



KNOXVILLE



KNOXVILLE CIVIC
AUDITORIUM & COLISEUM



KNOXVILLE
CONVENTION CENTER



CHILHOWEE PARK
& EXPOSITION CENTER



WORLD'S FAIR
EXHIBITION HALL

ASM GLOBAL - KNOXVILLE

2020 REOPENING PLAN



INTRODUCTION

The purpose of this plan is to demonstrate the steps that will be taken to reopen the Knoxville Convention Center, Knoxville Civic Auditorium and Coliseum, Chilhowee Park and Exposition Center and World's Fair Exhibition Hall to events.

The Knoxville Convention Center, Knoxville Civic Auditorium and Coliseum, Chilhowee Park and Exposition Center and World's Fair Exhibition Hall combined make up ASM Knoxville.

The goal is to demonstrate to employees and guests that are attending events are safe in the Knoxville Convention Center, Knoxville Civic Auditorium and Coliseum, Chilhowee Park and Exposition Center and World's Fair Exhibition Hall.



To achieve the goal of a smooth and safe reopening, this plan is divided into six parts:

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PUBLIC AWARENESS

Communicating the new ways we will be conducting business

VENUESHIELD™



ASM Knoxville is managed by
ASM Global

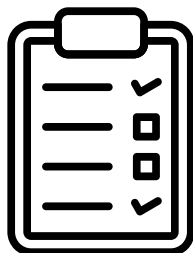
- ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- The ASM Knoxville's housekeeping team already has established cleaning protocols in use.

Nothing is more important than to demonstrate a clean and safe facility in which to conduct business. In order to achieve that trust, the following steps must be taken:

- Deep Clean the building to be prepared to host events
- Keep it Clean by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



CLEAN
HIGH-TOUCH



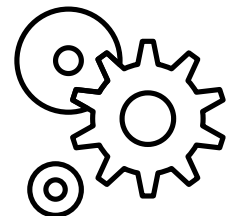
PROVIDE



INSTILL



STAFFING



INDOOR AIR QUALITY AND
MECHANICAL SYSTEMS

DEEP CLEAN PROGRAM

BACK TO BUSINESS DEEP CLEANING PROGRAM HIGHLIGHTS

• High-touch surfaces and objects are disinfected daily.

Examples include

doorknobs, light switches, handrails, kitchen appliances, counter tops, drawer handles, tables, sinks, faucet and toilet handles, drinking fountains, elevator buttons, push plates, phones, keys and remote controls

• Clean restrooms frequently

• Carpets and other flooring cleaned and disinfected after each event

• Custodial staff trained in latest disinfection techniques

• Installation of additional hand sanitizer dispensers

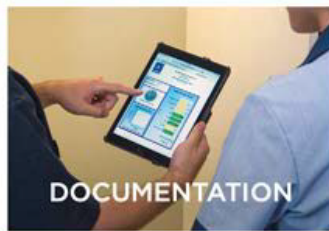
• Communication guidance and tools to reassure returning employees and customers about building cleanliness

• Meet all OSHA standards for cleaning and employee protection

The screenshot shows the OSHA website page for COVID-19. At the top, there is a navigation bar with the OSHA logo and the text 'UNITED STATES DEPARTMENT OF LABOR'. Below this is the 'Occupational Safety and Health Administration' header. A search bar is located on the right side. The main content area features a video player with a red and white virus-like graphic. To the left of the video is a sidebar menu with items like 'News and Updates', 'Frequently Asked Questions', 'Hazard Recognition', 'Standards', 'Medical Information', 'Control and Prevention', 'Background', 'Additional Resources', and 'Workers' Rights'. The main text area is titled 'Control and Prevention' and contains several paragraphs of text, including 'Measures for protecting workers from exposure to, and infection with, SARS-CoV-2...', 'OSHA has developed this interim guidance to help prevent worker exposure to SARS-CoV-2...', and 'OSHA and the U.S. Department of Health and Human Services (HHS) provide joint guidance for all employers on preparing workplaces for COVID-19 (Spanish)'. There are also two small images: one showing hands being washed in a sink and another showing a person wearing a full-body protective suit.



KEEP IT CLEAN PROGRAM



Sustain a clean environment for returning employees and occupants by using disinfectant cleaners to provide confidence that the space is regularly being cleaned to the same standards as a Deep Clean

Updated procedures and staff training to address the cleaning challenges and 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

Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency

THE NEW STANDARD OF SAFETY
Infection Prevention Guide



CLEANING & SANITIZING



HEALTH & HYGIENE



SOCIAL DISTANCING

We make clean safe™

GUIDANCE FOR CLEANING & DISINFECTING

PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES



SCAN HERE FOR MORE INFORMATION

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.



SURFACES

Two-step process that first removes dirt and bioburden, and then applies EPA-approved N list disinfecting products from Buckeye including E32, E15, E23



HIGH-TOUCH AREAS

Emphasis on high-touch surfaces using product with a 15-second kill time including Complete 360 Surface Sanitizing Wipes



SURFACES AND HIGH-TOUCH AREAS

NABC CLEANER

Formulated without acid, NABC cleans, disinfects, and deodorizes toilet bowls, urinals and other restroom surfaces. Safe to use on nearly any hard surface, NABC will not etch porcelain or harm plumbing/septic tanks when used according to directions. Effective for clean-ups per the Bloodborne Pathogen Standard, NABC delivers healthy restrooms and a signature clean fragrance.



SPARTAN CONSUME ECO-LYZER - DISINFECTANT FOAMING BATHROOM CLEANSER AND 5 LITER FOAM SPRAYER PUMP UP

A revolutionary quaternary-based disinfectant concentrate formulated to kill pathogenic and odor causing bacteria. Neutral pH; reduces risk & liability Virucidal: Effective against HIV-1 (AIDS Virus), Herpes Simplex Type 1, and Influenza A2, and effective against pathogenic and odor-causing bacteria: Proteus vulgaris, Pseudomonas putrefaciens, Serratia odorifera, Staphylococcus aureus and Salmon



BUCKEYE ECO PROPORTIONING SYSTEM

Self-Contained. No contact with concentrated product and no exposed tubing.

Cohesive User Interface & Experience. Buckeye Eco Pro® and Buckeye Eco Element® utilize the same user interface including system operation, labeling, icons, and seamless push and lock buttons.

User Designated Lock. Choose between hidden and keyed integrated lock options.

Translucent Buckets. Visual product inspection ensures product is always available.

ASSE 1055-2009 B. Safer proportioning without the concern for back-flow or siphoning.



KEEP IT CLEAN PROGRAM

HIGH TRAFFIC/TOUCH AREAS

CLEANCHECK®

Trained workers are safer, more effective and get better results.



CleanCheck modules demonstrate CDC recommended procedures that will keep buildings safe, compliant and open.



CLEANING

The removal of dirt and impurities, including germs from surfaces. Cleaning alone does not kill the germs. But, by removing the germs it decreases their number and therefore any risk of spreading infection.



DISINFECTING

Works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

PROCEDURES

CleanCheck Check List

- Identify all frequently touched surfaces
- Apply personal protective equipment (PPE)
- Gather supplies and prepare cleaning solutions
- Clean all soiled surfaces
- Apply appropriate Spartan disinfectant
- Wipe or rinse surfaces
- Inspect work
- Clean and return supplies
- Remove PPE
- Thoroughly wash hands



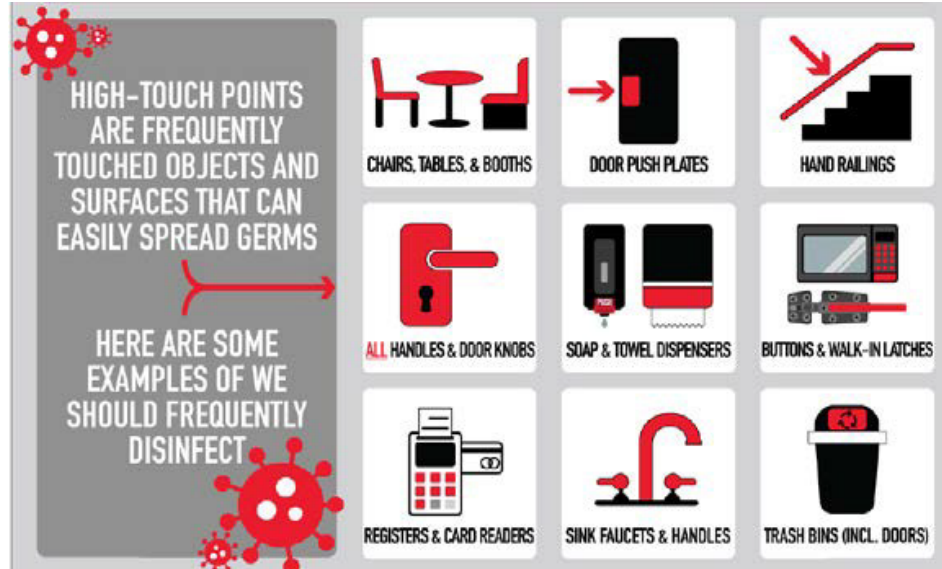
Common High Touch Surfaces

- | | |
|---------------------|----------------------------|
| Desks | Copy machine buttons |
| Phone/mobile phone | Chair back and arms |
| Light switch | Window handles/blind pulls |
| White board markers | Coffee machine |
| Door knob | Microwave |
| Door handle | Monitor/displays |
| Laptop/iPad | Remotes |
| Water stations | |
| Elevator buttons | |

ASM KNOXVILLE TEAM TRAINING AND SAFETY

ASM Knoxville is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety.

