



THE NEW NORMAL

REACTIVATION & COVID MITIGATION PLAN



TABLE OF CONTENTS

REACTIVATION & COVID MITIGATION FRAMEWORK

PG.01

Introduction.....	PG.01
High Level Summary.....	PG.02

ENVIRONMENTAL HYGIENE

PG.03

Enhanced Cleaning & Disinfection.....	PG.03
Chemical Types.....	PG.03
Facility Cleaning & Disinfection Notices.....	PG.04
Summary of Cleaning Frequency & Surface Types	PG.05
Decontamination of Tools & Equipment.....	PG.06
Personal Protective Equipment.....	PG.06
Waste.....	PG.06
Hand Hygiene.....	PG.07

CUSTOMER JOURNEY

PG.08

Social Distancing & Crowd Management.....	PG.08
Enhanced Safety Measures.....	PG.14
Coronavirus Potential Exposure Provisions.....	PG.17
Contractor Plans.....	PG.17
Adjusted Capacities & Room Sets.....	PG.18

WORKFORCE

PG.20

Personal Protective Equipment	PG.20
Health Questionnaire & Symptom Management.....	PG.20
Exposure Policy & Process.....	PG.21
Work From Home & Return To Venue Programing.....	PG.22

TECHNOLOGY & EQUIPMENT

PG.23

PUBLIC AWARENESS

PG.24

Facility Signage.....	PG.24
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FOOD SERVICE

PG.29

INTRODUCTION

Welcome!

It is with great enthusiasm, and a newly invigorated focus on health and safety that we prepare to host your event at one of our facilities. Our hope is to provide you, our client, with information and guidance that will help move us forward into the new normal of operation. Under the guidance of the State of Utah, Salt Lake County, and our corporate offices of ASM Global we are proud to present an innovative and extensive plan to offer your event and attendees with a safe and welcoming venue during a time of great uncertainty. It is our belief that we are now ready and prepared to present this new framework and bring your event, along with our facilities, back to life. During this period before your event, we offer this plan as a means to prepare a detailed and rigorous safety plan that will be implemented to best meet the needs of your event and attendees. We understand each event has unique challenges, and working together we promise to execute as many safety measures as needed to provide a safe facility for all.

For those returning you may notice the changes occurring within our facilities, including the addition of hand sanitizing stations, social distancing reminders and signage, face mask usage requirements, and a flurry of additional safety measures. You will however be met with the same care and commitment from our well-trained and resourceful staff. As the next step to providing a safe facility, we are proud to participate in a new ASM Global program called VenueShield. The primary focus and goal of VenueShield is to provide our venues with established and well versed venue cleaning protocols, as well as a structured approach to Covid-19 mitigation. When combined with recommendations and requirements from our local and federal health agencies, VenueShield becomes a powerhouse of resource and structure for all events.

As venues proudly managed by ASM Global, we are thrilled to share our VenueShield program with you. This program is rooted in partnership and we call for your help so that we may carry out successful (and safe) events once again.

Sincerely,



Dan Hayes

General Manager

Salt Palace Convention Center &
Mountain America Exposition Center

A handwritten signature in blue ink, appearing to read "Dan Hayes".

REACTIVATION & COVID MITIGATION FRAMEWORK

HIGH LEVEL SUMMARY

Enhanced Cleaning & Disinfection:

- All building spaces now require enhanced cleaning and sanitization schedules, with posted checklists being placed after each cleaning (with date, time, and chemical used included). All of our products have been tested and approved for combating COVID-19. In addition, numerous hand sanitizing stations are now located throughout the facility for attendee usage.

Personal Protective Equipment (PPE):

- In addition to staff PPE usage and training, Salt Lake County has implemented a county wide public health order specific to face mask usage. Under this order, any individual within Salt Lake County who is age two and over and able to medically or psychologically tolerate a face covering shall be required to wear a face covering that completely covers the nose and mouth in public areas where consistent social distancing of at least six feet is not possible, reasonable, or prudent.
- <https://slco.org/health/COVID-19/>

Social Distancing/Crowd Management/Facility Signage:

- Social distancing encouragement, reminders for proper hand washing and sneeze etiquette will be found in common areas of the facility.

Enhanced Safety Measures:

- The inclusion of safety measures deemed necessary on a per event basis:
 - Contact tracing forms made available (and required for entry) at all entrances, along with event participation health questionnaires to be distributed by show/event management.
 - Social distancing guide markers.
 - Social distancing monitors and advisors.
 - Increased presence of Police Officers & Medical Professionals.

Adjusted Capacities & Room Sets:

- Introduction of social distancing approved room sets. These new capacities are standard operating procedure as of July 1, 2020.

Facility Restrictions & Access:

- Limited and designated entry and exit doors are established and monitored by facility Guest Services.

GBAC Accreditation:

- Both venues are developing a GBAC compliant program for biorisk mitigation. We plan to achieve

ENHANCED CLEANING & DISINFECTION

In accordance with VenueShield, GBAC Accreditation, and local Health Agency regulations, our venues have developed a stringent cleaning and disinfection program. This program is currently in use and will continue during the course of your scheduled event.

- Daily cleaning checklists will be posted around the facility. These forms will provide our guests with detailed cleaning/disinfection information (with date, time, and the chemical used) that will help to alleviate any concerns of facility cleanliness and safety.

Cleaning Strategy:

- **WET:** The surface to be decontaminated thoroughly. The area should look wet to the touch.
- **WAIT:** Allow the wet surface to sit undisturbed for the amount of time prescribed by the manufacturer. The duration (contact time) is product specific and may be a few seconds up to 10 minutes.
- **WIPE:** The surface to remove the excess moisture from the surface. Remember to use a new clean wipe for each area to prevent cross contamination.

Chemical Types:

- Accelerated hydrogen peroxides.
- Quaternary ammonia.
- Alcohol-based – At least 60% alcohol must be present.
- Chlorine-based – to include bleach solutions.


[List of ALL VenueShield SOPs.](#)



FACILITY CLEANING & DISINFECTION NOTICES

In order to provide our employees and attendees with information on cleaning/disinfection and chemical usage, the form below will be placed in an easily readable and accessible space for public view. This form will also be utilized to track the frequency of cleaning/disinfection in specific areas of the facility to ensure proper environmental hygiene is achieved.

Sign-Off Sheet



CLEANING & DISINFECTION

Area Cleaned/Disinfected: _____

Date: _____

Employee Providing Service: _____

Cleaning ☐ Disinfecting ☐

Start Time: _____ End Time: _____

Cleaning/Disinfecting Duties Performed:

☐ Countertop(s)

☐ Sink(s)/Faucet(s)

☐ Toilet(s)

☐ Stall Door(s)/ Handle(s)

☐ Floor(s)

☐ Entrance Door Handles(s)

☐ Mirror(s)

☐ Cabinet Door(s)/ Handle(s)

☐ Garbage(s) Emptied

☐ Towel Dispenser(s)

☐ Towel Dispenser(s) Restocked

☐ Stair Handle(s)/Railing(s)

☐ Elevator Button(s)

☐ Elevator Interior(s)

☐ Public Facing Surfaces(s)

☐ Escalator Handle(s)

☐ Interior Door Handle(s)

☐ Lighting Control(s)

☐ Other: See Additional Details

In order to provide our employees and attendees with a safe facility,
this area was recently cleaned or disinfected in guidance with all
health agency and corporate recommendations.

