



**SHREVEPORT CONVENTION CENTER
REACTIVATION PLAN**





INTRODUCTION

As the Shreveport Convention Center prepares to reopen in a COVID-19 environment, ensuring the health and safety of employees, guests and participants, always the top priority for ASM Global, has taken on a heightened degree of attention. To assist its 325 managed venues in providing the most advanced hygienic safeguards and best in class operating practices, ASM Global developed and launched VenueShield a multifaceted reference guide for establishing venue reopening benchmarks and event operating standards.

Working with the State and Local Health Officials, the ASM Shreveport team has refined and customized the safeguards and procedures in the master VenueShield program to create best practices specific to the Shreveport Convention Center. After thorough research and consideration, ASM Global established six key VenueShield components essential for venues to reopen in the current environment.

Topics in this Guide

- ✓ Environmental Hygiene
- ✓ Customer Journey
- ✓ Food and Beverage Service
- ✓ Workforce Safety
- ✓ Public Awareness
- ✓ Technology and Equipment

“We realize that each one of our venues across the globe is an **economic engine** for its community, representing local tax revenues, travel revenues and jobs. **We look forward to reopening** these local and regional economic foundations, stimulating local economies, and again delivering the **entertainment experience** that has defined us for decades.”

- Bob Newman,
President and CEO ASM Global.

1.1 About the VenueShield Program

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

The program is designed to provide an evolving approach to the unique aspects of ASM Global-managed venues and is guided by input from the company's venue experts around the world, representing every venue type.

The worldwide VenueShield Task Force is continuing to refine and develop the VenueShield Program by collecting and monitoring data, researching new technology and products, and updating best practices.





ENVIRONMENTAL HYGIENE

Guest, staff, and talent must be assured they are working and performing in a venue that has incorporated the highest standards of hygiene protocol. This Environment Hygiene section includes best in class practices related to cleaning and disinfecting public venues. ASM Global and AECOM, a leading infrastructure firm within the industry, have partnered together to create best in class cleaning and disinfecting practices for ASM Global venues in response to the COVID-19 pandemic. These practices have been customized by ASM to create specific cleaning and disinfecting best operating practices for the Shreveport Convention Center.

2.1 Environmental Hygiene Guidance

This Plan summarizes the worker and venue environmental, health, and safety (EHS) regulatory requirements impacted by COVID-19 cleaning and disinfecting procedures, and references ASM Global standard operating procedures (SOPs) where appropriate. Protocols/SOPs that focus on specific spaces, surfaces, and material disinfection are referenced throughout.

Detailed information on environmental hygiene best practices and guidance for the Shreveport Convention Center is provided in the Environmental Hygiene Plan. This plan covers general cleaning and disinfection protocols for the Convention Center. In addition to space-specific protocols/SOPs, the Environmental

Hygiene Plan document includes four standalone protocols/ SOPs that provide guidance for unique circumstances: re-occupancy after full closure, re-occupancy after high-risk alternate use, disinfection procedures during special operations, and mechanical systems.

2.2 Recommended Precautions

All employees, contractors, and subcontractors entering the Shreveport Convention Center will follow health guidelines recommended by the CDC and other authorities and assume responsibility for personal safety by regularly washing hands, maintaining physical distance from others, and use of appropriate personal protective equipment (PPE).

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

Physical (social) distancing: All individuals will be advised to maintain a minimum 6-foot (2 meters) distance between each other. Additionally, guest will be made aware of any local or state precautions required by the designated governing authority as it relates to social distance and maximum number of people within a venue.

2.3 Personal Protective Equipment

For employees engaged in COVID-19 related activities, the following is the minimum required PPE:

- Disposable nitrile gloves
- Safety glasses
- An N95 (or higher) NIOSH-rated respirator.

Additional PPE may be required after a job hazard analysis or task risk assessment has been completed

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

Provision of PPE and training. ASM will select appropriate PPE and provide it to workers in accordance with OSHA's PPE standards (29 CFR 1910 Subpart I) and ASM Global SOP 02.02.13.01 Personal Protective Equipment. All staff will receive training relative to appropriate use of the PPE. Contractors are responsible for administering their own compliant PPE program.

2.4 Protocols / SOPs

The framework used in the Environmental Hygiene Plan document gives ASM Team Members quick access to comprehensive disinfection protocols specific to the Shreveport Convention Center operational needs. More information on the following topics is available in the Environmental Hygiene Plan document.

Contractor plans: Contractors may be used to clean and disinfect specific areas where significant contamination has taken place. Contractors must meet ASM Global safety criteria and be knowledgeable in cleaning and disinfection procedures. All contractors will be required to provide a decontamination and disinfection plan before starting work.

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

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 COVID-19 must be disposed as biological waste, in accordance with applicable regulations.

Surfaces: Surfaces, especially high-touch surfaces, must be frequently disinfected to prevent virus transmission.

Training: All ASM workers who will be using cleaning and disinfecting SOPs will be trained in all applicable EHS programs. Contractors and vendors are responsible for training their employees.

Applicable ASM Global procedures. Applicable ASM Global EHS policies and procedures will be adhered to during all routine and non-routine cleaning and disinfecting activities. A summary of applicable ASM Global EHS policies is as follows:

Name	SOP Number
Safety and Health Best Practice Programs	02.02.01
Infection Control Plan	02.02.05.01
Hazard Communication	02.02.07.01
Personal Protective Equipment	02.02.13.01
Respirator Safety Program	02.02.13.02.01
Contractor Safety (Service Provider)	02.02.19

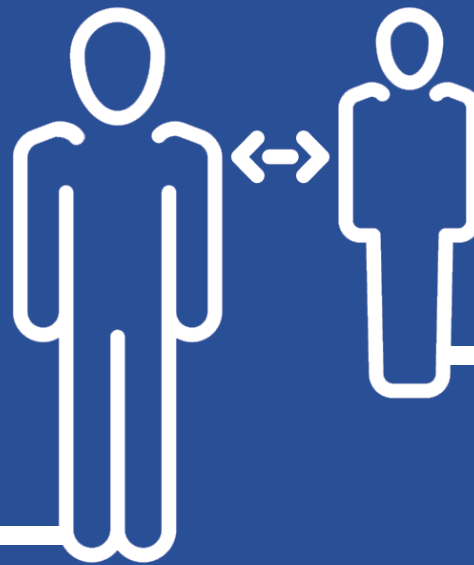




SOPs

The Environmental Hygiene Plan document includes detailed cleaning and disinfecting protocols related to specific circumstances that will take place at the Convention Center, as shown below:

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



CUSTOMER JOURNEY AND EVENT OPERATIONS

The guest experience has always been of the utmost importance to ASM and will continue to be so throughout these new and challenging times. This section provides guidance on how to make the customer journey safer for all patrons, while maintaining a welcoming atmosphere in and around the Shreveport Convention Center.

Customer Journey and Event Operations Overview.

- The heart of the Shreveport Convention Center reopening plan is focused on the customers who use the facility every day.
- 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 center by either car, bus, cab or ride share and follows the journey to the two major assets a convention center provides: exhibition halls and meeting rooms.
- Recognizing the need to reinforce social 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.

3.1 Guest Arrival

All guests, regardless of arrival method, should observe social distancing measures. To facilitate contactless entry:

- Signage will be placed at all entry points to remind those entering of the social distancing requirements
- Social distancing, face covering, and prohibited item policies will be messaged around the external footprint of the perimeter of the building
- Hand sanitizing stations should be provided for use at all entry and exit points





3.1.1 Parking

The Shreveport Convention Center has reviewed its parking operations while considering social distancing and appropriate CDC recommended measures to determine appropriate changes to current parking operations. The following are best practices to facilitate parking operations that the Shreveport Convention Center plans to implement.

Cleaning and Disinfecting. The Convention Center will monitor and clean touch points in the Parking Garage, including payment kiosks, elevators, and handrails.

Hours of operation. Evaluate parking area hours of operation considering the potential for longer load times required due to new operating procedures related to the COVID-19 pandemic.

Valet service. Where possible, all valet operations will be closed.

Parking garages and surface lots. The Convention Center will allow all parking spaces within parking areas to be used to allow guests to social distance on their own.

Pedestrian walkways. The Convention Center will install social distancing controls, including reminders and cues, in all pedestrian walkways.

3.2 Entry into the Venue

Guest entering the Shreveport Convention Center will see new terms and conditions of entry and new registration processes.

3.2.1 Terms and Conditions of Entry

All Terms and Conditions of Entry will be clearly messaging to guest, employees, and other venue users prior to events.

Social distancing. All guests should maintain a 6 foot distance between themselves and other individuals.