- What is COVID-19 and how it will change our operation
- **INFECTION PREVENTION**
- New Product & Cart Setup
- High Touch Surface Schedules
- Cleaning vs. Sanitation
- Safety Training and Visual Aids
- Respiratory Hygiene
- Physical Distancing
- PPE



PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR HOUSE CREW STAFF

WASHABLE PREVENTATIVE MASK

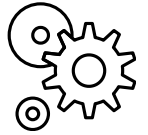
- Non-medical grade
- Reusable and launderable
- 3-Layer fabric mask with elastic ear loop
- Home launder up to 75 washes
- One mask will be provided

BENEFITS

- Avoids costly disposable masks
- Implemented as an extension of employee uniforms
- Does not compete with medical grade masks



BUILDING SYSTEMS AND HVAC



- ASM Knoxville building technicians continue to verify the operation of mechanical systems and will restore all sequences, set points and schedules modified from the rollback of operations
- Air quality improvements include:
 - Increasing building intake/air change rates during occupied event hours
 - Ongoing process of replacing HVAC air filters with high efficiency filters regularly
 - Pre-return inspection of all Life Safety Systems
 - Air flow management



CATERING AT KCC AND WFEH

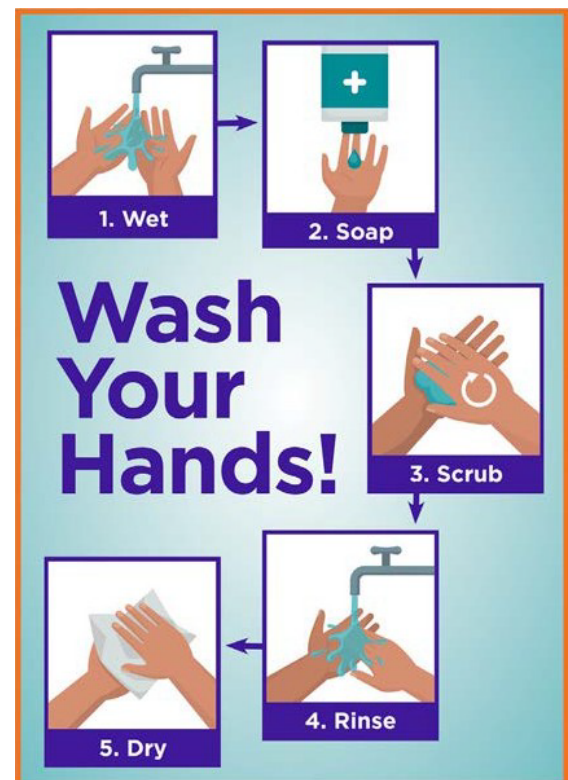
- Food service is provided at KCC and WFEH by Savor, a division of ASM Global
- Post COVID-19 procedures are outlined below with new ways of providing catering and concessions services to guests attending events.

SAVOR... CATERING • CONCESSIONS • SPECIAL EVENTS

OPERATIONAL MESSAGING

HAND WASHING

- Wash your hands thoroughly for at least 20 seconds, following local Health Department regulations.
- Dry with a single use towel
- If you don't have soap and hot water, use at least 60% alcohol hand sanitizer
- Provide sanitizer stations



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Proper PPE helps prevent the virus from spreading
- Savor will supply employees with appropriate, government approved PPE once they enter the workplace



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure
- Provide sanitizer on dock areas
- Implement 'touch less' product delivery and provide disposable gloves to incoming delivery drivers docks, locker rooms and employee cafe

PHYSICAL DISTANCING

In our workplaces and dining areas:

- Staying 6 feet apart
- Preventing employees from grouping together
- Staggering breaks and meal periods
- Marking guidance spots on the floor for employees and guests to show proper physical distancing
- Ensuring employees are practicing physical distancing during pre-meal and stand-up operational meetings

HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS**.



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



WASH YOUR HANDS WITH SOAP AND WATER after disposing the soiled mask properly into a bin.

REMOVING PROTECTIVE GLOVES



1. Pinch and hold the **outside** of the glove near the wrist area.



2. Peel downwards, away from the wrist, turning the glove **inside-out**.



3. Pull the glove away until it is removed from the hand, holding the **inside-out** glove with the gloved hand.



4. With your ungloved hand, slide your finger's under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.



5. Peel downwards, away from the wrist, turning the glove **inside-out**.



6. Continue to pull the glove down and over the **inside-out** glove being held in your gloved hand.

PHYSICAL DISTANCING

PHYSICAL DISTANCING

ASM GLOBAL

ASM KNOXVILLE // 13

CATERING AND RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Physical distancing on seating and waiting lines / egress and ingress to event spaces, mark on floor where practical
- Hand sanitizers at entrance and around service areas

NO SELF-SERVICE BUFFET STYLE SERVICE

Minimize human contact points

- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants

DISINFECTING SURFACES GUIDANCE

DISINFECTING FREQUENTLY TOUCHED SURFACES

Every two hours throughout the workday, frequently touched surfaces such as door handles, elevator buttons, hand sinks, ice machines, hand railings, refrigerator and freezer handles and cart handles need to be washed and disinfected.

DISINFECTING WORK AREAS

At the end of the last shift for the day, after the food production areas have been cleaned, they need to be disinfected with an approved food surface disinfectant and allowed to air dry.



CUSTOMER JOURNEY

- The heart of the ASM Knoxville reopening plan is focused on the customers who use the facility everyday
- We have three customers for every event we manage: the show organizer, the exhibitor and the attendee
- The life cycle of an event falls into three phases: the move-in, the event is open to attendees and the move-out
- Outlined below is the journey all customers will take to use our facilities. It begins at arrival to the centers by either car, bus, cab or ride share and their journey continues into the facilities
- By executive order, Mayor Indya Kincannon, mandated face masks be worn in all City of Knoxville owned facilities. KCC, KCAC, CPEC and WFEH are all owned by the City of Knoxville. ASM Knoxville will enforce this order
- Temperature checks will be performed on all staff, volunteers and guests. Anyone with a temperature over 100.4 degrees will not be allowed in the facility. Checks will be done every day to include Load-In, Show and Load-Out
- Each guest will be required to provide contact information to be used for contact tracing. This can be provided by registration for event, Ticketmaster or filled out before entering
- Recognizing the need to reinforce physical distancing and proper safety protocols this plan outlines a series of recommendations for the use of these spaces
- Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions
- As food is an integral part of any concert convention or trade show experience, we describe how catering and concessions will operate at ASM Knoxville venues

1.0
ARRIVAL
AND
DEPARTURE

2.0
PUBLIC
CIRCULATION

3.0
MEETING
ROOM AND
BALLROOM

4.0
EXHIBIT
HALLS

5.0
CONCESSION AND
CATERING



ARRIVAL AND DEPARTURE

PARKING

KCAC GARAGES

- **MONTHLY PARKING**

Working on installing touch less pay

Use EPA registered cleaners and disinfectants for dirty surfaces, ticket booth, and restroom

Enforce proper use of PPE to include face mask, face shield and gloves

Hand sanitizer station at ticket booth

- **EVENT PARKING**

When possible adding parking cost to ticket

Use EPA registered cleaners and disinfectants for dirty surfaces, ticket booth, and restroom

Enforce proper use of PPE to include face mask, face shield and gloves

Hand sanitizer station at ticket booth

CPEC PARKING

When possible adding parking cost to ticket

Offer parking buy out to client

Enforce proper use of PPE to include face mask, face shield and gloves

Give each attendant hand sanitizer

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CONCESSION AND
CATERING



ARRIVAL AND DEPARTURE

ATTENDEE ARRIVAL

- Drop off areas stationed sufficiently apart to allow for crowd distribution
- Graphics will be applied indicating physical distancing
- Recommend staggering of opening times for sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance
- Opening doors 1 hour 30 minutes earlier to allow smaller crowd check in

REGISTRATION AREAS

- Recommend non-interface/touch less registration
- Encourage print-at-home or scan with phone/digital while staggering in person registration times
- Add Plexiglas shields to all counters, on front and sides, to guard human interaction, especially at registration, information counters, managers stations, etc.
- Space counters so there is one counter (6') of blank space between. No more than one desk worker per counter.

SPACING

Provide footprint floor applications 6 feet apart and increase queue line length with markings for spacing

BADGES

- Mail badges prior to show start
- Recommend pre-printed badges and no badge collection at venue

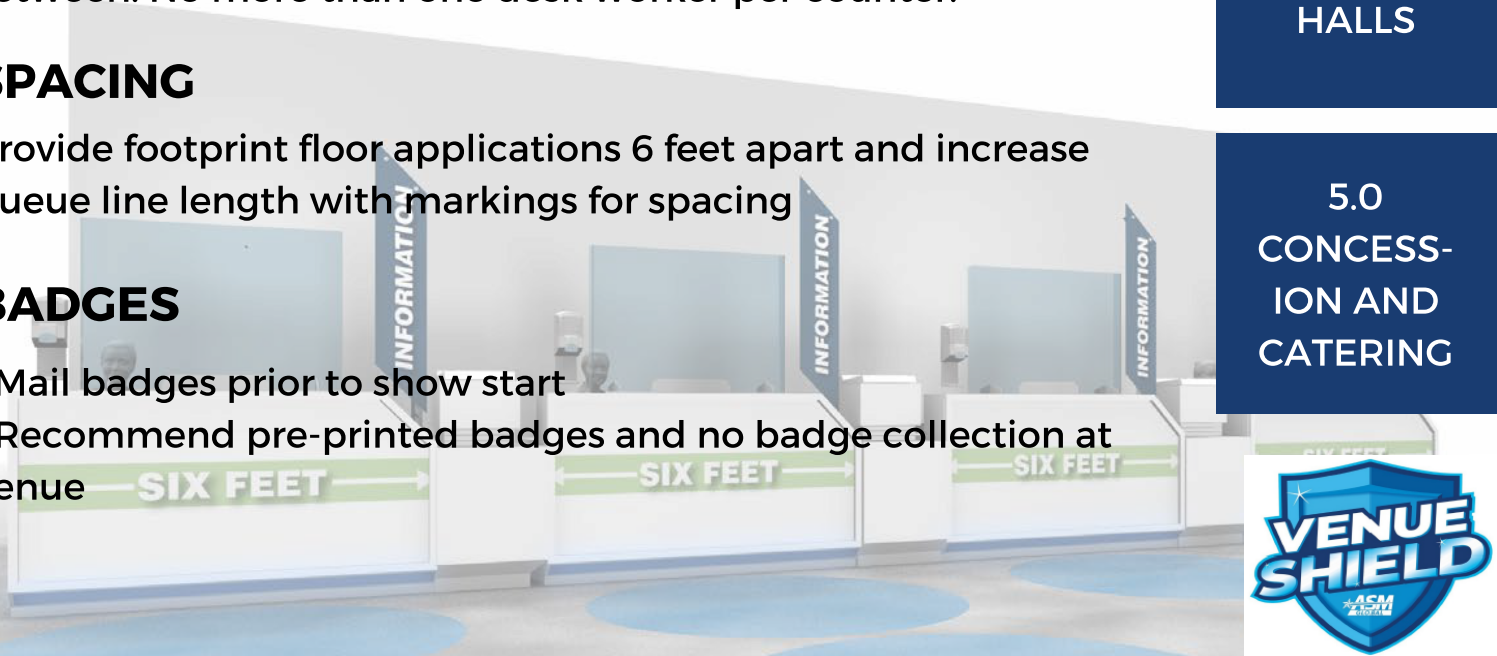
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CATERING