Products Utilized: _____

Additional Details: _____

SUMMARY OF CLEANING FREQUENCY & SURFACE TYPES

As of this writing, studies have shown that hard, non-porous surfaces can harbor SARS-CoV-2 for more than 3 days. Surfaces must be disinfected frequently to prevent virus transmission. Surfaces can be categorized as heavy-touch and light-touch surfaces. Heavy-touch surfaces are items that require frequent touching to operate and use and include door handles, toilet flush and sink spigot handles, push plates/switches for lighting, railings, elevator buttons, telephones, keyboards, security tags, pens, pencils, tables, counters, and card readers. Light-touch surfaces are those that are seldom touched and include vertical wall surfaces that could be touched (e.g., vertical surfaces in toilet stalls). Due to the usual distance between the stall door and the toilet, touching the vertical walls of a stall often occurs upon entry and exit. Cleaning of all high-touch and public areas will occur as often as is feasible. The chart shown below indicates what we strive to achieve based on surface type:

SURFACES	CLEANING FREQUENCY
Doorknobs and handles	Once every hour
Door push plates and crash bars	Once every hour
Arms on chairs	After use (room refresh)
Back of chairs	After use (room refresh)
Tabletops and edges	Before and after use (room refresh)
Podiums	Before and after use (room refresh)
Light switches and room controls	Before and after use (room refresh)
Elevator buttons	Once every hour
Vending machines	Once every hour
Drinking fountains	Once every hour
Escalator rails	Once every hour
Restroom doorknobs and handles	Once every hour
Toilet horizontal surface/seat	Once every hour
Sink faucet	Once every hour
Sink surfaces	Once every hour
Bathroom dispensers	Once every hour
Step railings	Once every hour
Nursing rooms	Three times a day

It is likely that in order to allow proper cleaning and disinfection, adjustments to event schedules will be needed. If a space is being utilized for several separate functions, additional disinfection or cleaning periods may be needed. If there is ever a concern that an area has not been properly cleaned or disinfected we will have detailed records to monitor and provide details. Additional cleaning and disinfection can be requested and can be discussed with your Event Manager.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

ASM Global must select appropriate PPE and provide it to workers in accordance with OSHA's PPE standards (29 CFR Part 1910, Subpart I) and ASM Global SOP [02.02.13.01](#) Personal Protective Equipment. All staff and workers must receive training on and demonstrate an understanding of when to use PPE; what PPE is necessary; how to properly put on, use, and take off PPE in a manner to prevent self-contamination; how to properly dispose of or disinfect and maintain PPE; and the limitations of PPE.

- All training is to be documented per ALTUM (our internal management system).
- Any reusable PPE must be properly cleaned, decontaminated, and maintained after and between uses.
- Contractors are responsible for administering their own OSHA-compliant PPE program, but we are happy to provide recommendations and partnership.



WASTE

All disposable supplies from routine cleaning and disinfection, such as cloths, disinfecting wipes, and PPE, must be disposed of in sealed or closable containers.

All disposable supplies from cleaning and disinfecting suspected or assumed sources of SAR-CoV-2, such as vomit, blood, or mucous, must be disposed of as biological waste in accordance with Federal, state, and local regulations. Materials must be collected and stored in red biohazard bags and rigid containers. Containers must be wiped with disinfectant before being removed from the site of disinfection.

- All waste bags must be secured and closed before being transported and must not be thrown, dropped, or otherwise handled in a way that could lead to puncture or rupture.
- Spent disinfectants, partially or completely empty disinfectant containers, and materials treated with disinfectants may be considered a regulated or hazardous waste.
- Staff will routinely conduct a hazardous waste determination in accordance with Federal, state, and local regulations for materials and articles remaining from disinfecting work.

HAND HYGIENE

Hand sanitizing stations will be placed around the facility to meet the demands of all events. Placement will be determined on attendee density and function. The facility will provide these stations at no additional cost to an event. With the addition of hand sanitizing stations, we have also implemented additional hand washing signage and etiquette encouragement. We also strongly recommend events supply additional sanitizers if available, and encourage attendees to have personal sanitizers on their person for times of need.



GLOBAL BIORISK ADVISORY COUNCIL (GBAC) ACCREDITATION

The Salt Palace Convention Center and Mountain America Exposition Center are committed to achieving the GBAC STAR Accreditation. GBAC (GLOBAL BIORISK ADVISORY COUNCIL), a division of ISSA, is staffed with subject matter experts with experience in academia such as Harvard, Penn State, Emory University, and USA Governmental Agencies. GBAC was created specifically to deal with pandemics such as we are experiencing today with absolute effectiveness and integrity.

GBAC Is Built Around Three Key Areas Of Focus:

- **Prepare:** We are committed to preparation for all biorisk threats. Specifically to COVID-19, we aim to build cutting edge hygiene practices so that events can prosper once again.
- **Respond:** In the event that our venues or an event experience a COVID-19 exposure, we have quarantining and tracing strategies in place. Our utmost priority is the health and safety of our staff, clients, attendees, and local community. More information can be found in the Customer Journey and Workforce sections of this document.
- **Recover:** After the response has been made, we work to offer transparent communication and positive outcomes for our stakeholders in recovering from an exposure (or potential exposure) situation.



GLOBAL BIORISK ADVISORY COUNCIL
A Division of ISSA

SOCIAL DISTANCING & CROWD MANAGEMENT

Until otherwise instructed, a mandatory social distancing requirement of 6-feet will exist within the facility. Distancing must be maintained between all attendees, employees, and event staff at all times during your event. In order to secure these distances the following requirements and facility standards have been established:

Social Distancing Signage/ Floor Markings / Line Queue Evaluation:

- Reminders and markings have been placed around the facility to properly remind all employees, attendees, third parties, and event staff to practice social distancing. In addition to this standard building signage, additional signage and floor markings may be necessary and required to be put in place before your event may proceed. This may include properly marked line queuing areas.

Face Mask Mandates:

- In addition to staff PPE usage and training, Salt Lake County has implemented a county wide public health order specific to face mask usage. Under this order, any individual within Salt Lake County who is age two and over and able to medically or psychologically tolerate a face covering shall be required to wear a face covering that completely covers the nose and mouth in public areas where consistent social distancing of at least six feet is not possible, reasonable, or prudent.
 - <https://slco.org/covid-19/public-safety/face-coverings>.
 - As a result, we require events to implement a mandatory mask policy for event attendees, participants, and staff while in our venues.
 - Please note that no face masks will be provided to an event by the facility.



SOCIAL DISTANCING & CROWD MANAGEMENT (CONT.)

Restroom Stall Closures:

- All restrooms within the facility will have select stalls and urinals closed for usage in order to maintain social distancing within this space. These stalls and urinals will be properly marked, and made unusable via coverings and locks.

Hand Dryers:

- All hand dryers in restrooms have been turned off to aid in stopping the spread of Covid-19. Paper towels will be available to dry hands.