Face coverings. Guests will be encouraged, or if required by local regulations, required to wear face coverings while attending events. Additionally:

- Guests should provide their own face coverings and wear them at all times when not eating or drinking
- Guest may remove their face covering while eating or drinking, but this should be done while socially distanced and away from other guests
- All face coverings should:
 - Fully cover the nose and mouth of guest
 - Fit correctly and not be loose around the sides
 - Be secured to the guest's face and allow for the guest to remain hands free

Hand sanitizer. Guests should be allowed to bring a small (3 oz or less) personal container of hand sanitizer to the venue.

Glove use. Guests may wear gloves while attending events, but it is not recommended for guests to do so, per CDC guidelines.

Health and temperature screening at entry. The Shreveport Convention is prepared to implement health and temperature screening for arriving guests, if requires by City and State Officials.



PLEASE KEEP A SAFE DISTANCE



3.2.2 Registration Areas

This registration area section focuses on best practices that maintain social distancing between guests and registration staff.

Check-in procedures. The Shreveport Convention Center will sufficiently space apart entrance areas to allow for crowd distribution. The Shreveport Convention Center will recommend non interface/touchless registration and encourage print-at-home or scan with phone entry to reduce touch points.

Floor Decals. Floor decals will be applied to encourage social distancing.

Event Staggering. The venue will recommend staggering opening & closing times for sessions to allow attendees to arrive in smaller groups.

3.3 Public Circulation

Supporting social distancing among guests and maintaining clean and disinfected surfaces within the venue in areas of public circulation can be challenging. The following sections outline actions that will be taken by the Shreveport Convention Center to minimize contact between guests and where enhanced attention will be provided for cleaning and disinfecting during venue events.

3.3.1 Overarching Considerations for Common Areas and Concourse

Social distancing and cleaning/disinfecting common areas is critical as these spaces are high-use and high-touch areas.

Social Distancing Measures

- Where possible, the Shreveport Convention Center will minimize unnecessary circulation to support social distancing within the venue
- Prior to the event, the Convention Center will use advance publicity via direct email and social media platforms to alert guests that they will be asked to minimize unnecessary movement inside the venue.
- Updated venue maps will reflect changes to new seating arrangements
- Extensive signage and marks on the floor will be used to remind and encourage people to practice social distancing and to remain in their seats as much as possible while inside the venue

- Guest will be asked to not stop in common areas unless in a controlled and designated area such as a restroom, concession area, or food service area

Environmental Hygiene Measures

Special attention to cleaning and disinfecting will be given to all high-touch areas and common areas. As soon as doors are open for an event, surfaces and objects that are touched frequently will be regularly disinfected using products approved by the applicable health authority and as described in information provided in the Environmental Hygiene section.

The following are examples of high-touch objects in public areas (e.g., lobby, hallways, dining, food service areas) that will require frequent cleaning and disinfecting:

- Door handles, handrails, push plates
- Bike rack or other barricades the public may touch
- Handrails for stairs, ramps, and escalators
- Elevator buttons, both inside and out
- Reception desks and ticket counters
- Telephones, ATMs, point of sale terminals, and other keypads
- Tables and chairs, including highchairs and booster seats
- Beverage stations, water fountains, and vending and ice machines
- Trash receptacle touch points
- Hand sanitizing station buttons



3.3.2 Restrooms

Restroom facilities are high-use and high-touch areas. As such, the Shreveport Convention Center will adopt practices that support social distancing for restroom entry, use, and exit and will also put in place enhanced cleaning and disinfection schedules for these facilities. Maintaining social distancing for public restrooms at events with large crowds is challenging. The Convention Center will consider limiting occupancy of restrooms to ensure social distancing.

Social Distancing Measures

- Where possible, the Shreveport Convention Center will provide separate entry and exit points to direct guests out of the restrooms in a different direction than when entering
- Venue staff will monitor at each public restroom to monitor capacity and physical distancing

Environmental Hygiene Measures

- Adequate custodial staff will be provided to maintain continual cleaning and disinfecting during events
- All fixtures and surfaces will be cleaned at least hourly during events, especially high-touch objects including (but not limited to):
 - Door handles and push plates
 - Sink faucets, counters, and toilet handles
 - Lids of containers for disposal of women's sanitary products
 - Soap dispensers and towel dispenser handles
 - Baby changing stations
 - Trash receptacle touch points
- A log of cleaning services will be maintained

3.3.3 Vertical Transportation

Vertical transportation includes passenger elevators, freight elevators, escalators, and stairs. All spaces have been considered in the Convention Centers Reactivation Plan.

3.3.3.1 Passenger Elevators / Freight Elevators

All policies and measures related to passenger elevators will be clearly posted.

Social Distancing Measures

- Physical distancing queuing at each elevator will be of priority
- The number of persons accessing elevators will be limited to a maximum of four persons



Example Elevator Floor Graphic

- Elevator usage will be prioritized for guests and employees with accessibility concerns

Environmental Hygiene Measures

- Guest will be encouraged, via signage, to practice respiratory etiquette, hand hygiene, and wear a face cover while using elevator
- The Shreveport Convention Center will sanitize inside each elevator car at regular schedules

3.3.3.2 Escalators

All policies and measures related to escalator use will be clearly posted.

Social Distancing Measures

- Signs will be posted to advising guests to maintain 6 feet distance between riders
- Physical distancing queuing will be provided at each escalator

Environmental Hygiene Measures

- The Shreveport Convention Center will sanitize the escalator handrails at regular schedules.

3.4 Guest Medical Locations & Temperature Screening

3.4.1 Medical Plan for Guest Showing COVID-19 Systems

Guest health and safety is of the utmost importance to the Shreveport Convention Center. If a guest were to become ill at an event, the following procedures have been developed.

- Event organizers will be required to develop an incident response plan with their EMT contractor to address occurrences of illness reported at their event.
- Guest at the event who do not feel well will be directed immediately to EMT contractor and isolated at the first aide office for further medical examination.
- The Shreveport Convention Center will provide isolated locations for those who show systems of COVID-19.
- On active event days, there will be more holding rooms if demand is necessary.

3.4.2 Guest Temperature Screening

If necessary, the Shreveport Convention Center is prepared to conduct health and temperature screening at the facility. If implemented, the following operation-specific considerations will apply:

- Temperature screening will be performed using a thermal scanning device or a hand-held 'no-touch' CDC-approved scanner.
- An established secondary assessment location will be used for a second temperature scan for any guests or workforce personnel with an initial elevated temperature reading
- All areas used for temperature scanning will require rigorous cleaning and disinfecting schedules, to include all touchpoints and all equipment



3.5 Seating Layout

The seating layout section looks at how the Shreveport Convention Center will arrange and assign seating to account for social distancing.

3.5.1 General Considerations

Creating new layouts offers the Convention Center an opportunity to create socially distanced seating arrangements specific to local capacity guidelines and to specific spaces at the venue.

Evaluate Seating Sections

The Shreveport Convention Center has evaluated all seating sections to ensure new seating layouts alliance with local and CDC health and safety guidelines.

Keeping Associated Guests Together

When creating new layouts, a specific consideration was to ensure that associated guests do not need to cross aisles when entering or leaving their seats to reach other members of their group.

Determining Capacities

In creating the new layouts, the Shreveport Convention Center felt it was better to be conservative with initial estimates of how many guests can be accommodated. The Convention Center plans to follow up by monitoring guest flow, resolving problem areas, and adjusting plan frequently. As health conditions improve, the Convention Center may be able to gradually increase capacities.

Fire Code Considerations

The Shreveport Convention Center new layouts adhere to local and national fire and safety code compliance.