PUBLIC CIRCULATION

COMMON AREAS AND CONCOURSES

- Adhere to density and attendance protocols
- Aisles should be directional and use arrows and way-finding signs with physical distancing reminders
- Encourage color-coded badges for scheduled times that attendees can only visit certain parts of the hall to distribute crowds. For example:
 - 8:00 AM to 10:00 AM (Aisles 100-500 - Blue badges; Aisles 600-1000 - Red badge; Aisles 1100-1500- Green badges)
 - 10:00 AM to NOON (Aisles 100-500 - Green badges; Aisle 600-1000 - Blue badges; Aisles 1100-1500 - Red badges)

PUBLIC RESTROOMS

Non-essential restrooms will be closed during move-in and move-out days to maintain and focus on the highest foot traffic restrooms

- Stagger full restroom closures on event days (30 minute maximum) for a thorough cleaning midway throughout the day
- Overnight deep cleaning of all restrooms

VERTICAL TRANSPORTATION - PASSENGER ELEVATORS

- Sanitize inside each elevator car at regular schedules
- Install floor graphics in all elevator cars to promote physical distancing
- Install sanitizer dispenser at every floor stop

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PUBLIC CIRCULATION

VERTICAL TRANSPORTATION - ESCALATORS

- Sanitize inside each escalator hand rail at regular schedules
- Run all escalator units (to include changing direction) throughout the day based on traffic flow to encourage physical distancing

ADA ACCOMODATIONS

- Reduced capacity in room sets will still offer enough accessible seating, including companion seats, to comply with disability laws

HANDLING A GUEST WHO BECOMES ILL WHILE IN VENUE

- If a guest presents in a manner that could be COVID-19 related, we have a dedicated room to isolate and evaluate the individual and plan for transport
- Show management can hire First Aid providers on event days for their guests
- On active event days, add more holding rooms if demand becomes necessary



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MEETING ROOMS AND BALLROOMS

CAPACITY

- Reduce capacity per room to adhere to distancing guidelines
- Reconfigure our typical setups to new parameters around meeting space that allows for interactions with physical distancing

1.0
ARRIVAL
AND
DEPARTURE

LAYOUTS

- Space furniture according to distancing guidelines
- Meeting room chairs will need to be set at 6' distance
- Theater layouts designed with 6' spacing

2.0
PUBLIC
CIRCULATION

PATRON FLOW

- Hand sanitizers at strategic locations
- Create entrance doors and exit doors into each room where possible
- Recommend staggering start/end times in meeting rooms
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes)
- Wipe down door handles and garbage cans. Straighten chairs to maintain 6' distancing

3.0
MEETING
ROOM AND
BALLROOM

4.0
EXHIBIT
HALLS

SHOW MANAGEMENT OFFICES AND BOOTHS

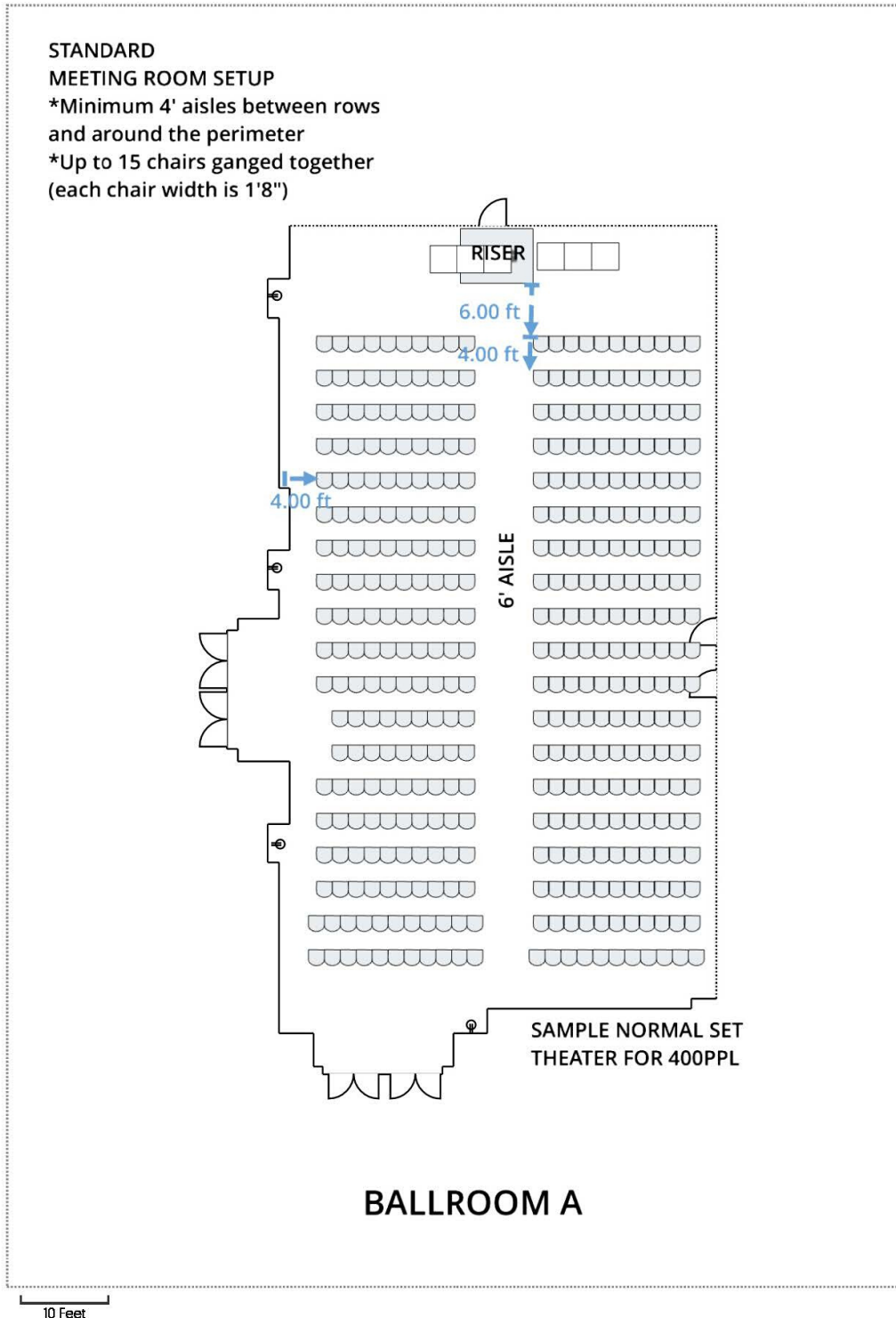
- Restricted access to the interior of the office with an outside station in a ticket booth approach outfitted with Plexiglass and protection
- Reconfigured offices/booths to minimize close interactions
- Suggest that more information for membership renewals, ordering, association content or other items can be facilitated on personal devices

5.0
CONCESS-
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CATERING



MEETING ROOMS AND BALLROOMS

THEATER LAYOUT NORMAL SET



1.0
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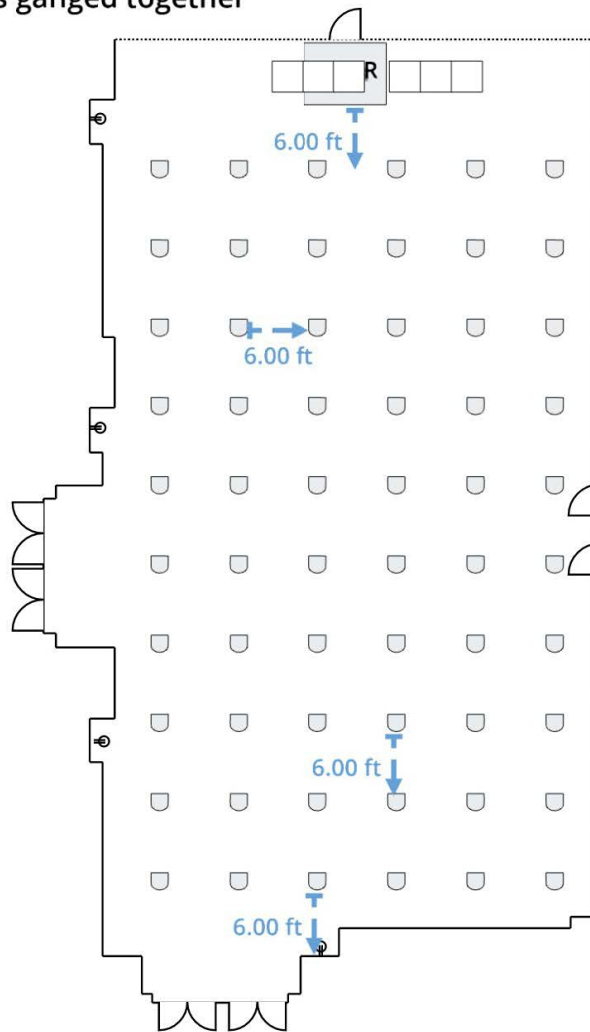


