To maintain social distancing and enhanced sanitation, the Irving Convention Center is using a variety of equipment to ensure the safety of its guests including:

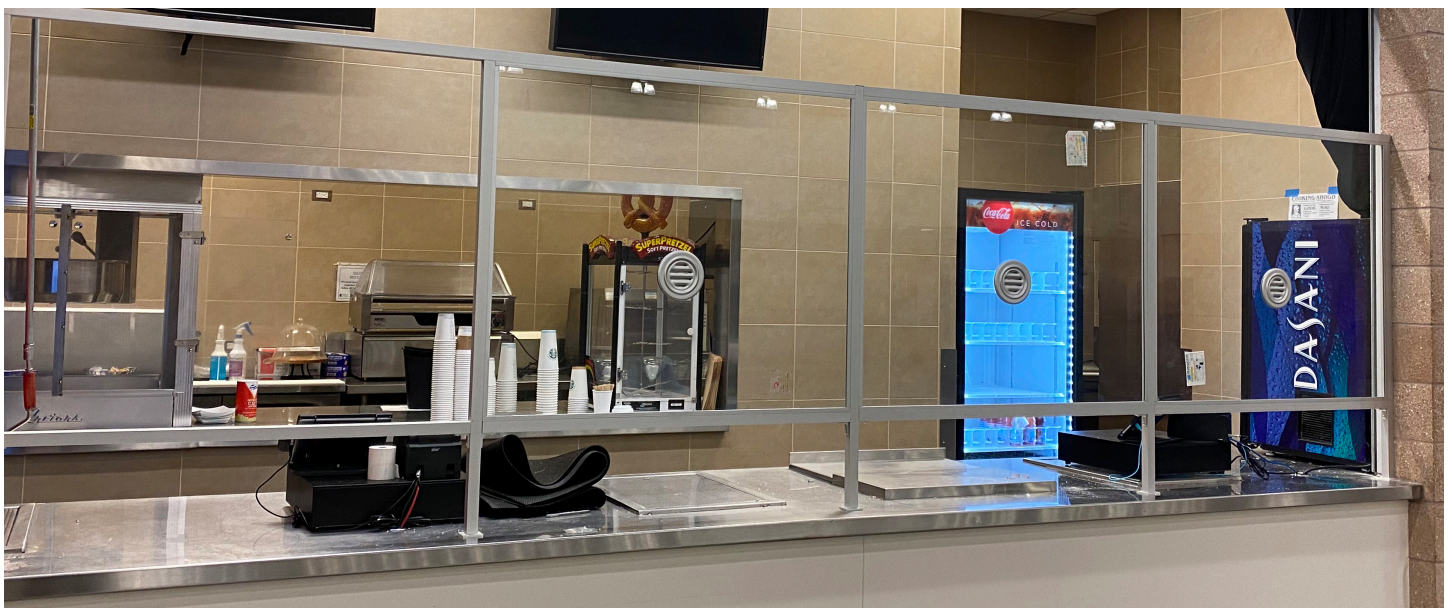
- UV sterilization modules on escalator handrails
- Powered misting disinfectant sprayers
- Physical signage
- Stanchions
- Acrylic guards
- Additional hand sanitizing stations



Building Systems and HVAC Technology

Air quality improvements include increasing building outside air intake/air exchange rates during occupied event hours.







The Irving Convention Center recognizes the importance of continually communicating with the public about the best practices and new technologies continually being implemented. Some of the ways we will continue to do this are:

- Increased messaging through our websites, Irvingconventioncenter.com and Irvingtexas.com and appropriate social media channels. This messaging includes information about the Irving Convention Center's safety and sanitation protocols, information about meeting safely in Irving, and information about the safety and sanitation procedures utilized by surrounding hotels. Additionally, the websites are continuously updated with information about COVID-19 in Dallas County, which encompasses Irving, including the most recent government orders.
- Onsite messaging and signage to reinforce physical distancing and promote proper hygiene.
- An effective ongoing public awareness marketing plan ensures customer confidence and peace-of-mind that the Irving Convention Center is a safe place to meet.
- Communicating information about the Irving Convention Center's pursuit of the Global Biorisk Advisory Council's GBAC STAR-certified facility accreditation.
- Supplying documentation about the Irving Convention Center's sanitation protocols.

IRVING CONVENTION CENTER AT LAS COLINAS Safety and Sanitation Protocols

The **Irving Convention Center** is committed to ensuring safety and sanitation protocols at our facility exceed regulatory requirements and our already rigorous standards. These protocols are in alignment with public health authorities, medical, and industry experts. In response to COVID-19, the Irving Convention Center has taken the following safety precautions and sanitation protocols.



Our team is ready to answer any questions you have and assist you with your next meeting!

[Submit RFP](#)

VenueShield Protocol



The Irving Convention Center is implementing ASM Global's VenueShield environmental hygiene protocols and procedures, which provides the most advanced hygienic safeguards.

GBAC STAR Facility Certification



The Irving Convention Center is working to become a Global Biorisk Advisory Council (GBAC) STAR certified facility, a performance-based program that sets out requirements for facilities.

As a GBAC STAR certified facility,



the Irving Convention Center is required to demonstrate that appropriate cleaning, disinfection, and infectious disease prevention work practices, protocols, procedures, and a framework for communications have been established and implemented.