Messaging New Layouts

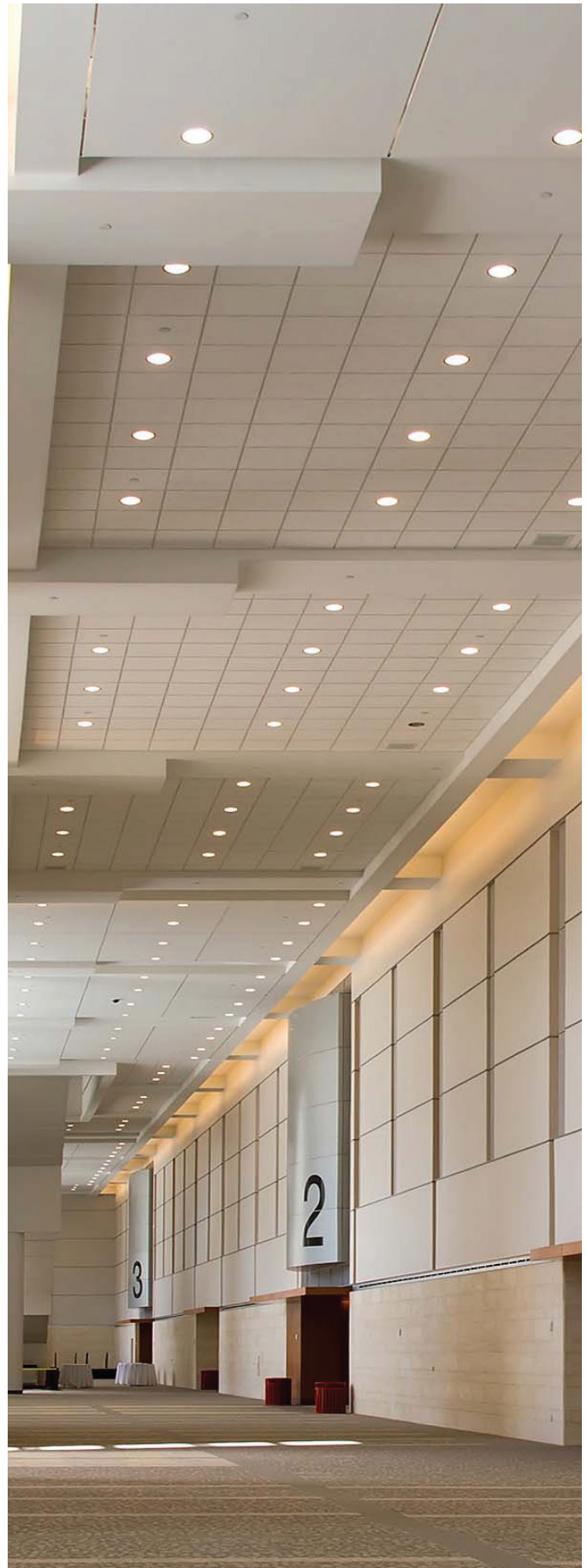
The Shreveport Convention Center will have signage designated around the building labeling the correct restrooms to utilize, where the guest's event is located, and social distancing decals to label 6 feet apart.

Wristbands

During days with multiple events, guest will be labeled with colored wristbands to distinguish which event they are attending.

3.5.2 Administrative Offices

The Shreveport Convention Center will have restrictive access to the administrative office during event days to limit the number of guests in the staff office.





3.5.3 Capacity

The below chart outlines the meeting space breakdown to assign the entrance, restrooms, and egress of each event location during the Phase 2 Reopening Plan based of the guidelines from the Office of the State Fire Marshal with the Office of the Governor and the Louisiana Department of Health.

The chart is based off 50 person per space occupancy, as required in the State of Louisiana Phase 2 Reopening Plan. As occupancy numbers change based on guidance from the Office of the State Fire Marshal, Office of the Governor and the Louisiana Department of Health, the Shreveport Convention Center will adjust capacity to continue fall within the guidelines. However, the Shreveport Convention Center and the Fire Marshall will work with each individual event regarding attendance as needed with limitations.

These spaces capacities have been reviewed and received approval by the Office of the State Fire Marshal.

Event	Location	Entrance	Restrooms	Egress
Event 1	Exhibit Hall 1	Exhibit Hall 1 Exterior Doors	Inside Exhibit Hall 1	Exhibit Hall 1 Exterior Doors
Event 2	Exhibit Hall 2	Exhibit Hall 2 Exterior Doors	Inside Exhibit Hall 2	Exhibit Hall 2 Exterior Doors
Event 3	Exhibit Hall 3	Exhibit Hall 3 Exterior Doors	Inside Exhibit Hall 3	Exhibit Hall 3 Exterior Doors
Event 4	Ballroom	Exhibit Hall 3 Exterior Doors 4 & 5	Pre-Function of Ballroom C Women, Pre-Function Ballroom A Men	Exhibit Hall 3 Exterior Doors 4 & 5
Event 5	Meeting Rooms 201-205 or 206-210 (not both sides)	Sky bridge and take escalator	Pre-Function Meeting Room 205 Men, Pre-Function Meeting Room 206 Women	Sky bridge and take escalator
Event 6	Red River Board Room	Exterior Front Drive Stairwell	Inside Red River Board Room	Exterior Front Drive Stairwell

3.5.4 Layout Illustrations

This section illustrates the new Shreveport Convention Center layouts with the aforementioned capacities.

General Layout

The Shreveport Convention Center level by level layout is provided below.