MEETING ROOMS AND BALLROOMS

THEATER LAYOUT PHYSICAL DISTANCED

PHYSICAL DISTANCED BALLROOM SET-UP

- *Minimum 6' aisles between each row and around the perimeter
- * No chairs ganged together



SAMPLE PHYSICAL DISTANCED CAPACITY (60)

1.0
ARRIVAL
AND
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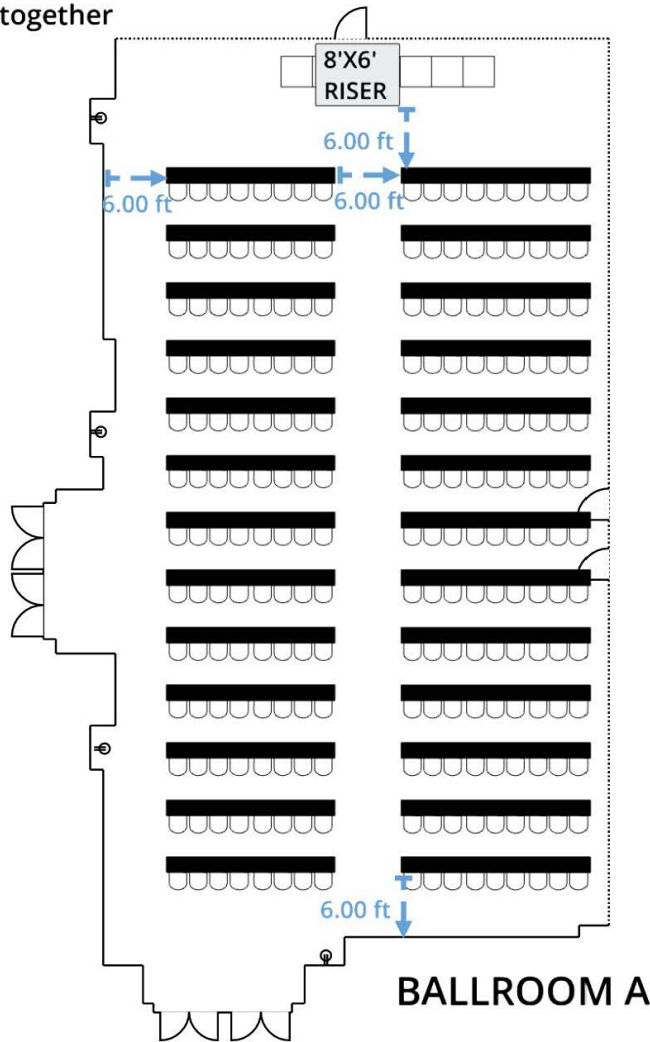


MEETING ROOMS AND BALLROOMS

CLASSROOM LAYOUT NORMAL SET

STANDARD BALLROOM SETUP

- * Minimum 4' aisles between rows and around the perimeter
- * 4 per 8'x18" table & 3 per 6'x18" table, with maximum of 4 tables set together



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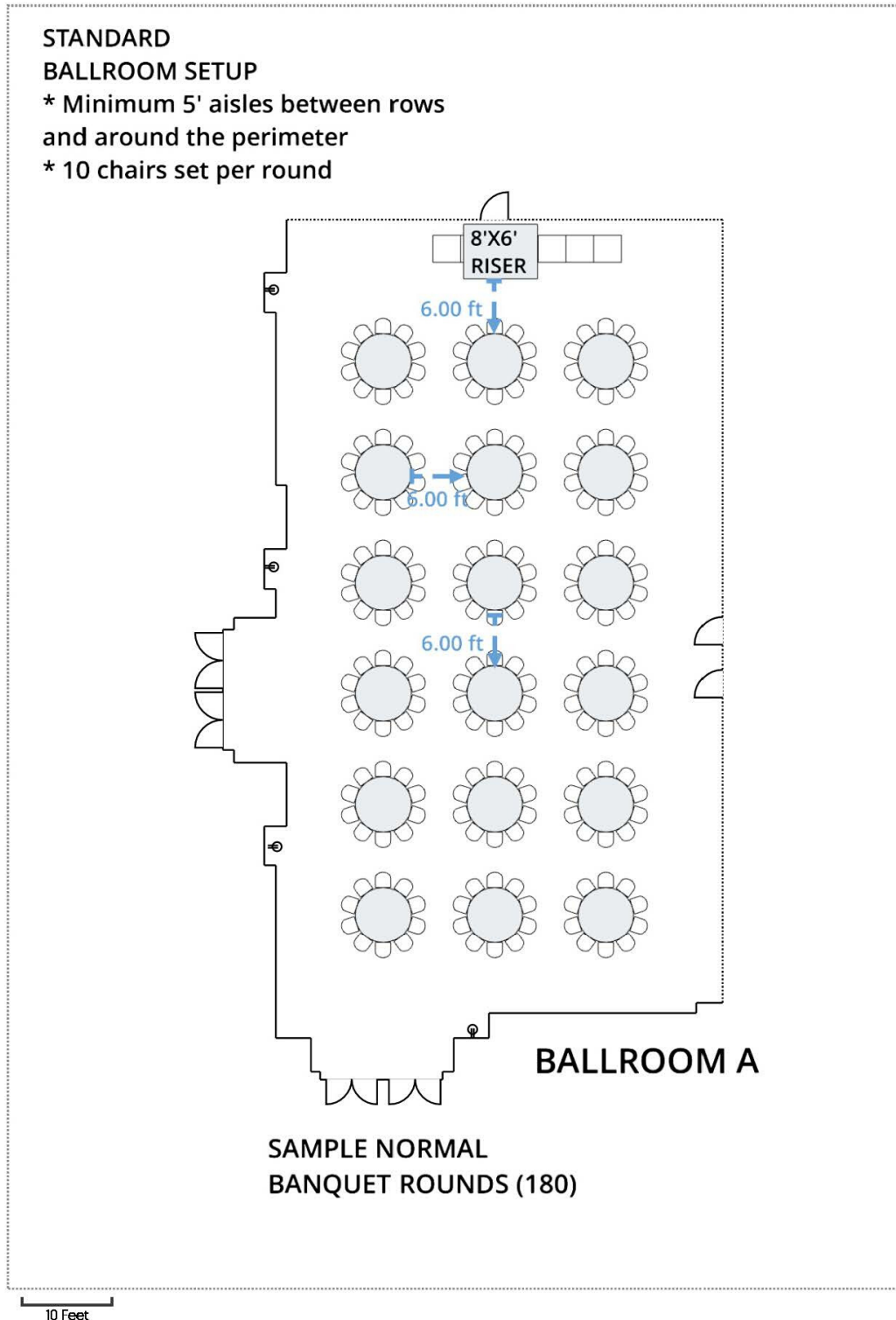
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MEETING ROOMS AND BALLROOMS

BANQUET LAYOUT NORMAL SET



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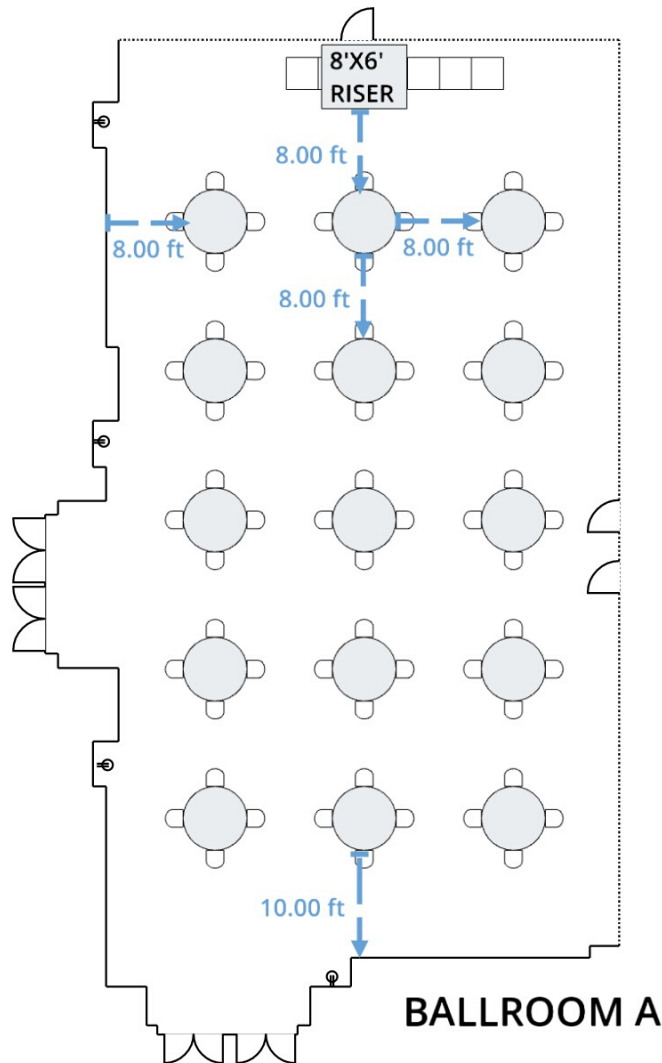


MEETING ROOMS AND BALLROOMS

BANQUET LAYOUT PHYSICAL DISTANCED

PHYSICAL DISTANCED BALLROOM SETUP

- * Minimum 8' aisles between rows and around the perimeter
- * 4 chairs set per round
- * 8' spacing between rounds



SAMPLE PHYSICAL DISTANCED CAPACITY (60)