Drinking Fountain Closures:

- All drinking fountains within the facility have been turned off to aid in stopping the spread of Covid-19. However, if the fountain is equipped with a water bottle fill station that portion of the fountain will remain turned on and accessible.

Distancing Monitor(s) / Law Enforcement Presence:

- In addition to signage reminders it may be deemed necessary for an event to provide staff/labor to monitor attendees to remind them of social distancing guidelines. They may also be required to disrupt gatherings (intentionally or unintentionally) within the facility. In addition to distancing monitors it may also be required for your event to maintain the presence of law enforcement. The need for a presence of law enforcement or monitors will be determined during the pre-event evaluation made with your Event Manager.

Entrance & Exit Restrictions:

- In order to maintain proper distancing near our facility entrance and exits, it may be deemed necessary to mark and traffic attendees through specific entrance and exit points. Creating a one way flow through entrance and exits will be crucial in retaining social distance.



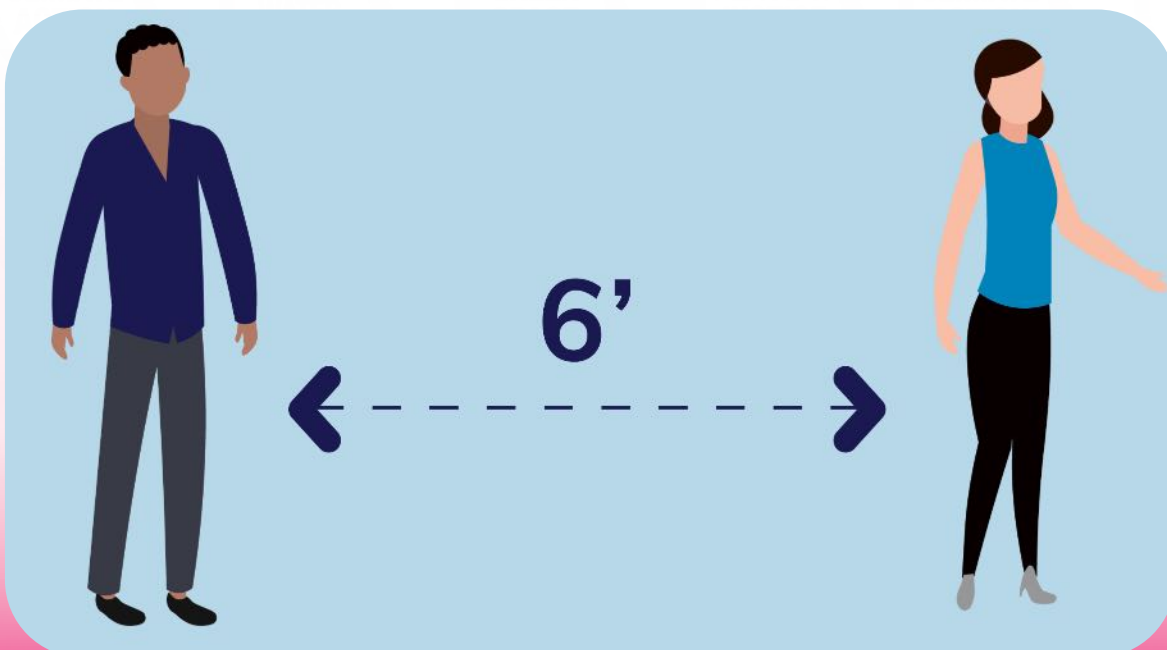
CROWD MANAGEMENT STRATEGIES

Exterior Transportation Areas:

- Taxi staging and shuttle bus pick-up/drop-off:
 - Drop off/pick up locations will be stationed sufficiently apart to allow for physical distancing.
 - Shuttle plans are required 45 days out to include physical distancing and crowd management protocols.

Registration Areas:

- Registration plans must be submitted to you event manager 90 days out and should reflect the following:
 - Physical distancing based on current CDC guidelines.
 - Queue line spacing plan.
 - Registration Area Recommendations:
 - Physical distance 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 & exit doors to allow for contact tracing.
 - Implementation of contactless payment system.
 - Pre-printed badges and no badge collection.



CROWD MANAGEMENT STRATEGIES (CONT.)

Common Areas & Concourses (Recommendations):

- Making concourses one-way walkways to encourage physical distancing.
- Directional signage could be placed throughout concourse to assist with attendee flow.

Meeting Rooms & Ballrooms:

- Layouts
 - Space furniture according to physical distancing guidelines.
 - Setting meeting room chairs at 6' distance based on current CDC guidelines.
- Attendee Flow
 - Hand sanitizers at strategic locations.
 - Create entrance doors and exit doors into each room.
 - Request customer to manage traffic flow inside of meeting room to adhere to physical distancing.
 - Suggest stagger start/end times to reduce congestion on concourses and in restrooms.
 - Provide ample time between sessions to allow for cleaning and straightening of chairs to maintain 6' distancing (more than standard 15 minutes).

Exhibit Halls- 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.
- Show organizer should work closely with their event managers to determine capacity.

Exhibit Halls- Layouts:

- 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
- Limiting number of exhibitors permitted in booth by physical distance per square foot
- Eliminate or limit in-booth giveaways to avoid congregation of crowds

CROWD MANAGEMENT STRATEGIES (CONT.)



Attendee Layout:

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

Contractors:

- Dedicated labor entrance and exit.
- Labor check-in stations with 6' queue separations and floor markings.
- Incorporate health screenings.
- Provide PPE (gloves, masks, sanitizers readily available) for workers.
- Daily safety briefings each morning.
- Encourage show workers to wear a lanyard with hand sanitizer attached.
- Limit number of workers riding in a cart, no sitting side-by-side.
- General Service Contractors to submit enhanced protocols to show & facility management 90 days prior to the event.

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 should be disinfected between use.
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour.
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter.
- All drivers to stay in their vehicles at delivery.

CROWD MANAGEMENT STRATEGIES (CONT.)

Exhibit Booths:

- 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.
- Signage to promote health and safety best practices.
- Temporary structures and exhibits (decor):
 - Sanitization procedures may vary based on type of materials (hard surfaces, fabric, vinyl, or metal).
 - Size and schedule of crew may need to be adjusted to ensure physical distancing.
- Cleaning of spaces and surfaces prior to, during, and at the conclusion of each show day.



ENHANCED SAFETY MEASURES

Facility Closure:

- If deemed necessary, The Salt Palace Convention Center and Mountain America Exposition Center along with its owner, Salt Lake County, have the right to shutter the convention center due to safety concerns. The ability to control access to the building in the light of a potential exposure to Covid-19 will be imperative to providing a safe facility. If a closure is deemed necessary all events within the facility will be notified as soon as possible. The closure of the facility may trigger the “Force Majeure” clause in an event's signed contract for all affected dates (not to include previous unaffected event days).

Area Restrictions:

- In coordination with an Event Manager during the pre-event evaluation, it will be determined which areas of contracted space will have permissible access and what areas will be deemed restricted. There may be certain areas during an event that will be required to be closed for safety reasons. This may include; public spaces (to avoid gathering), certain entrance and exit doors, food & beverage areas, conference rooms, and other areas that are not in accordance with social distancing per an events flow and usage.