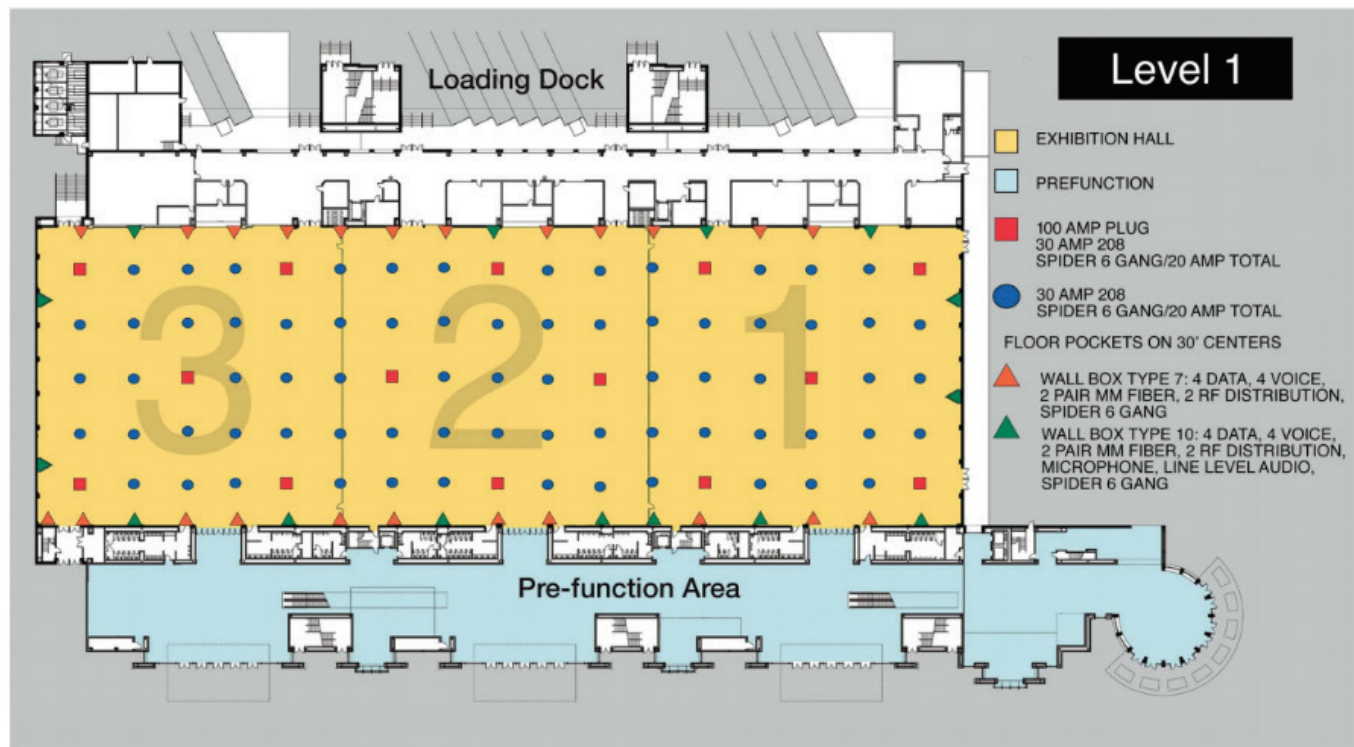


Figure 4.1 Level 1 Meeting Space

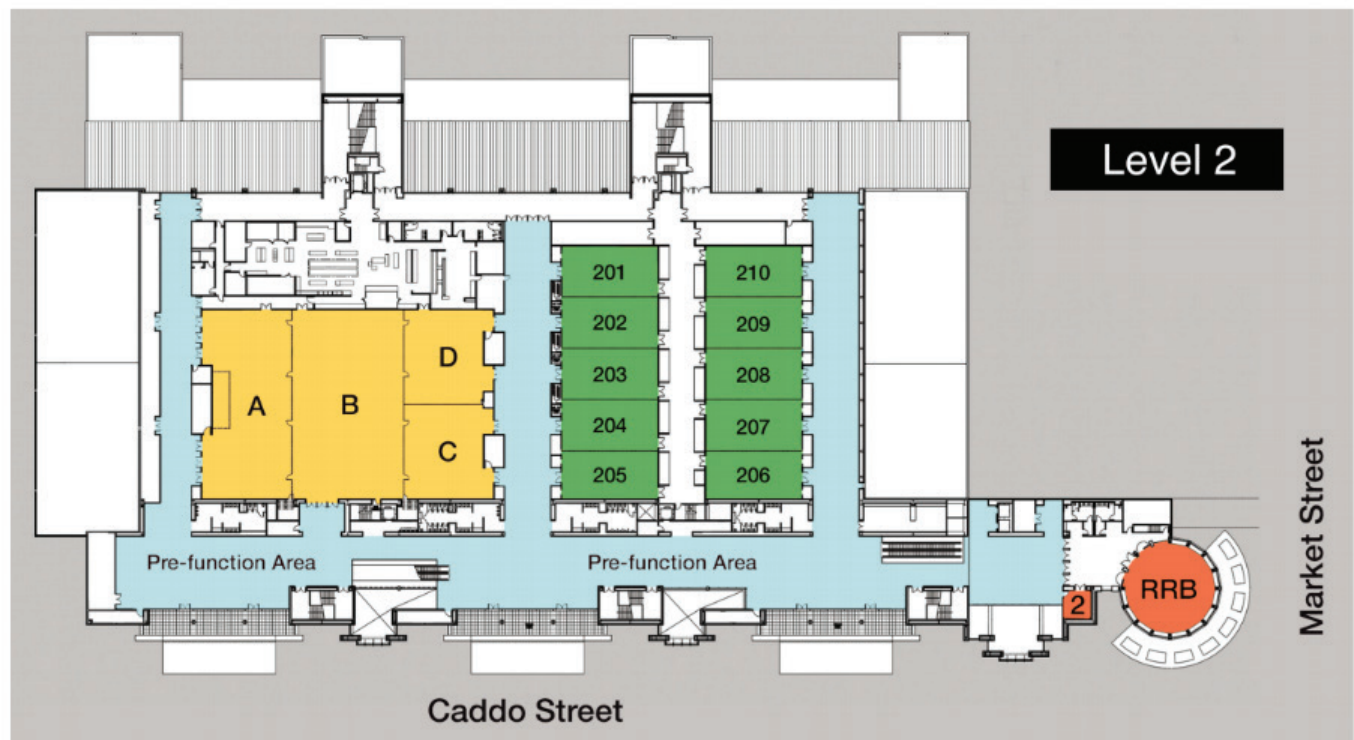


Figure 4.2 Level 2 Meeting Space

Ballroom Space

All ballroom space layouts have been redesigned to allow for social distancing. To illustrate this, the following space comparisons are provided. Not included in the illustration is the consideration for associated guest. Associated Guest (guest living in the same household).

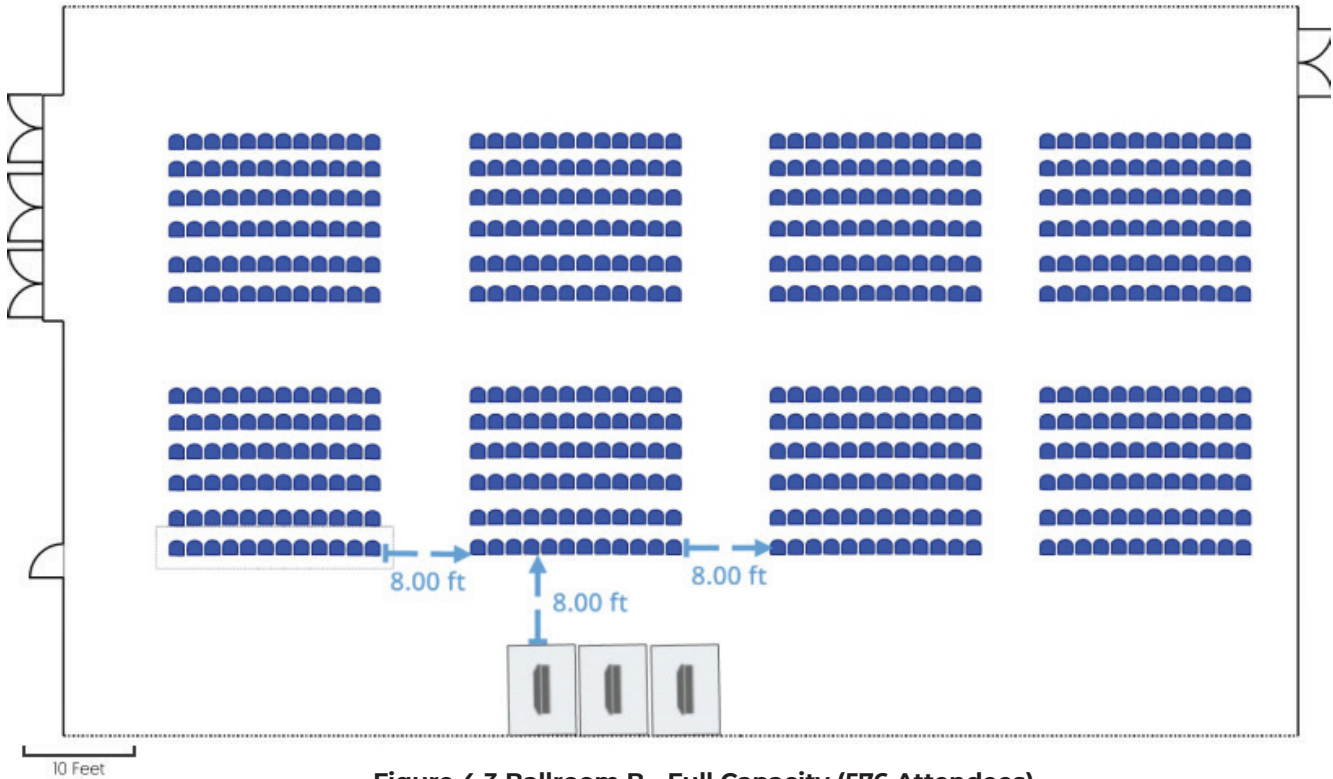


Figure 4.3 Ballroom B - Full Capacity (576 Attendees)

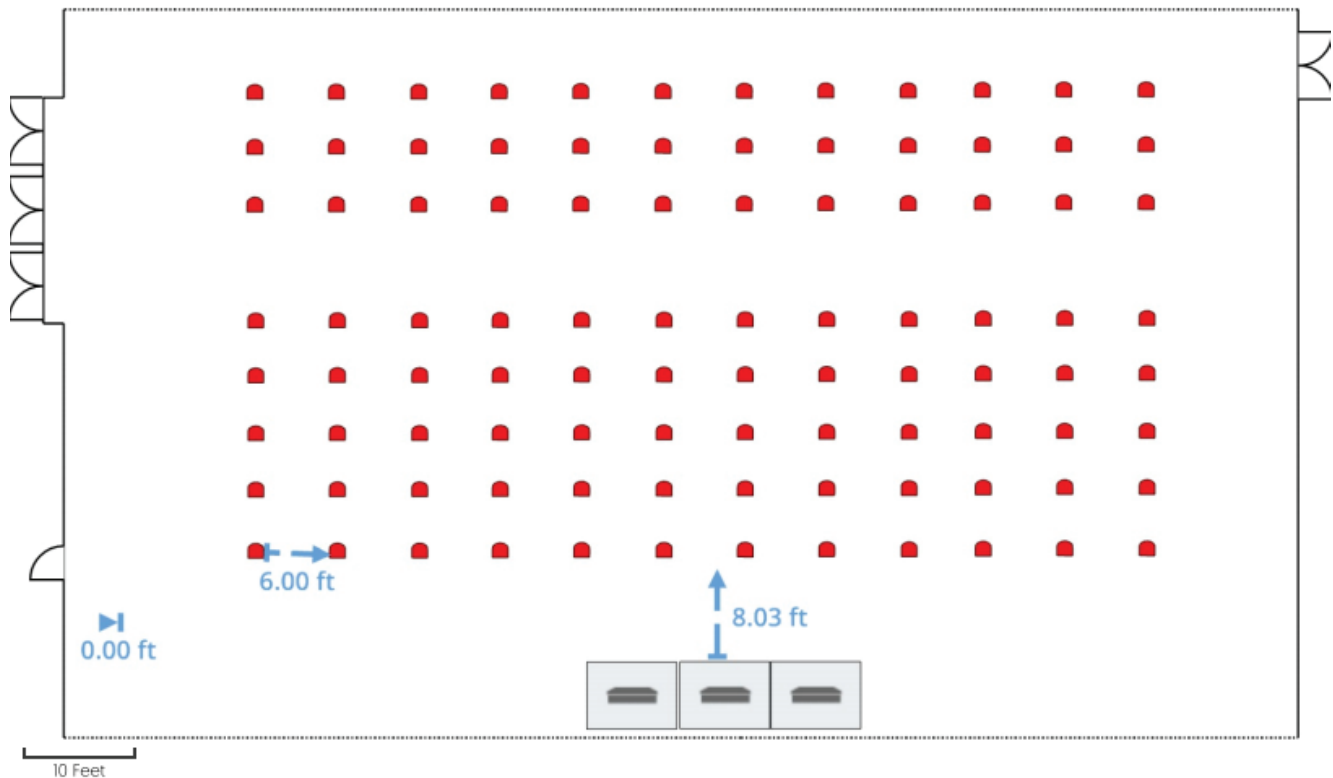


Figure 4.4 Ballroom B - Social Distanced Capacity (96 Attendees)

Meeting Space

Meeting room set-up that accommodates social distancing includes: a minimum of 6 foot aisles between rows and around the perimeter, one person seated at desk table, a maximum of 2 desk tables together, and 6 foot spacing between tables.