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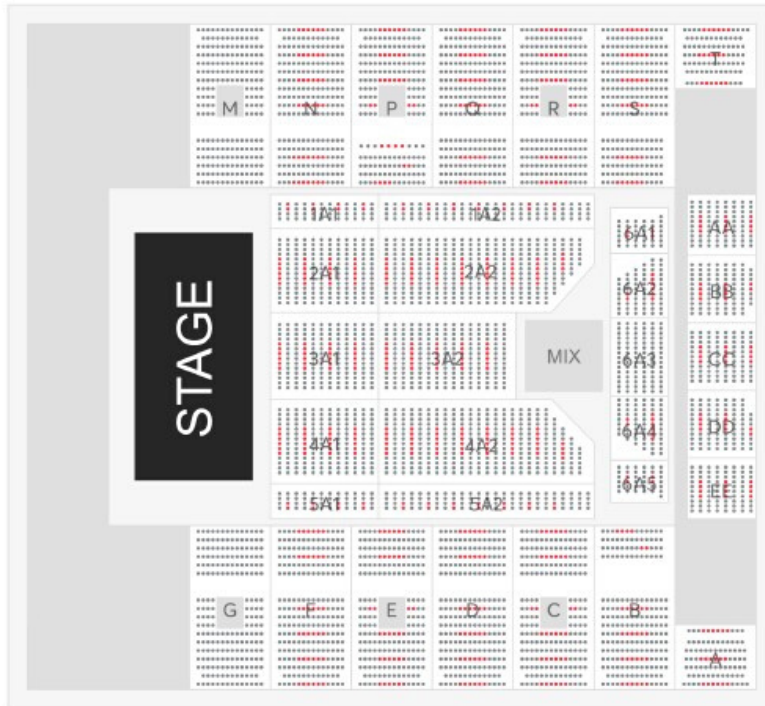


KNOXVILLE CIVIC AUDITORIUM AND COLISEUM

COLISEUM LAYOUT SAMPLE

PHYSICAL DISTANCED COLISEUM SETUP

Social Distancing Col 1
Knoxville Civic Coliseum, Capacity: 5,158 Seats

Holds	Capacity
● 1-HOLD, Unlabeled	700
Others	Capacity
● Kill	4,458

SAMPLE PHYSICAL DISTANCED CAPACITY

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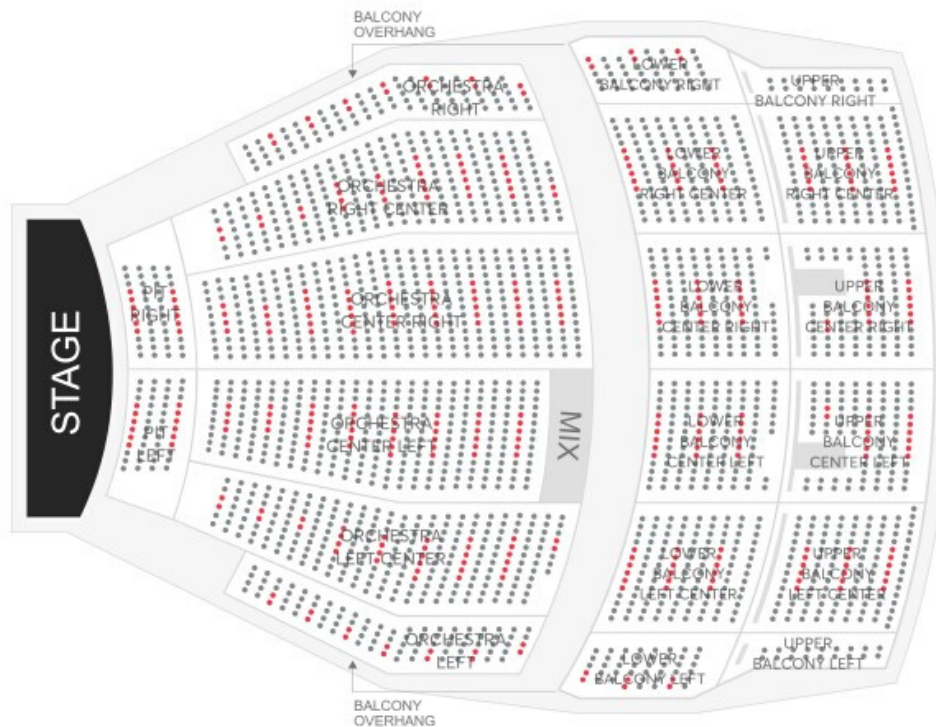
KNOXVILLE CIVIC AUDITORIUM AND COLISEUM

AUDITORIUM LAYOUT SAMPLE

PHYSICAL DISTANCED
AUDITORIUM SETUP

Social Distancing Aud 1
Knoxville Civic Auditorium, Capacity: 2,500 Seats

ticketmaster®



1.0
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ROOM AND
BALLROOM

4.0
EXHIBIT
HALLS

5.0
CONCESS-
ION AND
CATERING

Holds	Capacity
● 1-HOLD, Unlabeled	362
Others	Capacity
● Kill	2,138

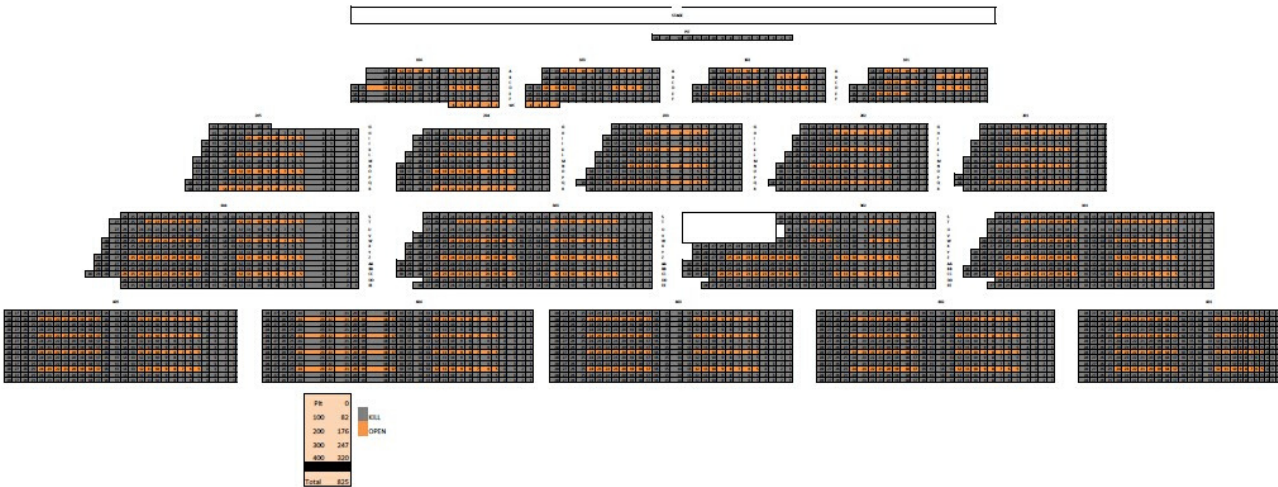
SAMPLE PHYSICAL DISTANCED CAPACITY



CHILHOWEE PARK AND EXPOSITION CENTER

AUDITORIUM LAYOUT SAMPLE

PHYSICAL DISTANCED
AUDITORIUM SETUP



SAMPLE PHYSICAL DISTANCED CAPACITY

1.0
ARRIVAL
AND
DEPARTURE

2.0
PUBLIC
CIRCU-
LATION

3.0
MEETING
ROOM AND
BALLROOM

4.0
EXHIBIT
HALLS

5.0
CONCESS-
ION AND
CATERING



EXHIBIT HALLS

RECOMMENDATIONS FOR SHOW MANAGERS AND THEIR CONTRACTORS

CAPACITY

- Limiting attendee flow per hour or per 4-hour segment would allow scheduled visiting times to the show floor
- Segment the show days to 3 segments per day (ie: Attendee segment one: 7:00 AM -11:00 AM)
- Manage amount of attendees and exhibitors in exhibit hall/ specific areas with counting and controlled entrance area
- Congestion signage to indicate when an aisle or area is too crowded
- Staggered entrance times and entrance locations based on company and show zoning
- Encourage appointments with exhibitors to manage timing and flow more effectively

LAYOUTS

- For smaller booths - make sure that there is a 1' "buffer zone" in the front of the booth for attendees to step out of the aisle to reduce congestion
- Place dividers in middle of 20', 15' or 12' aisles to manage traffic flow and attendee intermingling
- Wider Aisles - 10' Minimum; Wider Cross-Aisles
- Buffer spaces in between booths

1.0
ARRIVAL
AND
DEPARTURE

2.0
PUBLIC
CIRCULATION

3.0
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CONCESSION AND
CATERING



EXHIBIT HALLS

PATRON FLOW

- A queue line to enter exhibit hall with pre-defined or controlled path
- Entrance units to include graphics on COVID-19 safety standards with possible speaking reel to remind attendees of regulations, similar to the airports, “Stand behind the Yellow Line”
- One Direction/One-Way aisles for Entry and Exit - only have exhibitors on one side of aisle to limit congestion
- Alternate carpet color and visual signage

CONTRACTORS

- Labor Check in stations with 6’ queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety instruction on proper use of masks
- Limit number of workers riding in a cart, no sitting side-by-side
- Space out labor sign-in locations to assure it is distanced

MATERIAL HANDLING

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e. forklift)
- 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
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter
- All drivers must stay in their vehicles at delivery

1.0
ARRIVAL
AND
DEPARTURE

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ION AND
CATERING



EXHIBIT HALLS

EXHIBIT BOOTH RECOMMENDATIONS

- 8' high siderails
- Guidelines for interactions (no hand shaking)
- No giveaways or booth snacks
- Appointments or blocks of time assigned by attendee
- No performances or live demos that gather crowds
- Strict booth staff limit per net square foot
- Rental hand sanitizer units for exhibitors to place next to any hands-on contact location
- Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations to suggest proper distance for attendees to stand
- Nightly disinfecting via general spray of all exhibit areas

1.0
ARRIVAL
AND
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CONCESSION
AND
CATERING



CONCESSIONS AND CATERING

CATERING AND RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Physical distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers around service areas
- Clearly marked entrance and exit with a one way flow of traffic recommended
- Vendors spaces are tight. Vendors should monitor the flow of traffic through their spaces and have one way in and out
- Sampling of food or products is not allowed
- Credit card readers and other shared devices sanitized after each use
- Food trucks with outdoor seating will be staged six feet apart. Vendors cannot offer samples and utensils and condiments should be wrapped/pre-packaged. No shared items available for use
- No grab and go food items for the public to grab. Items must be handed to the customer

NO SELF-SERVICE BUFFET

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

1.0
ARRIVAL
AND
DEPARTURE

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PROTECTING OUR WORKFORCE


- The most important asset for ASM Knoxville are the people who work here everyday
- Producing some of the largest events in East Tennessee requires a highly trained facility staff, contractors' staff and skilled represented labor of various building trades
- This section of the plan outlines how employees will return to work

FOLLOWING BEST PRACTICES

ASM Knoxville is closely monitoring government policy changes from WHO, CDC, IDPH, CDPH guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.