Door Propping:

- In order to provide a hands free entrance and exit pathway for attendees into the facility and meeting areas, doors may need to be propped open. This may include exterior doors as well as interior. Your Event Manager will be able to guide you on which areas of contracted space will and will not need hands-free entrancing and exiting.

EMT & Law Enforcement:

- Upon evaluation, it will be determined if an event (dependent on size and content) may need an EMT or Police Officer on site. If it is deemed necessary, it will be required that the event agrees before an event may enter the facility. It is more than likely that because of the risk of Covid-19 an EMT and Police Officer will be required for most events.

Temperature Checks:

- Additional entrance checks focused on temperature may be required for your event. These additional checks will be determined in the pre-event evaluation. If it is determined there is a need, the responsibility of acquiring proper labor and equipment will fall to the event itself. The Salt Palace Convention Center and Mountain America Exposition Center does not hold proper licensing or authority to provide health checks at this time.

Health Checks:

- As advised by our local health agency the Salt Palace Convention Center and Mountain America Exposition Center has deployed a stringent health check for our employees. We invite all events who enter our facility to consider utilizing these health check methods to keep their attendees safe. We have provided staff with numerous documentation surrounding Covid-19 symptom information, as well as a process for alerting the facility to any symptoms or illness. An implementation of a daily health check sheet allows us to properly assess the health of all employees reporting to the facility for work. Please consider utilizing or working with us to develop a plan of your own.

ENHANCED SAFETY MEASURES (CONT.)

Health Check & Reporting Internal Process:

- In an effort to insure transparency we are providing our internal health check and reporting process so that any event can adopt our methods if one is not currently in place.

As we continue to respond to the ongoing Covid-19 pandemic, we want to ensure the health and safety of all our employees. Out of an abundance of caution; if you at any point are feeling ill and are specifically experiencing symptoms closely related to Covid-19, you should take the following precautions:

1. Please notify your immediate supervisor of your illness.
2. If you have not yet arrived to work, please refrain from coming in. If you are currently at work, we ask you to coordinate with your supervisor to be excused.
3. As you speak with your supervisor it is vital to provide information of recent travels to suspecting Covid-19 outbreak geographies, timeline of illness, exposure to other employees, and any information that we can provide to local health agencies in order to help them mitigate further outbreaks.
4. Make contact with the Utah Department of Health Covid-19 Hotline at 1-800-456-7707 to determine your best course of medical attention.
5. Once you have sought appropriate medical attention, it will be vital to remain in contact with your supervisor and HR. Alerting your supervisor and HR of a positive or negative test will help determine the best course of action to help you return to work. Should you test positive you must head the guidance of your medical provider.
6. Do not attend work until properly assessed by a medical provider, proper quarantine procedure has been followed, and symptoms have ceased for a period greater than 48 HRS.

We continue to monitor the situation closely, and are dedicated to providing you with the most up to date information.

- Symptoms of Covid-19
- Fever (>100.4 F), Chills, or Sweating, Muscle Pain, and Aching Throughout the Body
- Shortness of Breath or Difficulty Breathing
- Cough/Sore Throat
- Vomiting or Diarrhea
- Sudden or New Loss of Taste or Smell

ENHANCED SAFETY MEASURES (CONT.)

Attendee Contact Tracing & Participant Health Questionnaire Forms:

- In order to properly assess any spread of Covid-19, all attendees to an event must complete a Attendee Contact Tracing Form or Participant Health Questionnaire in order to engage in any event activity within our venues. The distribution and review of these forms will be coordinated with each event to insure every attendee is accounted for. A Spanish translation is available if needed.

Example Forms:

PARTICIPANT HEALTH QUESTIONNAIRE

CALVIN K. RAMPTON
SALT PALACE
CONVENTION CENTER
A SALT LAKE COUNTY FACILITY

Name: _____ Date: _____

Phone #: _____ Event Attending: _____

Email: _____

ARE YOU EXPERIENCING ANY OF THE FOLLOWING SYMPTOMS:

- Fever (>100.4 F), Chills, or Sweating.
- Shortness of Breath or Difficulty Breathing
- Cough
- Vomiting or Diarrhea
- Muscle Pain or Aching Throughout the Body
- Sore Throat
- Sudden or New Loss of Taste or Smell

YES NO
☐ ☐

ARE YOU TAKING ANY MEDICATIONS FOR THESE SYMPTOMS?

YES NO
☐ ☐

IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?

YES NO
☐ ☐

IS SOMEONE YOU HAVE COME INTO CONTACT WITH IN THE LAST TWO WEEKS EXPERIENCING ANY OF THESE SYMPTOMS?

YES NO
☐ ☐

VENUE SHIELD

If you are experiencing symptoms related to Covid-19 we ask you to; reconsider your attendance to your scheduled event, distance yourself from other attendees and facility employees, seek proper medical attention, and visit our facility again once cleared by a medical provider or you are symptom free for 48hrs.

SALT LAKE COUNTY ASM GLOBAL

ATTENDEE CONTACT TRACING FORM

VENUE SHIELD CALVIN K. RAMPTON
SALT PALACE
CONVENTION CENTER
A SALT LAKE COUNTY FACILITY

Name: _____

Phone #: _____ Date: _____

Event Attending: _____

BY SIGNING BELOW, I AM CERTIFYING ALL INFORMATION ON THIS FORM TO BE ACCURATE TO THE BEST OF MY KNOWLEDGE:

Signature: _____

related to Covid-19 we ask you to; reconsider your attendance to your scheduled event, distance yourself from other attendees and facility employees, seek proper medical attention, and visit our facility again once cleared by a medical provider or you are symptom free for 48hrs.

SALT LAKE COUNTY ASM GLOBAL

CORONAVIRUS POTENTIAL EXPOSURE PROVISIONS

Sudden Illness & Reporting:

- In the event that an attendee or event staff member were to fall ill (specifically with Covid-19 related symptoms) the use of an EMT and an area designated for isolation will be utilized. This will allow the individual who has fallen ill to seek proper treatment and advice, while maintaining isolation from other persons in the facility. If it is deemed the ill individual may have Covid-19 symptoms we will advise this individual to seek medical attention as soon as possible, and refrain from attending their scheduled event. Notice will be made to our local health agencies in order to track and monitor should this sick individual test positive for Covid-19. This will allow our facility to properly disinfect, and alert members of our staff of potential exposure. Depending on the level of exposure to the facility an immediate closure of the facility could be a possibility until proper disinfection can be achieved. The health and safety of everyone in our facility will take priority. If event continuation could result in a health risk, it may be necessary to prohibit an event from moving forward.

Designation of Quarantine Area:

- A designated area may need to be set aside from an events contracted space to act as a quarantine area for any attendee or event staff exhibiting symptoms of Covid-19. If an area is available and not currently contracted by another event, the facility will work to retain this area for quarantine usage. For events with a full buy out of the facility, they must work with an Event Manager to determine an appropriate area to set aside for this use.

CONTRACTOR PLANS (RECOMMENDATIONS)

- GSC's, cleaning vendors, and clients should submit enhanced cleaning and safety protocols to show management and facility event manager 90 days prior to move-in.
 - The facility asks this so that we can ensure alignment between building protocols and show-specific protocols.
- Dedicated labor entrance and exit where feasible.
- 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.
- Daily safety briefings each morning.
- Encourage show workers to wear a lanyard with hand sanitizer attached.
- Limit number of workers riding in a cart, no sitting side-by-side.