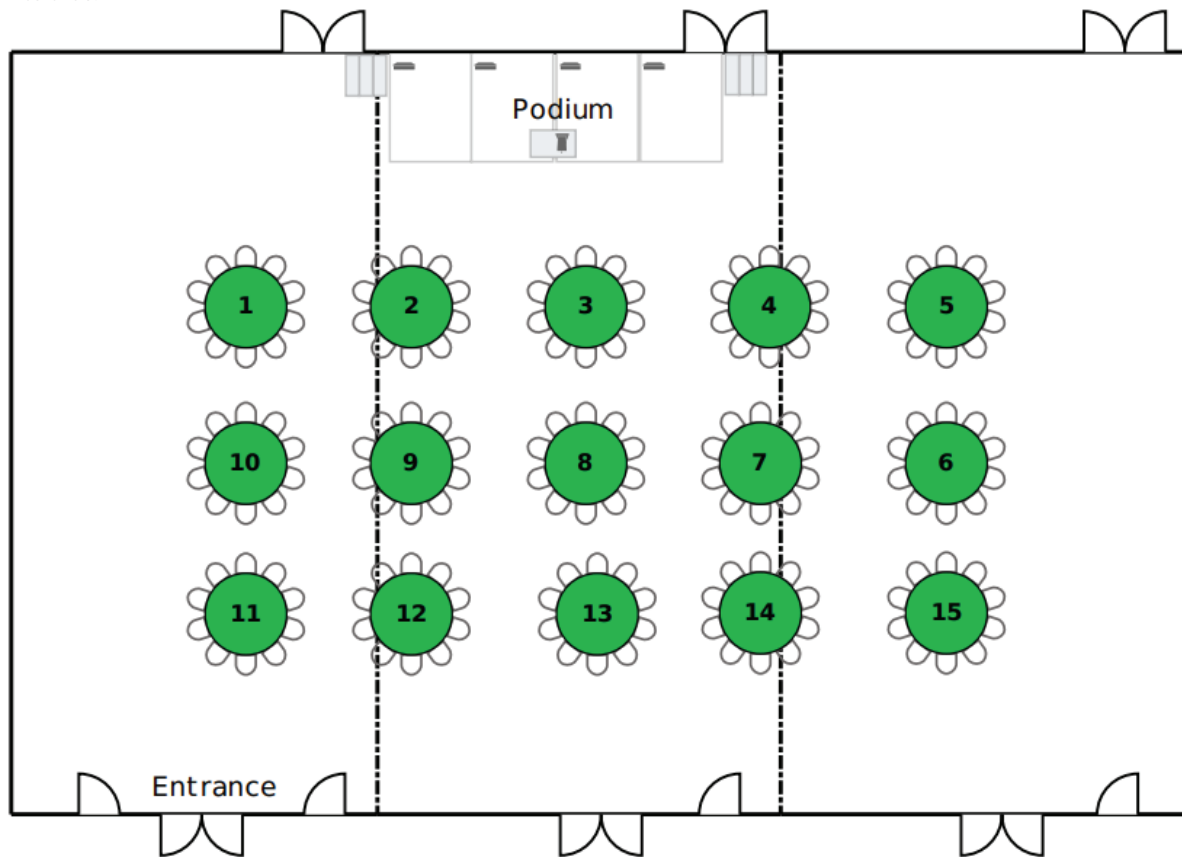


Figure 4.5 Meeting Room Banquet Set-Up – Full Capacity (150 Attendees)

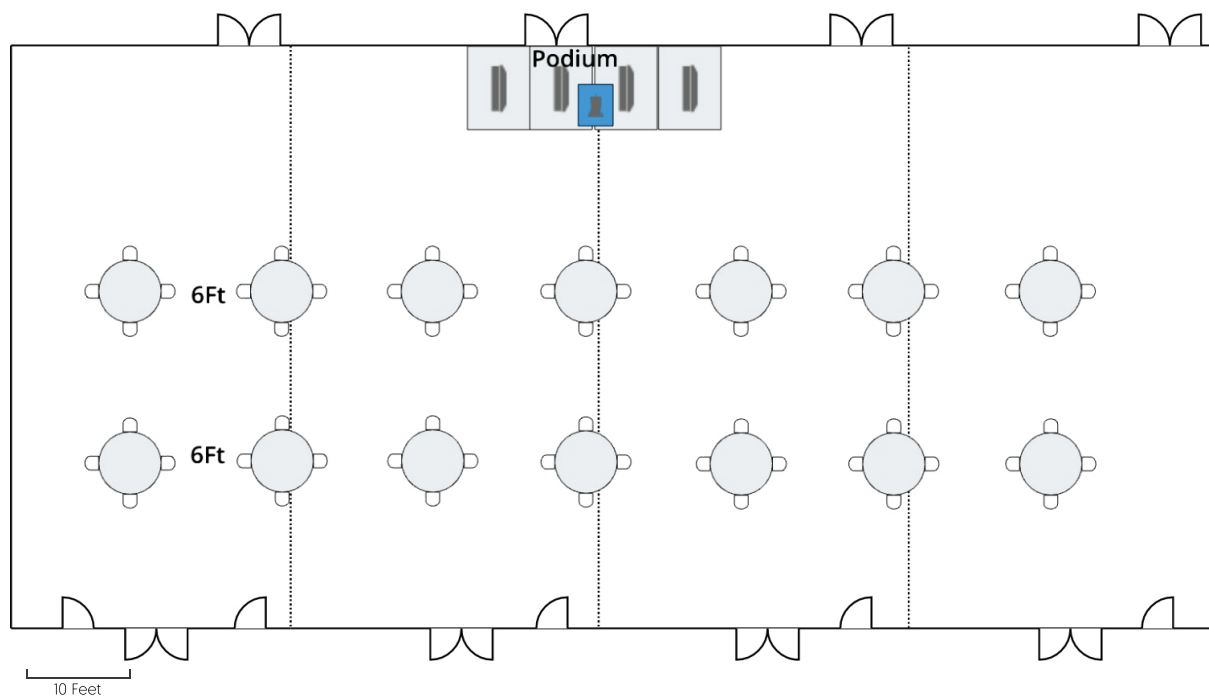


Figure 4.6 Meeting Room Banquet Set-Up – Social Distanced Capacity (56 Attendees)

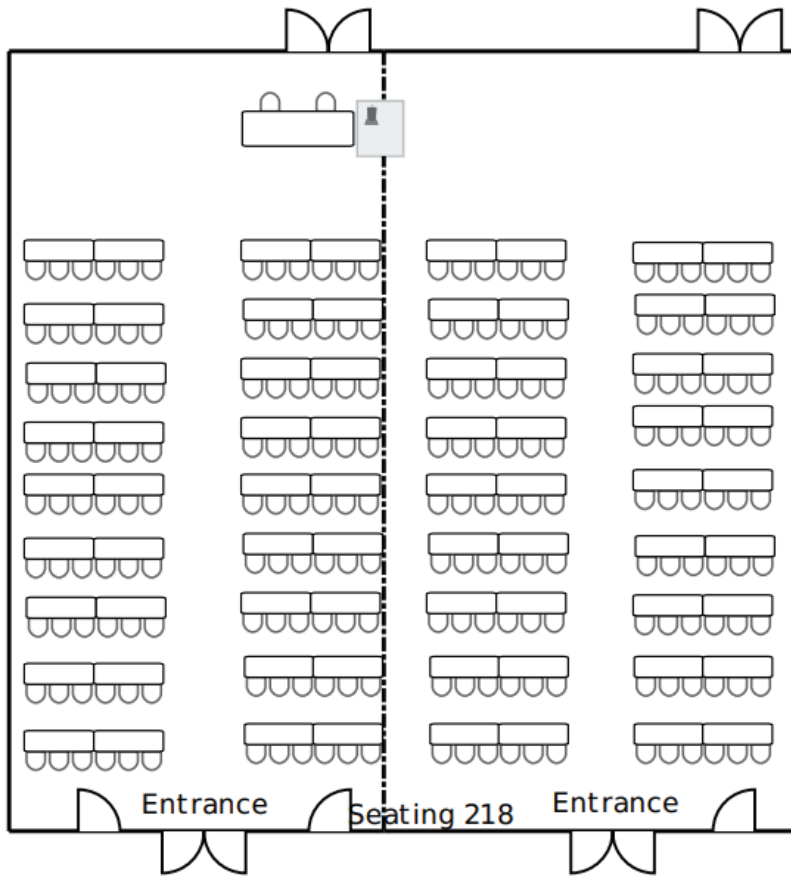


Figure 4.7 Meeting Room Classroom Set-Up – Full Capacity (218 Attendees)