If there is variation in recommendations, ASM Knoxville will follow the most conservative approach.

What is COVID-19? *A Guide for Facility Managers*




- > **Coronaviruses** first discovered in 1960s
- > **COVID-19** is the respiratory disease caused by the 2019 Novel Coronavirus now known as SARS-CoV-2
- > **Symptoms** of coronavirus infection can range from mild in most cases (fever, cough, shortness of breath) to serious (pneumonia, kidney failure, even death)
- > **Spreads** via droplets produced by coughing or sneezing or through contact with contaminated surfaces


How to Prevent the Spread of COVID-19¹




Wash hands with soap and water, or sanitize hands with alcohol-based hand sanitizer when hand washing is not possible




Cover coughs/sneezes with a tissue, and then throw the tissue in the trash



Avoid contact with people showing signs of illness, and stay home if you feel ill





Clean and disinfect surfaces with products that have an EPA-approved emerging viral pathogen claims for use against SARS-CoV-2




Wear a facemask if you have symptoms of COVID-19 to prevent the spread of the disease to others

COVID-19 Prevention Tips for Facility Managers²

1. 
Educate your cleaning staff about COVID-19 and encourage them to stay home when sick

2. 
Ensure your cleaning staff has access to the right cleaning supplies

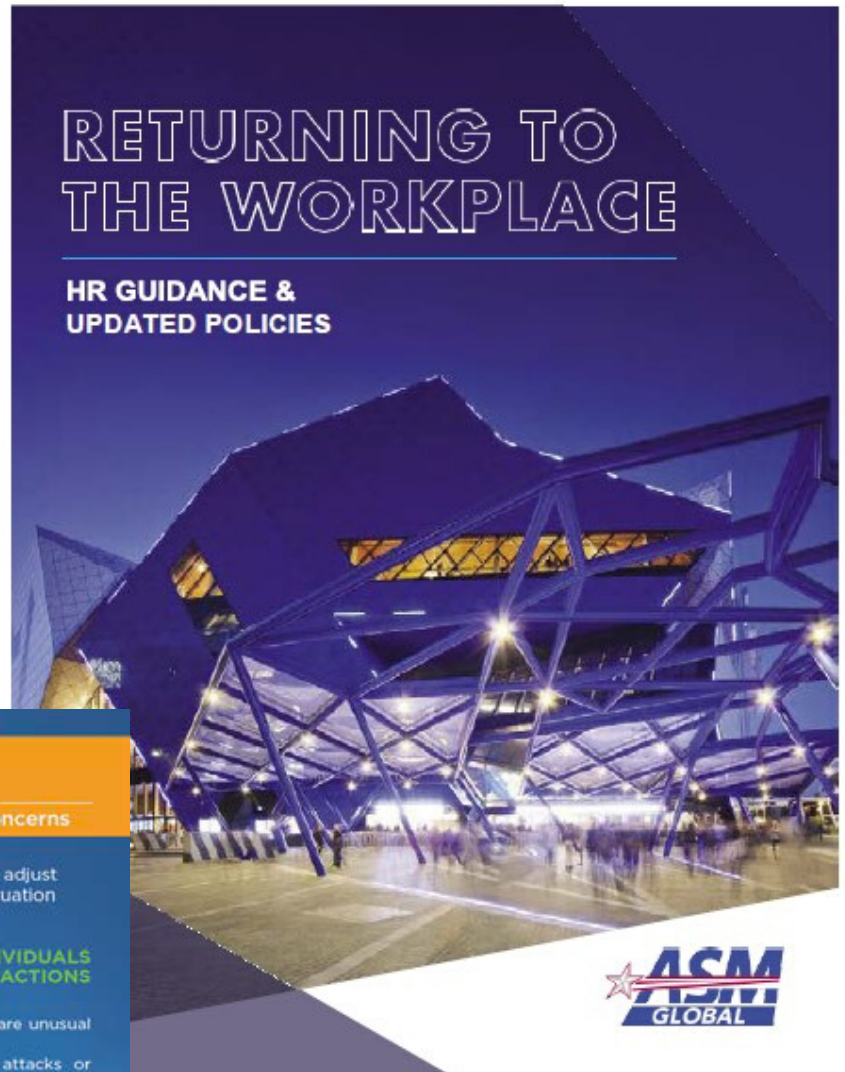
3. 
Train staff how to properly clean and disinfect high-touch areas to minimize the risk of transmission


Go to the CDC website for the most up to date information on COVID-19.



PROTECTING OUR WORKFORCE

- Phased re-introduction of team members
- New policies and procedures around bringing team members back to work:
- Temporary flexible work arrangements
- Work from home
- Flexible work hours
- Considerations around at-risk team members
- Modified time-off policies:
- Personal Leave of Absence Policy
- Temporary Relaxed Attendance Policy





TIPS AND RESOURCES FOR MANAGERS

Supporting Employees: Coronavirus Fears & Concerns

Managers and supervisors have a special role to play in helping their employees adjust during periods of prolonged stress. Here are some actions to consider, as the situation warrants.

COMMUNICATE WITH YOUR EMPLOYEES

A message should go out to all employees from a senior manager.

- Communicate the importance of the situation. Reflect the normal fears and anxieties that we all share.
- Remind employees of resources available to them in the community and through their jobs, including the Employee Assistance Program (EAP).

COMMUNICATION IS A TWO-WAY PROCESS

- Communicating by email can be a place to start for formal announcements and ongoing updates. Connecting personally with employees will also be important. Ask your employees how they are doing. Be prepared to spend some time listening.
- What are their main concerns?
- What do they need from you?
- Provide updates, or access to information, as more news comes in.

ANTICIPATE BUSINESS DISRUPTION

- Recognize that productivity may be lower and errors may be higher
- Be patient and compassionate during this temporary disruption.
- Consider "back-up" plans to ensure that essential business operations can continue in the event of increased absences.

BE AWARE THAT SOME INDIVIDUALS MAY HAVE MORE INTENSE REACTIONS THAN OTHERS

- They may behave in ways that are unusual to see in the workplace.
- Reactions may include panic attacks or hyper-vigilance to their health and the health of others. The best course for managers:
 - Communicate your willingness to talk.
 - Be patient.
 - Use active listening - giving feedback to let them know you hear them.
 - Be supportive.
- Make sure they know where to get support. Your EAP may be a good place to start.

USE THE RESOURCES AVAILABLE TO YOU AS A MANAGER

- If you have concerns about how individual employees are reacting, or the effect on your workforce in general, call your EAP for a management consultation.
- Remember to take care of yourself so you can take care of your employees; use your EAP if needed.

ASM GLOBAL COMPANY POLICY RECOMMENDATIONS



EXPOSURE POLICY

With CDC Guidance in mind, ASM Knoxville/ASM Global currently adheres to the following procedures for COVID-19 exposure.

People with COVID-19 or its symptoms who:

- are recovering at home (or other non-hospital setting), and
- **it is medically determined that they will not be tested** to determine if they are no longer contagious

Can return to work when:

- They have had no fever for at least 72 hours (that is three full days of no fever) without the use of medicine that reduces fevers
- AND
- Other symptoms have improved (for example, when their cough or shortness of breath have improved)
- AND
- At least 7 days have passed since their symptoms first appeared

People with COVID-19 or its symptoms who:

- are recovering at home (or other non-hospital setting), and
- it is medically determined that **they will be tested** to determine if they are no longer contagious



EXPOSURE POLICY CONTINUED

Can return to work when:

- They no longer have a fever (without the use of medicine that reduces fevers)

AND

- Other symptoms have improved (for example, when their cough or shortness of breath have improved)

AND

- They received two negative tests in a row, 24 hours apart

People who DID NOT have COVID-19 symptoms, but tested positive who:

- are self-isolating at home (or other non-hospital setting)