ADJUSTED CAPACITIES & ROOM SETS

The Salt Palace Convention Center & Mountain America Exposition Center have deemed the original capacity numbers of the facilities to be insufficient to allow for social distancing. In order to follow guidance and regulations put in place by our Corporate Offices and local Health Agencies, reduction to capacity levels have been made. These reductions will allow for proper planning and event setup, and allow for proper social distancing within the facility.

Convention Risk Level Description & Restrictions:

- Per the State of Utah risk level guidelines of “Red”, “Yellow”, and “Green” an assessment of facility capacity for each venue has been drafted. This document describes the operating ability of each venue by event and function type under each corresponding risk level color.
 - Please follow this link for an expanded view of the [Convention Risk Level Description & Restrictions Document](#)

Updated Facility/Space Capacities:

- Adjusted capacity numbers are based on the extensive revised room-set drawings developed by our Event Management team. In many scenarios there are several styles of sets in varying configurations. The numbers found in the document linked below are the max capacity available, but may be lower depending on the configuration utilized. “Banquet-Family” capacity is based on seating attendees of the same household at the same table.
 - [Salt Palace Convention Center Updated Facility/Space Capacities](#)
 - [Mountain America Exposition Center Updated Facility/Space Capacities](#)

Room Sets & Drawings:

- Your assigned Event Manager will work with you to determine the best setup to properly allow for an event to hold their function in accordance with social distancing guidelines. This will include an extensive review of space usage, with recommendations and changes made to an event’s existing plan if needed. Common requirements will include; additional spacing between chairs and tables, reduction of function capacity, adjustments to food & beverage service stations, and any other means necessary to obtain social distancing at all times.
- In an effort to provide events with examples of room set visualizations, the Events Department team has developed a series of drawings providing examples of function types in many areas of the facility. Paired with our newly updated room capacity numbers, these tools will help an event and their Event Manager determine an appropriately social distanced and safe event floor plan.
 - [Salt Palace Convention Center Room Sets & Drawing Links](#)
 - [Mountain America Exposition Center Room Sets & Drawing Links](#)

OCCUPANCY MANAGEMENT BY SHOW TYPE

While we host many different types of events, at the most general level of distinction, there are really only two types. These are: Public Events and Events with Registered Attendance. The key distinction is that Public Events do not have an attendance limit and do not require that tickets are purchased in advance, rather they operate on a “first com, first served” philosophy. Events with Registered Attendance generally require that access is purchased in advance and limit the number of passes sold. In all circumstances, a plan to remain within occupancy guidelines established by the yellow and orange risk levels must be developed through consultation with the Licensee for the event. We also suggest that the service restrictions required in these higher risk levels do provide a Force Majeure trigger by either party (SMG or Licensee) if a plan is determined as impossible or impractical.

Public Events:

- This show type is the most difficult to manage the occupancy demand as the number of attendees is typically undetermined as is their arrival and stay pattern. Similar to a retail outlet, these events operate by posting show hours and allow attendees to arrive and depart on their own schedule within the posted times. Steps to consider employing to achieve occupancy management:
 - Monitor entrances and possibly the exits to track the number of attendees inside the venue at any given time. In addition, require contact tracing forms for attendees and health forms for participants.
 - Maintain the separation of entrance and exits.
 - Encourage paperless ticketing and cashless payments.
 - Establish “vantage point” locations inside the show using elevated walkways, scissor lifts, or meeting rooms to evaluate social distancing success.
 - Establish and control a queue on the exterior of the venue that works to achieve proper social distancing requirements.
 - Post wait times in lines if practical.
 - In consultation with the Licensee, approximate average “stay times” by attendees and limit ticket sales to time blocks accordingly.
 - Extend show hours, increase space licensed, and increase the number of show days at no additional cost to the Licensee to assist in meeting business objectives.

Events with Registered Attendance:

- This show type is simpler to manage because we understand the number of attendees in advance. Steps to consider employing to achieve occupancy management:
 - Extend show hours, increase space licensed, and increase the number of show days at no additional cost to the Licensee to assist in meeting business objectives.
 - Establish assigned time blocks for attendees for badge pick-up and onsite registration issues to achieve proper social distancing guidelines.
 - Create multiple onsite registration/badge locations to reduce the risk of congregating.

Our staff are the key to reactivating a successful business and event facilities during the COVID-19 pandemic. Safety for clients begins with the safety of our employees. ASM Global has provided us with cutting edge cleaning and pandemic response protocols to ensure a healthy work environment. This is the beginning to the Customer Journey being successful. We all share the same goal: successful event reactivation in a safe environment!



PERSONAL PROTECTIVE EQUIPMENT (PPE: MASKS)

- ASM Global must select appropriate PPE and provide it to workers in accordance with OSHA's PPE standards (29 CFR Part 1910, Subpart I) and [VenueShield SOP 05.00.06.06](#) Personal Protective Equipment. All staff and workers must receive training on and demonstrate an understanding of when to use PPE; what PPE is necessary; how to properly put on, use, and take off PPE in a manner to prevent self-contamination; how to properly dispose of or disinfect and maintain PPE; and the limitations of PPE.

GLOVES & OTHER FORMS OF PPE

- Unlike face masks, the use of gloves and other forms of PPE are to only be utilized if there is a direct need. This may include the use of gloves for activities that involve; cleaning, cash handling, ticket sales, and other activities that may bring a person's hands in contact with another human or material prone to retaining the Covid-19 virus. We also strongly encourage events to utilize these guidelines, especially events handling cash sales and ticketing. If an event feels the need to utilize additional PPE while in the facility they are more than welcome. Please note that no PPE will be provided to an event by the facility.

HEALTH QUESTIONNAIRE & SYMPTOM MANAGEMENT

- For staff working inside the venues, they are required to complete a health questionnaire upon arrival at work. This questionnaire includes a checklist of any known COVID-19 symptoms at the time of completion. The checklists are treated as confidential and submitted to Human Resources. Any team member not feeling well will be asked to go home immediately and follow the current self-quarantine CDC guidelines.

EXPOSURE POLICY & PROCESS

SCENARIO A:

- Team member with direct exposure to confirmed COVID-19 case.
 - Team member should be advised that they should stay home and self-quarantine for a minimum of 14 days.
 - The local HR Business Partner(HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
 - Team members should be advised that they need to notify the HRBP if they become symptomatic and should seek immediate medical treatment.
 - If the team member becomes symptomatic but DOES NOT get tested or they DO get tested and the results are negative, they need to immediately notify the HRBP and the employee cannot return to work until the 14-day quarantine period has exhausted.
 - 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.
 - Other symptoms have improved (for example, when their cough or shortness of breath have improved).
 - At least 7 days have passed since their symptoms first appeared. If the team member becomes symptomatic and they DO get tested and the results are positive they need to immediately notify the local HRBP and the employee cannot return to work until the 14-day quarantine period has exhausted.
 - They follow the detailed CDC Guidelines outlined above based upon their specific circumstances.