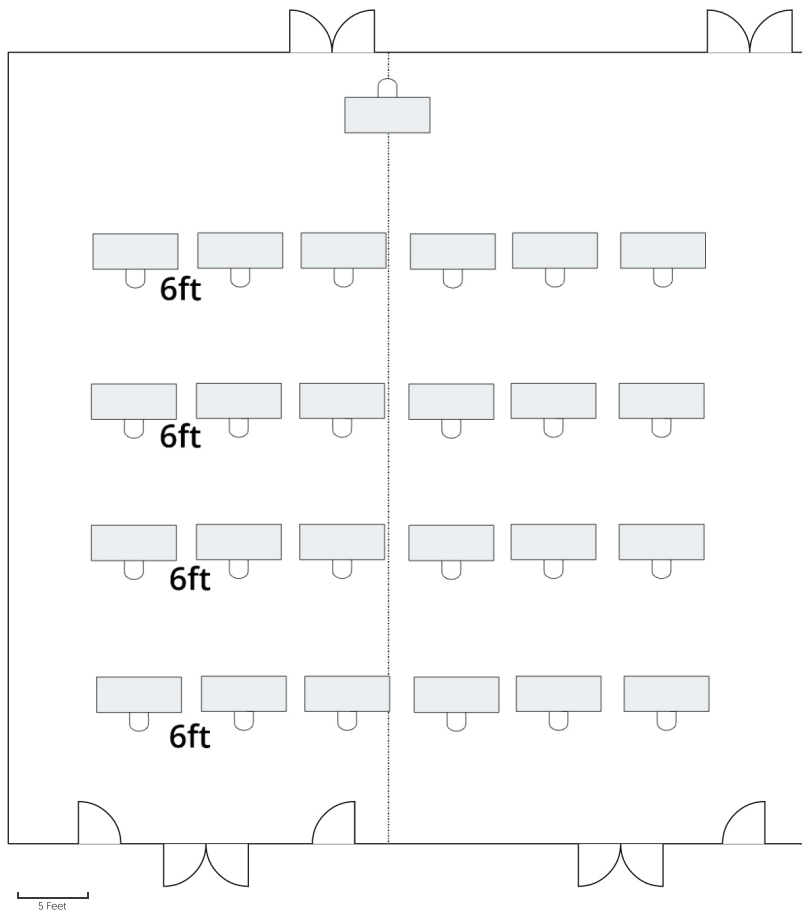


Figure 4.8 Meeting Room Classroom Set-Up – Social Distanced Capacity (25 Attendees)

Exhibit Hall

Exhibit Hall room set ups will follow the current Phase Two capacity guidelines of a maximum of 50 people per room. This layout is illustrated below. The Shreveport Convention Center is working with the Office of the State Fire Marshal to review other layouts that may accommodate additional guest in the Exhibit Hall.

Figure 4.9 Exhibit Hall – Full Capacity (1886 Attendees)

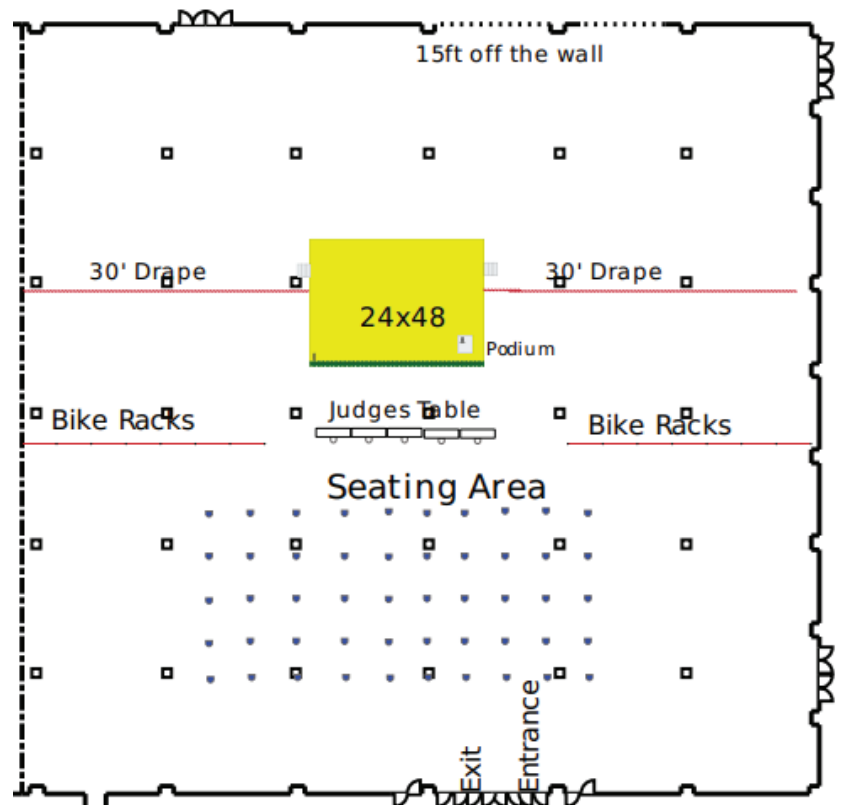
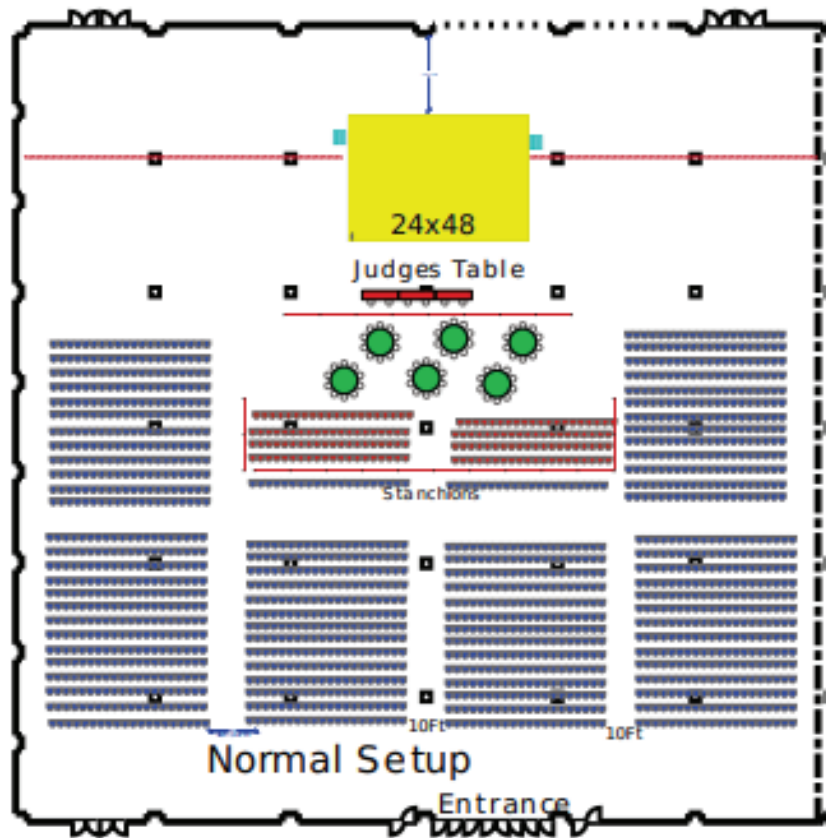


Figure 4.10 Exhibit Hall – Social Distanced Capacity (50 Attendees)

3.6 Back of House Procedures

Most of the front-of-house health guidance in the preceding sections applies equally to back of house operations. The following social distancing and environmental hygiene measures will be implemented in back of house spaces.

Social distancing measures

- Stagger timing of exhibitor set-up and tear-down to allow social distancing between groups as they set up or take down
- Enforce a 6 foot distance between all exhibitors
- Stagger loading dock vehicle unloading to enforce social distancing
- Install floor markings for safe distancing
- Designate separate entrances for deliveries/receiving
- Rearrange reception area/furniture to promote social distancing

Environmental hygiene measures

- Use industrial disinfectant to spray down all furniture
- Attach tags to indicate when it was last cleaned or disinfected with the date and hour
- Use industrial disinfectant to spray all carpets when installed
- Ensure hand sanitizer stations are located at areas such as catering points, phone charging stations, and other similar high-touch areas
- Provide disinfecting wipes, disinfecting materials, or a sanitizing station in every room
- Schedule disinfecting of each workstation after each event
- Schedule disinfecting of all equipment after each event before it is stored
- Minimize or disallow the sharing of equipment
- Employees will wear appropriate PPE

3.7 Guest Departure

The Shreveport Convention Center has considered the following best practices for egress from the venue and for guest departure from the parking area, whether by personal vehicle, public transport, or by foot.

3.7.1 Exit and Departure

The Shreveport Convention Center will follow normal exit plans and encourage guest to social distance as they leave the facility.