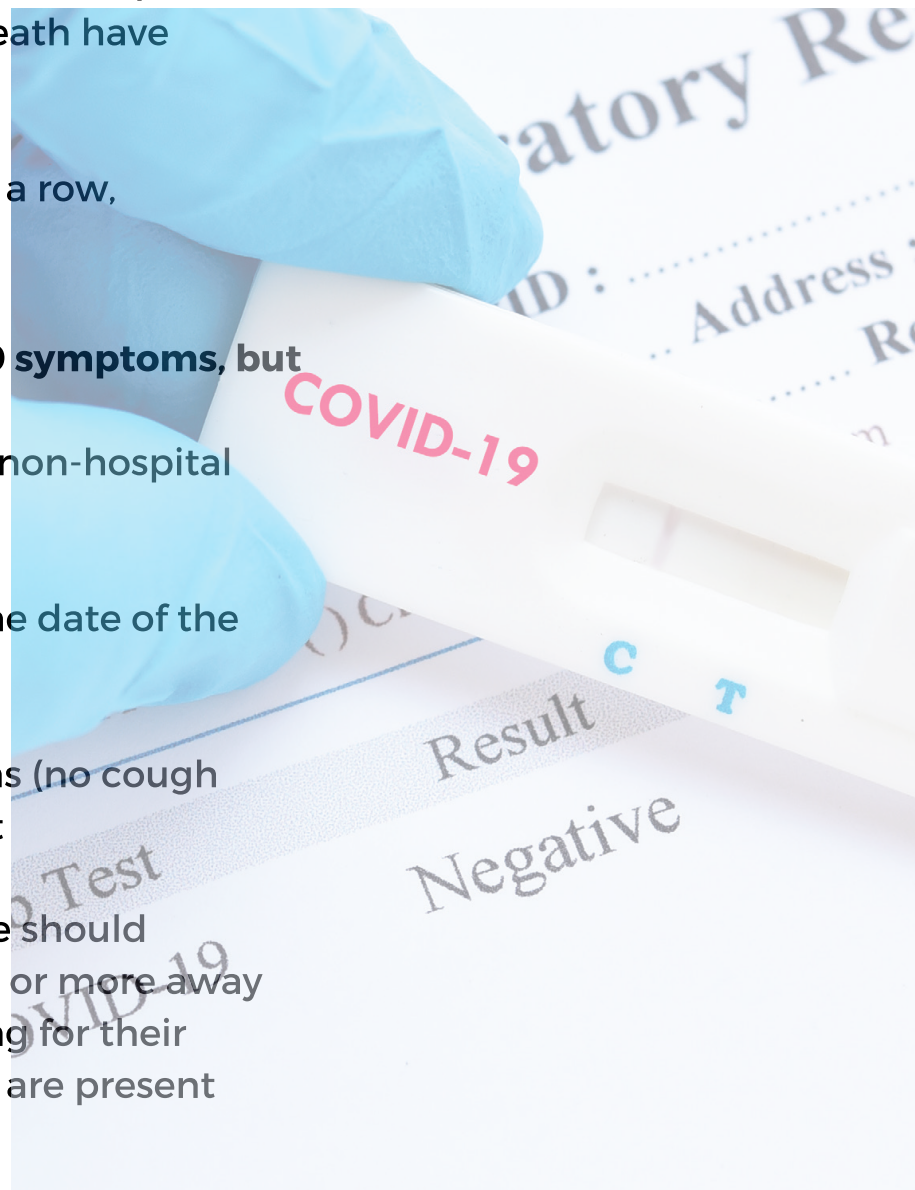
Can return to work when”

- At least 7 days have passed since the date of the first positive

AND

- They continue to have no symptoms (no cough or shortness or breath) since the test

For 3 more days, this group of people should continue to limit contact (stay 6 feet or more away from others) and wear a face covering for their nose and mouth when other people are present (including at home).



EXPOSURE POLICY

SCENARIO B: Team Member with Potential Exposure to a COVID-19 Case

Team Member reports exposure to an unconfirmed case of COVID-19:

- Team Member should be advised that they should stay home.
- The local HRBP and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Ask Team Member to self-quarantine until test results are received on the un-confirmed case.
- If the unconfirmed case tests positive, follow SCENARIO A guidelines.
- If the unconfirmed case tests negative, Team Member may be placed back on work schedule.

SCENARIO C: Team Member with a Confirmed Diagnosis of COVID-19

Team Member reports diagnosis of COVID-19:

- Team Member should be advised that they should stay home and seek medical treatment.
- The local HR Director and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Team Member must immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted AND
- They have had no fever for at least 72 hours (that is three full days of no fever) without the use of medicine that reduces fevers AND
- At least 10 days have passed since their symptoms first appeared.

**ALL ONSITE CASES INVOLVE CONTACT TRACING
AND SANITIZING THE WORKSPACE**



RESTRICTED SITE ACCESS DURING STAY-AT-HOME ORDER

ONGOING POLICIES UNTIL FURTHER NOTICE

- ASM Knoxville/ASM Global requests all employees to self-monitor for any new onset of symptoms and confirm that they have been symptom free for 72-hours prior to entering the workspace or starting their shift.
- Administrative office and facility access is restricted to employees with official business only. They can only enter through designated entrances after a temperature check, completion of health screening questionnaire and disclosure of any symptoms.



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

PHYSICAL AREAS

Note: Public safety codes, building codes, applicable laws and security requirements must not be compromised to reduce the potential for physical contact with items in the workplace.

RECEPTION AND COMMON AREAS

- Control building ingress and egress to promote ongoing safety and precautionary measures at those points
- Training reception personnel on safe interactions with guests
- Registration of all guests
- Maintaining physical distancing
- Re-arrange furniture to promote physical distancing
- Hand sanitizer in stairs, elevator lobbies and all other building common and high traffic areas

SIGNAGE

- Install signage at multiple, relevant locations in the entry sequence
- Explain building access rules and other protocols that impact occupants use and move throughout the building
- Wayfinding signage or floor markings to direct foot traffic and ensure safe physical distancing

PPE AND CLEANING

- Providing face coverings for all employees
- Monitor and review of existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch area



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

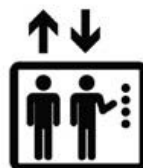
SHIPPING AND RECEIVING AREAS

- Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact
- Separating shipping and receiving areas from the general population
- Require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE
- Sanitizing the exterior of packing if appropriate, removing items

ELEVATORS/ESCALATORS

- Physical distancing queue management for waiting passengers
- Signage inside elevator cars displaying healthy elevator use protocols - this may include floor stickers to establish distancing zones and describe where and how to stand
- Review of elevator cleaning processes, and updates to ensure on-going cleaning of high touch surfaces like elevator panels and buttons

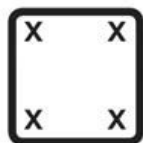
SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



• AVOID OVERCROWDING



• LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO 2 - 4 PEOPLE



• WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR

• STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS



• AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS

• WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR



Thank you for your participation in helping our Community combat the spread of COVID-19.



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

FREQUENTLY TOUCHED SURFACES

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace, that are also touched by others, individuals can reduce their exposure to communicable diseases

In addition to providing disinfectant sprays or wipes adjacent to each touch point, ASM Knoxville will implement the following to reduce touch points, when possible:

LIGHT/POWER SWITCHES

- Will lock out light switches to be controlled by building staff
- Provide disinfectant dispensers

DOOR

- Affix doors in an open position

PROTECT YOURSELF & COWORKERS
FROM COVID-19



- **STAY HOME IF YOU ARE SICK WITH A COUGH OR FEVER SYMPTOMS**



- **STAY 6 FEET AWAY FROM OTHER CUSTOMERS AND STAFF AS MUCH AS POSSIBLE**



- **USE A FACE COVERING WHILE YOU ARE HERE**



- **WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER CONTACT WITH FREQUENTLY TOUCHED SURFACES**




 Thank you for your participation in helping our Community combat the spread of COVID-19.
 

WORKPLACE GUIDELINES

RETURN TO WORK PHASE

FREQUENTLY TOUCHED SURFACES CONTINUED

COLLABORATION TOOLS:

- Removal of shared conference phones to encourage the use of personal mobile phones or laptop soft-phones for teleconferences
- Removal of whiteboard pens and erasers to encourage individuals to bring and manage their own
- Providing whiteboard cleaning solution and disposable wipes adjacent to every board

CHAIRS:

- Remove unnecessary fabric upholstered chairs
- Affix notices to each chair reminding occupants to avoid or disinfect touchpoints

SHARED EQUIPMENT:

- Reduce the quantity of printers and copiers to dissuade printing

SUPPLIES STORAGE:

- Secure supplies storage and designate specific personnel to manage stock and distribute items
- Add places for individuals to store and secure their own items separately from others (i.e., individual coat hooks rather than coat closets used by the group)



WORKPLACE GUIDELINES

RETURN TO WORK PHASE

INSIDE THE WORKPLACE

Encourage good personal hygiene and infection control practices when team members are in the workplace, including:

RESPIRATORY ETIQUETTE

- Encourage the covering coughs and sneezes into a tissue and immediately throwing tissue away
- Turn away from others when coughing or sneezing

HAND HYGIENE

- Promote frequent and thorough hand washing
- Make hand sanitizers available in multiple locations adjacent to common touch-points including break rooms, copier areas, etc.

AVOID TOUCHPOINTS

- Provide disposable wipes so that common touch points (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls and more) can be disinfected by employees before each use
- Discourage the use or borrowing of other people's phones, desks, offices or equipment
- Maintaining a clean workplace will assist in minimizing risk to employees
- Develop new practices on kitchen and meal preparation areas, which may include some temporary measures such as:
 - Encourage occupants to bring food and beverage items from home and manage them individually
 - Minimize touch points by removing coffee pots and the like, eliminate open food items
 - Increase frequency of cleaning appliances such as refrigerators and microwaves

WORKPLACE GUIDELINES

RETURN TO WORK PHASE

INSIDE THE WORKPLACE CONTINUED

INDIVIDUAL DESKS

- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat. Supply disinfectants in the immediate proximity (or on each desk)
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks
- Staggering schedules to avoid shared workspace

IN-PERSON MEETINGS

- Coach team members to critically evaluate the requirement for in-person meetings
- Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances
- Host large team/staff meetings via video conference rather than in-person
- Eliminate in-person meetings with external guests

PRE-SHIFT BRIEFING

- Where possible, pre-shift briefings should be conducted in rooms large enough to accomplish physical distancing
- Eliminate or suspension of face-to-face shift changes



LABOR CHECK-IN AT BEEP

BUILDING ENTRY AND EXIT PROCEDURES (BEEP)

- Follow all COVID-19 safety protocols
- Create 6' distancing lines outside BEEP entrances with tape
- Update signage to include reminders on a safe working environment under COVID-19 restrictions
- Install additional BEEP locations for larger events with a higher number of workers to help with physical distancing



TECHNOLOGY AND EQUIPMENT

- As ASM Knoxville continues to operate with physical distancing protocols, the need to increase technology to promote virtual sessions will increase
- New and improved ways to promote touch-less technologies for events will become the new normal
- Equipment that provides added safety and security for visitors will be needed

TECHNOLOGY CAPABILITIES

- ASM Knoxville is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options
- We can support additional overflow requirements to easily connect multiple rooms due to physical distancing in meeting rooms
- Hybrid event packages that include on-site presentations for offsite attendees, multiple rooms broadcasting the same presentation and other custom packages
- The ability to track crowds through the event space with WiFi tracking maps
- The ability to deploy custom access point configurations to meet the needs of your event