SCENARIO B:

- Team member with potential exposure to a COVID-19 case.
 - 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 the work schedule.

SCENARIO C:

- Team member with a confirmed COVID-19 case.
 - Team member should be advised that they should stay home and seek medical treatment.
 - The local HR Business Partner (HRBP) 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 follow the detailed CDC guidelines outlined above based upon their specific circumstances

WORK FROM HOME & RETURN TO VENUE PROGRAMMING

Once again, the safety of our employees is of utmost importance. To create a safe environment we are using a mixed approach of Work from Home and Work from Venue programming during this time of pandemic. This ensures that building operations continue and everyone's role is successful.

Work From Home:

- Staff who are able to perform their job functions at home do have the option to work from home so long as their supervisor approves it. Particularly for those with at-risk medical conditions to COVID-19.
- Those working from home are encouraged to come to the venue as needed to complete onsite duties.
- As we did in March, 2020, should County, State, or Federal Officials implement stay at home orders, we will follow their recommendations and create an environment for staff to be safe and successful in their working roles.

Work From Venue:

- For those working in the building, safety is our number one priority. This VenueShield program ensures we reduce and eliminate risk to our staff in every area possible.
 - Physical Areas:
 - 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 & 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.
 - Re-arrange furniture to promote social 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 how occupants use and move throughout the building.
- Way-finding signage or floor markings to direct foot traffic and ensure safe social distancing.

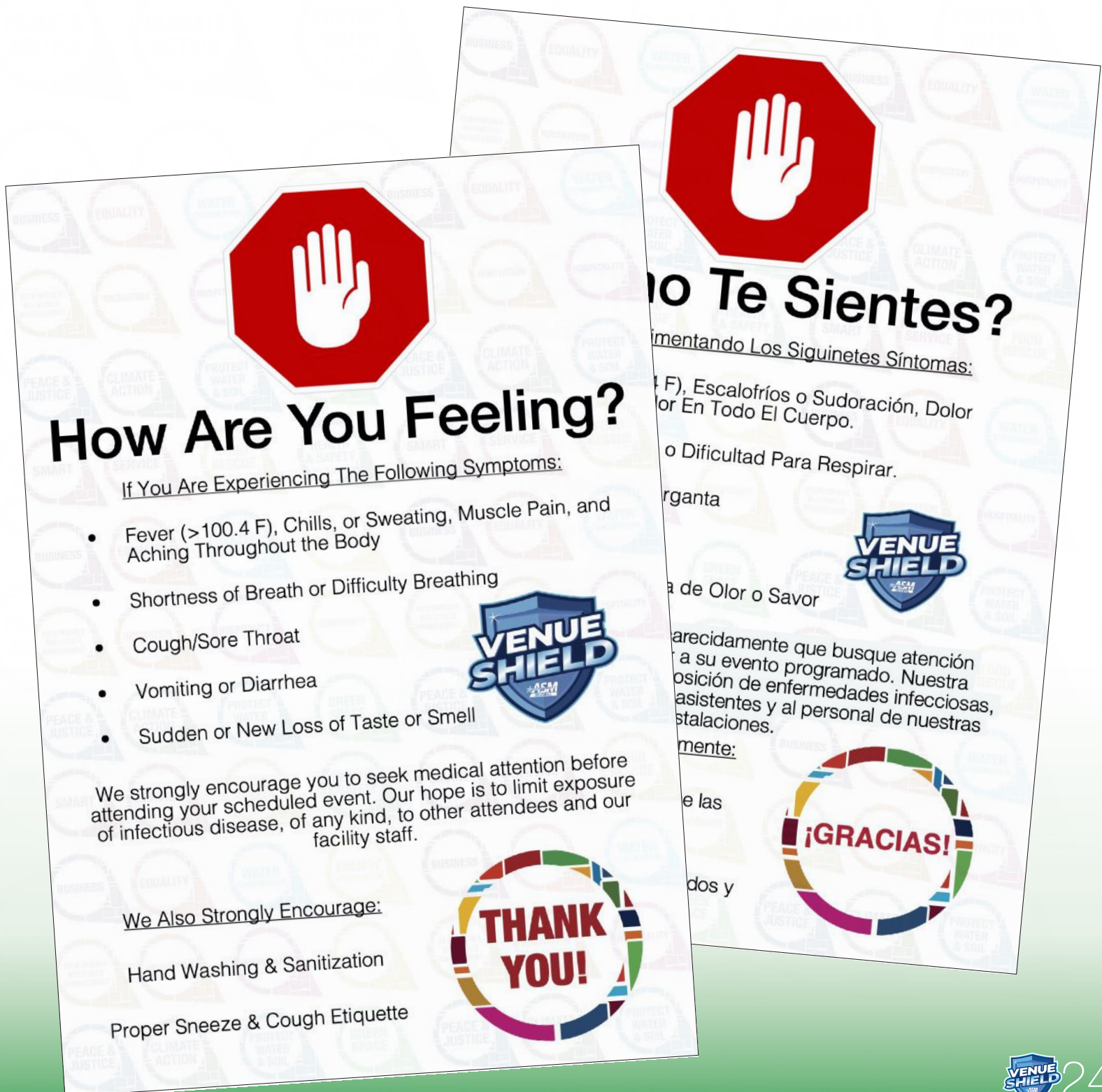
TECHNOLOGY & EQUIPMENT

- New and improved technologies are constantly evolving the way we do business, and the same is now happening as we approach cleaning and sanitation of our facilities in a hyper focused light. We continue to evaluate and source new technologies that will help provide our staff with safer and more effective ways to provide safe facilities. At this time we have implemented the use of hydro bathroom cleaning devices, hydro misters for disinfection, along with electrostatic misters to enhance our fight against Covid-19.



FACILITY ENTRANCE- "HOW ARE YOU FEELING?"

- "How Are You Feeling?" signage has been placed at all entrances into the Salt Palace Convention Center. This signage includes a call to action for attendees to the facility to check their current symptoms, and proceed accordingly. Signage also includes recommendations for proper sneeze & cough etiquette, and a reminder for hand washing.



SOCIAL DISTANCING REMINDERS & FACE MASK REQUIREMENTS:

- Various signs have been placed throughout each facility providing reminders for social distancing along with an encouragement to wear a face mask when appropriate. Face masks are required when inside Salt Lake County facilities. This signage can be found near entrances and high touch areas like restrooms and foyer spaces.

Social Distancing Fun Fact:
The average wingspan of an eagle is 6ft, the same distance you should be from others!

6-Feet

Keep Six Beehives Or Six Feet Apart!

Social Distancing: 6' Between Yourself And Others

Social Distancing Guidelines:

- Provide 6ft of distance between yourself and others.
- We recommend wearing a mouth and nose covering inside and outside of our facility.
- Refrain from gathering in groups.
- Do not linger in public areas to avoid unintentional congregation.

We Also Strongly Encourage:

- Hand Washing & Sanitization
- Proper Sneeze & Cough Etiquette

We thank you for your patience and participation. These guidelines have been put into place to offer the safest facility for all attendees and employees.

THANK YOU!