3.7.2 Temporary Exit / Return

The Shreveport Convention Center will evaluate their policy related to re-entry of guests and work with event organizers to determine re-entry policies.

Best practice options are:

- Prohibit re-entry after exiting the venue
- Allow re-entry using the following practices:
 - Implement a separate system to enable temporary exit from the venue
 - Separate gates/entrances should be used for temporary exit to avoid crossover with the entry gates
 - Exit and re-entry should be monitored by scanning of the guest's digital or E-Ticket, which will ensure a totally touchless process

3.7.3 Emergency Exit Plans

In the event of a clear and imminent danger requiring "shelter-in-place" or an emergency evacuation of the facility, the goal of maintaining 6 feet (2 meter) between people will be a secondary consideration. Emergency egress plans will reflect the venue's current Emergency Response Plan.





FOOD AND BEVERAGE SERVICE

During the COVID-19 Pandemic, the Shreveport Convention Center will re-imagine the way food and beverage service is provided in the venue. This will be especially true in large-scale operations when high-volume service is anticipated. A few of the broad initiatives that will be enacted across all food and beverage delivery methods at the Shreveport Convention Center include:

4.1 Health and Safety Measures

All food and beverage employees and sub-contractors will be required to practice COVID-19 health and safety measures.

4.1.1 Handwashing

All employees who are involved in a food preparation, production, or a service area must wash their hands and follow the procedures set forth below. All workers will be trained to use the proper handwashing techniques. Instructional signage will be posted prominently in hand washing areas.

4.1.2 Gloves

Single use gloves will offer additional protection from COVID-19. All employees should be trained in the proper use of disposable gloves.

4.1.3 Face Coverings

All food and beverage service workers will be required to wear CDC-approved face coverings while working events at the Shreveport Convention Center.

4.1.4 Social Distancing

All food and beverage employees will be required to maintain social distancing while working at the Shreveport Convention Center.



4.1.5 Temperature Testing

All food and beverage employees will be required to complete temperature testing before entering the facility.

4.1.6 Hand Sanitizers

All food and beverage employees will be educated on the importance of frequent use of hand sanitizers and provided with sufficient hand sanitizer.

4.1.7 Subcontractors

All food and beverage subcontractors, vendors, non-profit organization, and employees will be required to follow venue health and safety guidelines.

4.2 Catering Services

A variety of service models are activated at catered functions. The following best practices will be followed to ensure the safety of all guests.

4.2.1 Smallwares and Utensils

Smallwares and utensils will be provided via prepacked options and cleaned frequently. The following practices will be followed moving forward.

- Napkins, plates, and utensils set out for self-serve use will be discontinued. Pre-rolled/package utensils will be provided.
- Linens, including underlays, will be replaced/changed as frequent as possible

4.2.2 Flatware and Napkins

The venue will offer pre-wrapped disposable cutlery

4.2.3 Plates and Cups

The venue will work with event organizers to determine if disposable plates and cups will be used.





4.2.4 Meal Service

Meal service will be provided by following these best practices:

- Venue will ensure seating chart adheres to social distancing policies
- Attendants to ensure social distancing policies are followed by guests
- Proper signage communicating the social distancing policies
- Floor plans with tables and chairs spaced as per the social distancing guidelines
- Table occupancies as per the social distancing guidelines

4.2.5 Plated Meal Service

- Server will inform guests of the new table service protocols
- Wine service to be waiter service only
 - Wine glasses are replaced with each pour
 - Explore using Splits
- Butter - wrapped individual portions
- Servers will no longer touch the guest table napkins during service
- Food items will be served with a cover

4.2.6 Buffets

Self-service buffets will be discontinued during the COVID-19 pandemic.

4.2.7 Bar Service

Bartenders will model safe behaviour by wearing a face covering and gloves when they are behind the bar. The following best practices will be followed:

- Floor marking will be used to help keep social distancing during queuing
- Room Ingress / Egress will need to be monitored by an attendant
- Bottle beverages will be provided

4.3 Employee Meals

Changes to employee meals will be completed to provide safe and healthy meal options for employees. The following modification will be implemented.

- Employees will no longer be provided with buffet style meal service, rather they will be provided with pre-packaged meals.
- Employee breakrooms will be reorganized to accommodate social distancing
- Employee mealtimes will be staggered to encourage social distancing



WORKFORCE SAFETY

The Workforce Safety component is targeted primarily at management activities related to events and the part-time event-day staff. While event-day staff may be involved in a wide range of activities, most will be involved in activities that require interaction with guests at the venue. In order to protect both guests and workforce talent, the activities of event workers (from check-in to departure) and the workplace environment have all be evaluated in light of the COVID-19 pandemic best practices and requirements.

5.1 Workforce Health & Safety Coordinator

Shreveport Convention Center has established its specific policies related to Team Member health screening based on local regulations and requirements and ASM Global requirements. The following sections describe these policies.

5.1.1 Team Member Health Screening for Events

Team Member Health Questionnaire. The Team Member Health Questionnaire is intended to screen for symptoms related to a possible COVID-19 infection and complete and truthful completion of all questions is vital to the safe operation of the venue.

- All event-day Team Members (and subcontracted personnel) will complete the ASM Global Team Member Health Questionnaire prior to events
- The Team Member Health Questionnaire can be taken either in person upon arrival or prior to employee check-in through online platforms.
- The Team Member must present confirmation of completion as part of entry to the facility.
- Any Team Member not feeling well will be instructed to go home immediately and to follow the current self-quarantine CDC (or WHO or equivalent) guidelines and, if exposure to COVID-19 is determined, the Team Member should follow the steps outlined in the Exposure Policy (as outlined below) in order to return to work.

Temperature Scanning. Upon entering the facility, all event Team Members (including subcontracted personnel) will receive a contactless temperature scan before continuing into the venue.

- Scans will be performed using either a thermal scanning device or a hand-held 'no-touch' CDC-approved scanner.

If the Team Member has an elevated temperature reading detected from the initial test, the Team Member will be moved to a designated secondary assessment location for another test.

- If the Team Member passes the second reading, they will be allowed to continue with the check-in process.
- If the second reading remains elevated, the Team Member should not be permitted to work and should immediately leave.

EMPLOYEE HEALTH QUESTIONNAIRE

ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?

- None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

- Fever (>100.4°F), chills, or sweating
- Difficulty breathing
- Cough
- Sudden loss of taste and/or smell
- Sore throat
- Aching throughout the body
- Vomiting or Diarrhea

ARE YOU TAKING MEDICATION FOR THE ABOVE SYMPTOMS?

- Yes
- No

IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?

- None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

- Fever (>100.4°F), chills, or sweating
- Difficulty breathing
- Cough
- Sudden loss of taste and/or smell
- Sore throat
- Aching throughout the body
- Vomiting or Diarrhea

IS SOMEONE YOU HAVE COME IN CONTACT WITH AT WORK EXPERIENCING ANY OF THESE SYMPTOMS?

- None of the BELOW

OR ONE OR MORE OF THE FOLLOWING:

- Fever (>100.4°F), chills, or sweating
- Difficulty breathing
- Cough
- Sudden loss of taste and/or smell
- Sore throat
- Aching throughout the body
- Vomiting or Diarrhea

IN THE LAST 14 DAYS, HAVE YOU TRAVELED OUTSIDE YOUR NORMAL DAILY ROUTINE?

- Yes
- No

IN THE LAST 14 DAYS, WHAT IS YOUR EXPOSURE TO OTHERS WHO ARE KNOWN TO HAVE COVID-19?

ONE OF THE FOLLOWING

- I live with someone who has COVID-19
- I've had close contact with someone who has COVID-19
- I've been near someone who has COVID-19
- I've not had exposure

PRINTED NAME _____

SIGNATURE & DATE _____

*If any of these answers change over the course of the next week I recognize I need to notify my manager immediately.