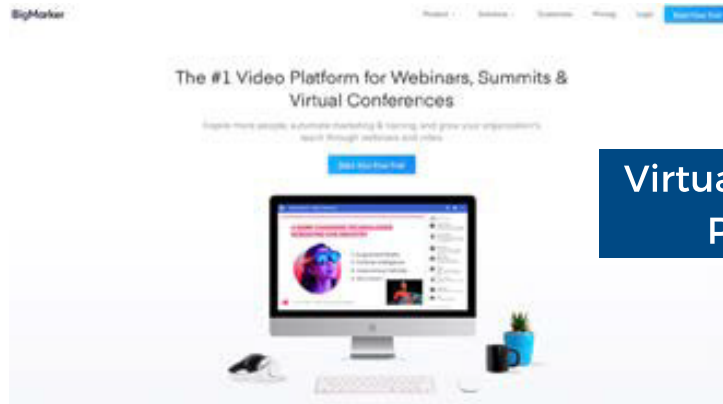


PHYSICAL EQUIPMENT



TECHNOLOGY GAINING POPULARITY

Examples of technology that ASM Knoxville is monitoring for future practical application within the facility



Virtual Conference Platforms



Virtual venue animations in online conferences

Thermal Scan Body Temp Recognition

FEATURES:

- Scans one person at a time
- High-speed body temperature detection with facial recognition
- 5 ft. detection range
- Wall mount, table stand, and floor stand available (pricing includes one option)
- Medical grade accuracy



PUBLIC AWARENESS

- An effective plan must include ways to communicate to our customers before, during and after an event
- Increased messaging through websites and social media will be necessary
- On-site messaging to reinforce physical distancing and promote proper hygiene will be a must
- An effective ongoing public awareness plan will instill confidence that KCC, KCAC, CPEC and WFEH are safe places to conduct business

KNOXVILLE CONVENTION CENTER

ABOUT US • EVENTS REACH US HELP ME PLAN... I AM...

WELCOME TO THE KNOXVILLE CONVENTION CENTER

RESPONSE TO INQUIRIES RELATED TO COVID-19
 The Knoxville Convention Center continues to closely monitor the latest developments regarding the Novel Coronavirus (COVID-19) globally and any potential impact it may have on our day-to-day operations. In response to growing awareness and concern, the Knoxville Convention Center continues to follow the precautionary guidelines of the CDC and other public health organizations, which include:

- Increased signage outlining advisable precautions (e.g. frequent handwashing, safety recommendations, etc.)
- Regular cleaning of high touch point areas such as, escalator handrails, stair railings, door handles, purchase devices and elevator buttons with CDC recommended products.
- Regular cleaning and sanitizing of facility public spaces and rest rooms.
- Adding additional hand sanitizer stations in various locations throughout the facility.

Providing a safe environment for our clients, visitors, guests and staff is our top priority. Through public health organizations such as, the Center for Disease Control (CDC) and the World Health Organization (WHO) we are staying abreast of the latest updates and developments as they occur. We are also in close communication with our local public health and government officials to determine what additional safeguards may need to be implemented.

This is an evolving situation, and rest assured that any actions we take will be consistent with guidelines from these agencies. Please continue to visit our website to learn of any changes to the event schedule as they become available.

Chilhowee Park & Exposition Center
 Published by Katie Thomasson [?] · June 30 at 3:51 PM



WEAR A FACE COVERING

KNOXVILLE CIVIC AUDITORIUM AND COLISEUM

As circumstances around COVID-19 are changing quickly and with confirmed cases in East Tennessee we must exercise caution to protect our staff and the public.

Below is the current status of events that are Cancelled, Postponed, or rescheduled

Rescheduled Events

- Chonda Pierce (March 19) – Rescheduled to August 6, 2020
- Casting Crowns (March 26) – Rescheduled to October 16, 2020
- Price Is Right Live! (April 9/August 8) – Rescheduled to January 26, 2021
- Theresa Caputo Live! The Experience (April 16) – Rescheduled to September 19, 2020
- Bert Kreischer (April 17/August 14) – Rescheduled to February 14, 2021
- Trolls Live! (June 16) – Rescheduled to March 2, 2021
- Trolls Live! (June 17) – Rescheduled to March 3, 2021
- Maks & Val Live! (July 3) – Rescheduled to July 20, 2021
- Jeanne Robertson (August 15) – Rescheduled to May 15, 2021

Postponed (New Date TBA)

- Brantley Gilbert: Fire T Up Tour (April 25) – Postponed – Reschedule date to be announced
- Jerry Seinfeld (April 30) – Postponed – Reschedule date to be announced
- Hillsong Worship (May 5 & August 28) – Postponed – Reschedule date to be announced

Cancelled Events

- Knoxville Ice Bears games (March 13, 14, 27, 28 and April 4) – CANCELLED
- KSO: The Music of the Rolling Stones (April 4) – CANCELLED
- Volbeat: Rewind, Replay, Rebound World Tour (April 14) – CANCELLED
- NXT Live! (April 18/July 12) – CANCELLED
- KSO: Swingin’ Jazz and Symphony (May 9) – CANCELLED

KCAC Box Office is currently closed until further notice. Tickets can be purchased online through Ticketmaster.

PUBLIC AWARENESS

Earned a Community Commitment certificate from the Knox County Health Department for striving to keep both our employees and guests safe.

RECOGNITION CERTIFICATE

Community Commitment

We are committed to the safety of our employees and the people we serve.

ASM Knoxville, Knoxville Convention Center, Knoxville Civic Auditorium

May 20, 2020

As a commitment to the health of our employees and customers, we have:

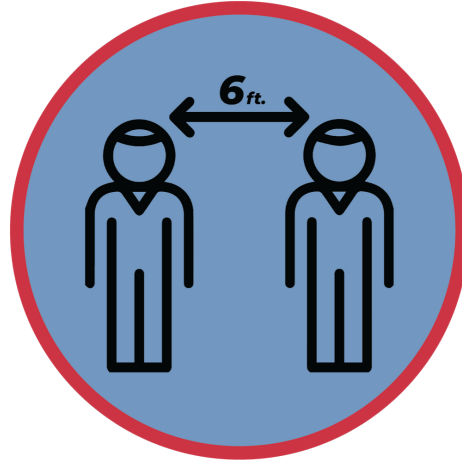
- ✓ Selected a **COVID-19 coordinator** who implements safety policies and procedures, and
- ✓ Displayed **safety signage** for employees and the public, and
- ✓ Joined the Knox County Health Department COVID-19 **email distribution list** so we can **stay up-to-date**.



SAMPLE MESSAGING



**WASH HANDS
FREQUENTLY**



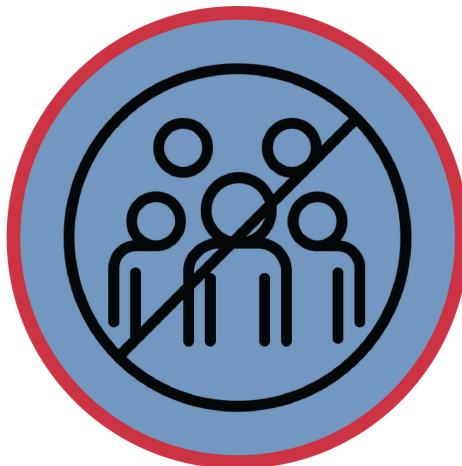
**PLEASE KEEP
6' DISTANCE**



**DISINFECTION
CLEANING**



**WEAR A FACE
COVERING**



**AVOID CROWDING
IN SPACES**

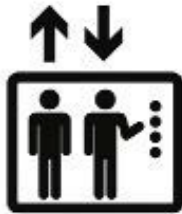


**AVOID
HANDSHAKES**



SAMPLE MESSAGING

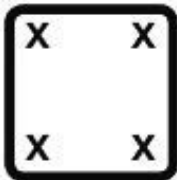
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- WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR
- STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS



- AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR



Thank you for your participation in helping our Community combat the spread of COVID-19.



SAMPLE MESSAGING

PROTECT YOURSELF & COWORKERS FROM COVID-19



- STAY HOME IF YOU ARE SICK WITH A COUGH OR FEVER SYMPTOMS



- STAY 6 FEET AWAY FROM OTHER CUSTOMERS AND STAFF AS MUCH AS POSSIBLE



- USE A FACE COVERING WHILE YOU ARE HERE



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER CONTACT WITH FREQUENTLY TOUCHED SURFACES



Thank you for your participation in helping our Community combat the spread of COVID-19.



SAMPLE MESSAGING

HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



PINCH THE METAL EDGE OF THE MASK so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS**.



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



WASH YOUR HANDS WITH SOAP AND WATER after disposing the soiled mask properly into a bin.

REMOVING PROTECTIVE GLOVES



1. Pinch and hold the **outside** of the glove near the wrist area.



2. Peel downwards, away from the wrist, turning the glove **inside-out**.



3. Pull the glove away until it is removed from the hand, holding the **inside-out** glove with the gloved hand.





4. With your un-gloved hand, slide your finger's under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.



5. Peel downwards, away from the wrist, turning the glove **inside out**.



6. Continue to pull the glove down and over the **inside-out** glove being held in your gloved hand.



CONCLUSION

The goal is to demonstrate and provide a safe environment for both our employees and guests who enter our venues.

It is achieved by enhanced cleaning protocols, new ways of providing food service, understanding the customer journey to promote physical distancing, safely returning our employees to work, embracing new forms of technology to enhance the experience and explaining what we are doing and why.

To achieve the goal of a smooth reopening this plan is divided into six parts:

ENVIRONMENTAL HYGIENE Cleaning the facility to the highest standards	04
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FOOD SERVICE Providing safe and enjoyable food	12
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CUSTOMER JOURNEY Understanding the anatomy of our events to create physical distancing and new capacities	15
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WORKFORCE Returning our at-home workforce to the job site to serve our customers	32
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TECHNOLOGY AND EQUIPMENT Exploring the new role for technology and equipment	45
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PUBLIC AWARENESS Communicating the new ways we will be conducting business	47
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