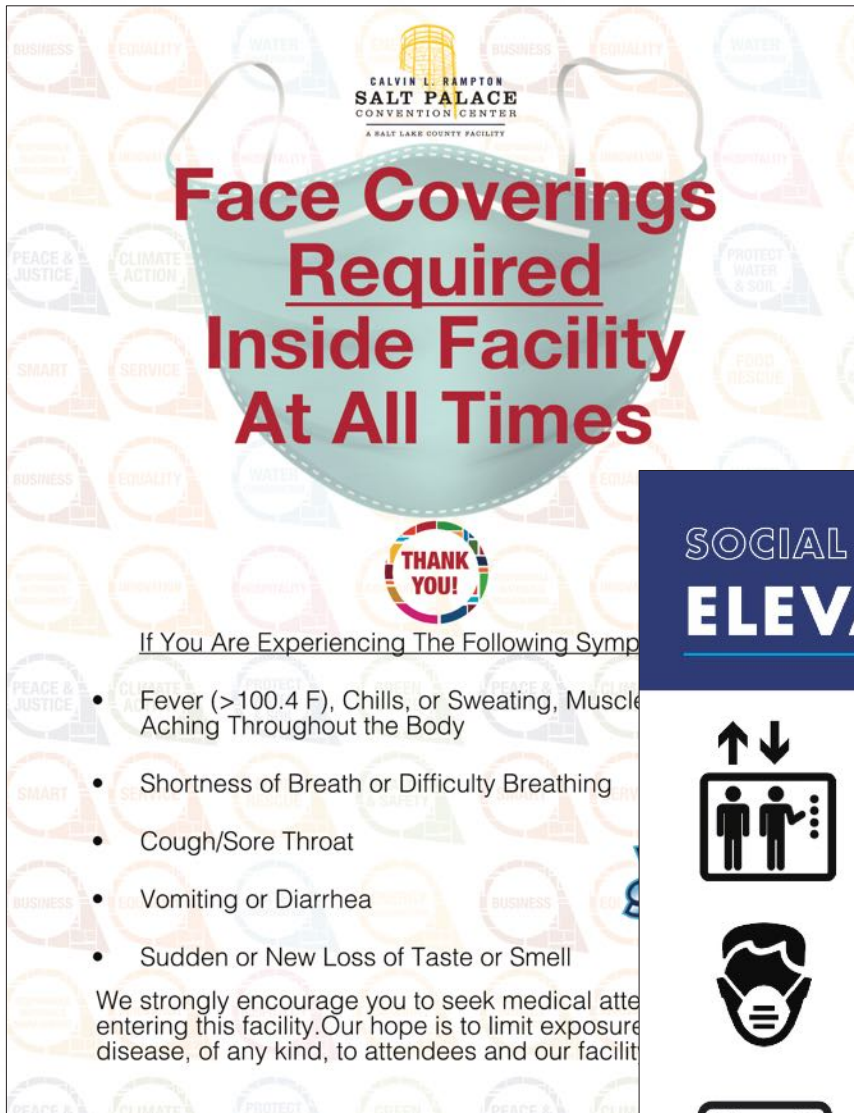
THANK YOU!

PUBLIC AWARENESS

SOCIAL DISTANCING FLOOR MARKERS:



ADDITIONAL FACILITY SIGNAGE:



The signage features a large blue surgical mask in the center. Above the mask is the logo for the Calvin L. Rampton Salt Palace Convention Center, which includes a stylized building icon and the text "CALVIN L. RAMPTON SALT PALACE CONVENTION CENTER A SALT LAKE COUNTY FACILITY". Below the mask is a circular "THANK YOU!" sticker. The background is a repeating pattern of various social and environmental icons like "BUSINESS", "EQUALITY", "WATER", "PEACE & JUSTICE", "CLIMATE ACTION", "SMART", "SERVICE", "PROTECT WATER & SOIL", and "FOOD RESILIENCE".

**Face Coverings
Required
Inside Facility
At All Times**

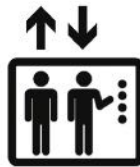
THANK YOU!

If You Are Experiencing The Following Symptoms:

- Fever (>100.4 F), Chills, or Sweating, Muscle Aching Throughout the Body
- Shortness of Breath or Difficulty Breathing
- Cough/Sore Throat
- Vomiting or Diarrhea
- Sudden or New Loss of Taste or Smell

We strongly encourage you to seek medical attention before entering this facility. Our hope is to limit exposure to disease, of any kind, to attendees and our facility.

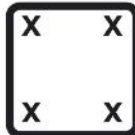
SOCIAL DISTANCING TIPS: **ELEVATOR ETIQUETTE**



- **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.



PUBLIC AWARENESS

EVENT SPECIFIC ADDITIONAL SIGNAGE:

- An event is encouraged to provide additional signage related to Covid-19 for their event. We ask that this signage aligns with facility mandates and recommendations, and that it promotes a healthy event design for your attendees and staff. While we don't require this, we certainly welcome clients to send us copies of their signage plans and design. The more unified our communication approaches, the safer the venue and event will be.

MEDIA ENGAGEMENT:

- Throughout the reactivation process, our Communications Department and Sustainability Department are committed to working with local media and industry publications. Goals will include:
 - Open-source sharing of our VenueShield and GBAC accreditation programs promotes transparency and unity in the successful reactivation of events.
 - Supporting our clients and their event strategies once events begin again. We are committed to sharing their story and promoting the efforts they've made to accomplish a safe event in this world of ours.
 - We offer resource sharing to other venues, both locally in Utah, but also to our competing venues throughout the events industry. Together, we can build a safer and more sustainable industry than ever before.

WEBSITE & SOCIAL MEDIA LINKS:



- Please consider following our Social Media Accounts as well as visiting our websites for additional information, updates, and for the current operational status of each venue.
- Salt Palace Convention Center:
 - [Facebook](#)
 - [Instagram](#)
 - [Twitter](#)
 - [Website](#)
- Mountain America Exposition Center:
 - [Facebook](#)
 - [Instagram](#)
 - [Twitter](#)
 - [Website](#)





FOOD & BEVERAGE:

- The ability to provide food & beverage in a properly social distanced environment may include the elimination of food settings that place attendees in close proximity. Restrictions may be placed on buffet style serving, as well as with coffee/break stations. Working with an Event Manager and a catering contact it will be determined how food & beverage will be distributed to attendees. Solutions may include; plated meal service, boxed lunches preset for attendees at tables, tiered/timed meal times, staggered food access per room section, and other various solutions that help to offer social distancing.
- Working in conjunction with Centerplate (the exclusive Food & Beverage provider for both facilities) a coordinated effort to provide the safest food service as possible will be made. Along with this policy/guidelines document, Centerplate has prepared a separate document focusing specifically on Food & Beverage. Both documents are being utilized to coordinate this safety effort.

[Centerplate Re-Opening Mandates & Guidelines Document](#)

Centerplate Re-Opening Mandates & Guidelines Document Highlights :

Convention & Conference Centers LOB MANDATES

Action: Increase awareness of handwashing

Wash hands approximately every hour and when the following occurs:



Convention & Conference Centers LOB MANDATES

All Convention and Conference Centers are **REQUIRED** to become familiar and implement the following **MANDATES**

Maintain 6ft distance in guest areas and back of house areas (where possible)

Increase awareness of Handwashing

Encourage respiratory etiquette

Require Employees to use face masks in Guest and BOH areas

Require Employees with flu-like symptoms to remain at home

Continuously clean & sanitize frequently touched surfaces (FTS)

BANQUETS/CATERING MANDATES

Action: Continuously clean & sanitize all Frequently Touched Surfaces (FTS)

Frequently Touched Surfaces (FTS) include:

Staging/Storage Areas

Hand sinks, faucets, knobs, sanitizer & soap dispensers, hand towel dispensers

Tabletop Equipment (risers, coffee urns, baskets, etc.)

Ice Machine handles, ice scoops, coffee machines, etc.

Hot Boxes, queen marys, speed racks, carts, etc.

Computers, telephones, copy machines

Refrigeration door handles

Light Switches/Electrical Outlets

Perimeter of Staging/Storage Areas

Elevator - Inside and out (all touch points)

Doors - Inside and out

Schedule boxes, communication boards

Employee Restrooms

Door, door handle plate, sanitizer, & doorknobs (both inside and out)

Sink, faucet, & mirrors

Toilet - All surfaces with attention to seat

Hand towel dispenser, toilet tissue dispenser

Stalls including: door surface both front & back including closing mechanism, walls, seat cover dispenser, and any assisted/handicap bars

CULINARY & STEWARDING MANDATES

Action: Continuously clean & sanitize all Frequently Touched Surfaces (FTS))

Frequently Touched Surfaces (FTS) include:

Production Areas

Hand sinks, faucets, knobs, sanitizer & soap dispensers, hand towel dispensers

Tabletop Equipment (slicers, coffee machine, etc.)

Dish machine exteriors including handles

Hot Boxes, queen marys, speed racks, carts, etc.

Refrigeration & Freezer door handles

Light Switches/Electrical Outlets

Perimeter of Kitchen

Elevator - Inside and out (all touch points)

Doors - Inside and out

Schedule boxes, communication boards

Employee Restrooms

Door, door handle plate, sanitizer, & doorknobs (both inside and out)

Sink, faucet, & mirrors

Toilets - All surfaces with attention to seat

Hand towel dispenser, toilet tissue dispenser

Stalls including: door surface both front & back including closing mechanism, walls, seat cover dispenser, and any assisted/handicap bars

CONCESSIONS MANDATES

Action: Continuously clean & sanitize all Frequently Touched Surfaces (FTS)

Frequently Touched Surfaces (FTS) include:

Staging/Storage Areas

Hand sinks, faucets, knobs, sanitizer & soap dispensers, hand towel dispensers

Tabletop Equipment (risers, coffee urns, baskets, etc.)

POS screens, shields, vending machines, etc.

Hot Boxes, queen marys, speed racks, carts, etc.

Computers, telephones, copy machines

Refrigeration door handles

Light Switches/Electrical Outlets

Perimeter of Staging/Storage Areas

Elevator - Inside and out (all touch points)

Doors - Inside and out

Schedule boxes, communication boards

Employee Restrooms

Door, door handle plate, sanitizer, & doorknobs (both inside and out)

Sink, faucet, & mirrors

Toilets - All surfaces with attention to seat

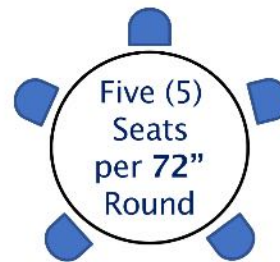
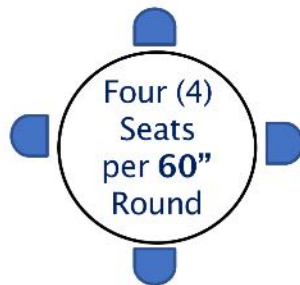
Hand towel dispenser, toilet tissue dispenser

Stalls including: door surface both front & back including closing mechanism, walls, seat cover dispenser, and any assisted/handicap bars

BANQUETS/CATERING GUIDELINES

Recommended Seats per Table

- Work with the venue set up team to determine appropriate distancing guidelines are met when setting up a room for a banquet/catered event



BANQUETS/CATERING GUIDELINES

Modified Banquet/Catering Service Options

The following styles of services can be used to execute different styles of banquet/catered events while adhering to the LOB Mandates

**Plated
Service**

**Individually
Packaged
Meal Service**

**Individually
Served
Hot Meal**
(Culinary Attendant
served)

**Individually
Packaged
Hot Meal**

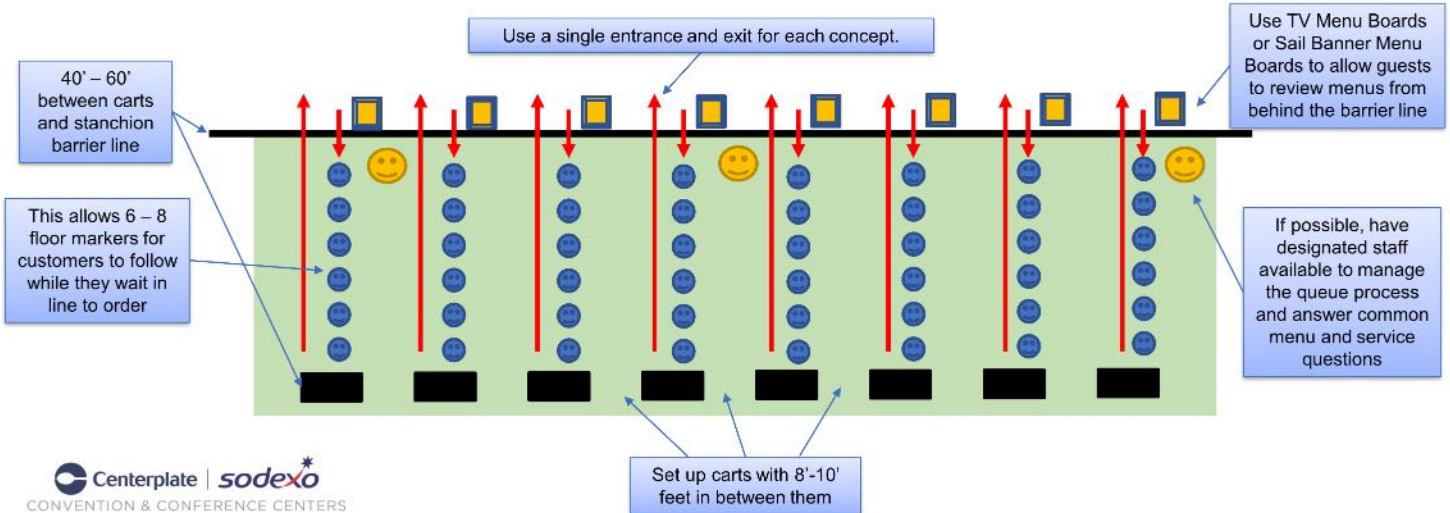
**Buffet Style
Service**
(Attendant Served -
Single Sided)

**Flexible
Reception
Style**

CONCESSIONS GUIDELINES

Designing Portable Cart Layouts

When looking at creating show floor concession dining options, consider this **GREEN ZONE** approach at designing your service layout.



Centerplate | *sodexo* CONVENTION & CONFERENCE CENTERS



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