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



3.2 Exposure Policy

The following table outlines the ASM Global exposure policy for three scenarios:

- Scenario A – Exposure to an Unconfirmed Case of COVID-19
- Scenario B – Exposure to a Confirmed Case of COVID-19
- Scenario C – Confirmed Diagnosis of COVID-19

ASM Global Exposure Policy	
Scenario A (Unconfirmed Case): Team Member reports exposure to an unconfirmed case of COVID-19:	
Action: Self-quarantine	<p>(1) Advise the Team Member to stay home and self-quarantine until test results are received on the unconfirmed case.</p> <p>(2) Notify local Human Resources, General Manager, and local Workforce Health & Safety Coordinator. Local Human Resources should immediately notify ASM Global's Corporate Human Resources Department.</p> <p>(3) If the unconfirmed case tests positive, follow SCENARIO B (Confirmed Case) guidelines.</p>
Action: Return to work when/if	If the unconfirmed case tests negative, the Team Member may be placed back on work schedule.
Scenario B (Confirmed Case): Team Member reports direct exposure to a confirmed case of COVID-19:	
Action: Self-quarantine	<p>(1) Advise Team Member to stay home and self-quarantine for a minimum of 14 days.</p> <p>(2) Notify local Human Resources, General Manager, and local Workforce Health & Safety Coordinator. Local Human Resources should immediately notify ASM Global's Corporate Human Resources Department.</p> <p>(3) Advise the Team Member that they need to notify the local HR Director if:</p> <ol style="list-style-type: none"> a. They become symptomatic but DO NOT get tested b. They become symptomatic but DO get tested and the results are negative c. They become symptomatic and DO get tested and the results are positive – follow SCENARIO C (Confirmed Diagnosis)
Action: Return to work when/if	<p>If the Team Member remains non-symptomatic OR they become symptomatic but fall under (3a) or (3b) above, employees may return to work when the following conditions are satisfied:</p> <ul style="list-style-type: none"> • 14 days quarantine is completed <u>AND</u> • No fever for at least 72 hours (3 full days) without using fever-reducing medication <u>AND</u> • Other symptoms have improved (cough or shortness of breath) <u>AND</u> • At least 10 days have passed since onset of any symptoms
Scenario C (Confirmed Diagnosis): Team Member with a Confirmed Diagnosis of COVID-19:	
Action: Self-quarantine	<p>(1) Advise the Team Member to stay home and seek medical treatment.</p> <p>(2) Notify local Human Resources, General Manager, and local Workforce Health & Safety Coordinator. Local Human Resources should immediately notify ASM Global's Corporate Human Resources Department.</p>
Action: Return to work when/if	<p>If the Team Member has a confirmed diagnosis of COVID-19, they may return to work when the following conditions are satisfied:</p> <ul style="list-style-type: none"> • 14 days quarantine is completed <u>AND</u> • No fever for at least 72 hours (3 full days) without using fever-reducing medication <u>AND</u> • Other symptoms have improved (cough or shortness of breath) <u>AND</u> • At least 10 days have passed since onset of any symptoms

5.3 Workforce Use of Personal Protection Equipment

ASM Global will provide appropriate personal protection equipment (PPE), such as face coverings, gloves, and personal hand sanitizers, to its workforce to minimize the risk of COVID-19 exposure. Face coverings will be required for all workers while at the venue. Gloves may be required for some activities.

Face Coverings. The face coverings provided by ASM Global will be worn by all event-day workers at all times.

Gloves. Workers will be trained on the proper use of gloves, including frequency of disposal and handwashing based on the worker's specific duties, to avoid spreading the virus in high-touch areas.

Social Distancing. Workers will be required to follow CDC social distancing standards and avoid contact with guest and other works, where possible.

5.4 Implement Training

All Team Members will be required to take the training developed in response to this Worker Safety section on reducing the transmission of COVID-19 in crowd situations.

5.4.1 Reinforce Training with Signage

Signage will be used to reinforce training on reducing the transmission of COVID-19 in crowd situations.



5.5 Event Day

Event-day operations will be different than they were before the COVID-19 pandemic. These changes have been and will continue to be communicated to event day staff at the Shreveport Convention Center.

5.5.1 Reporting to Work

All staff will not be allowed to report to work unless they have completed the required training and pass the worker health screening, as outlined in this Workforce Safety section.

5.5.2 Staff Check-in

All staff must complete the Team Member health screening at the venue entrance, as described in this section, including completing the Team Member Health Questionnaire (if not done online prior to arrival) and temperature scan.

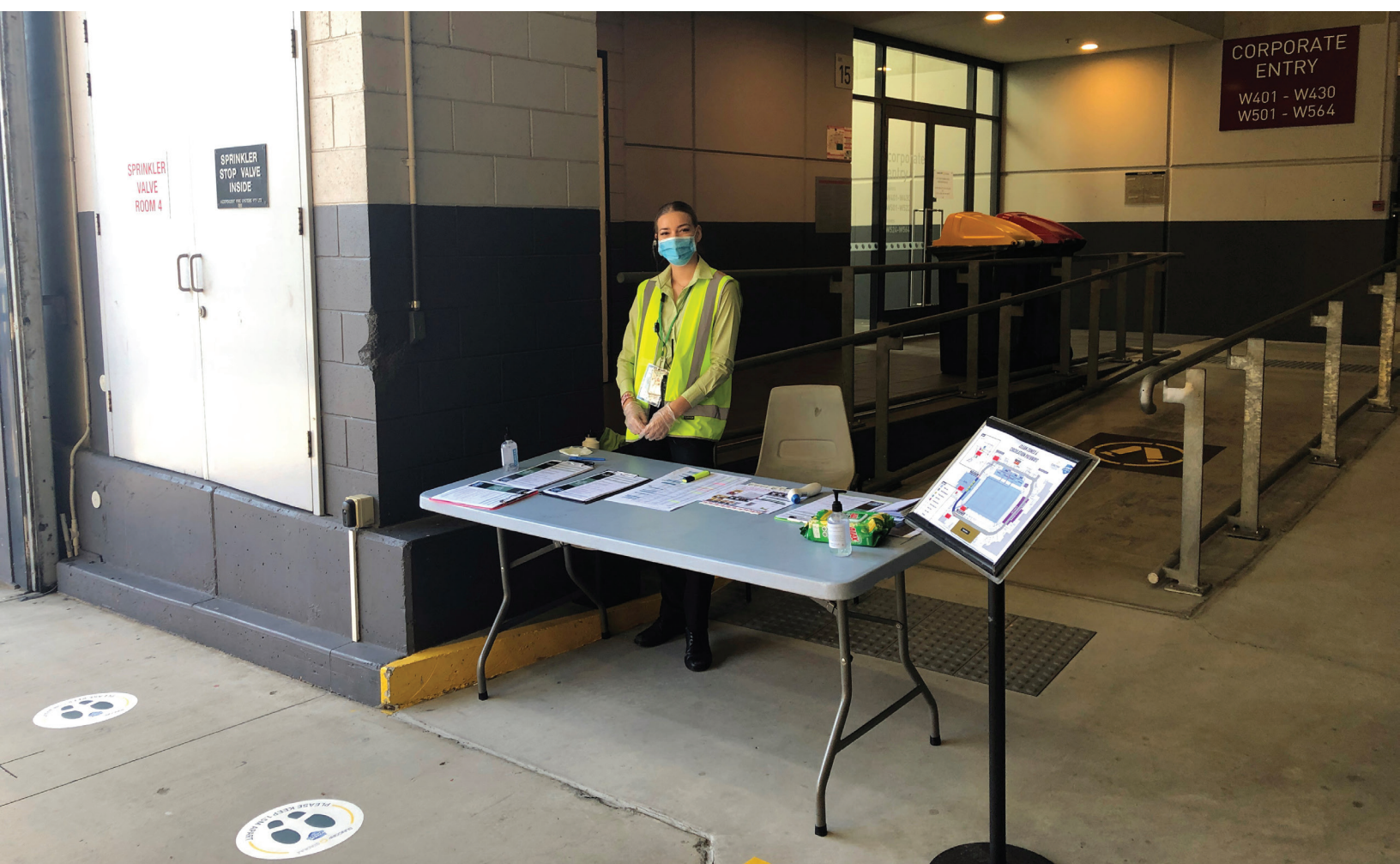
5.5.3 Interacting with Guests

In order to minimize the possibility of transmission of COVID-19, the following general best practices by staff will be applied:

- Staff will maintain physical distancing when interacting with all guests. Staff walking along the line at ingress can be allowed only if a distance of 6 feet can be maintained.
- No staff should have physical contact with a venue guest. This means no handshakes, hugs, 'high fives,' fist bumps, or fan photos are permitted.

5.5.4 Breaks and Use of Break Rooms

The Shreveport Convention Center will stagger break times to ensure the break room areas are compliant with social distancing standards and to allow for cleaning and disinfecting of high-touch areas between break periods.





TECHNOLOGY & EQUIPMENT

As the Shreveport Convention Center implements new operational plans, procedures, and strategies changes due to COVID-19, ASM has looked into new technology and equipment products to support these changes. To help with this process, ASM Global has provided a product catalog of over 250 vetted products to support ASM venues like the Shreveport Convention Center. This catalog and future identification of selected products is another important mitigation step taken by ASM Global to ensure the health and safety of the workforce and guests at the Shreveport Convention Center.

6.1 Product Catalog

An illustrative Technology Equipment Catalog has been created through a thorough research and vetting process to provide ASM Venues like the Shreveport Convention Center with the best in class products to utilize for their reactivation. There are over 250 vetted products in the VenueShield Catalog ranging from temperature screening devices to air filtration equipment that will help inform the ASM team in Shreveport.

6.2 ASM Global Procurement

ASM Global extensive sourcing network is available to support the Convention Center. ASM's buying power will allow venues like the Shreveport Convention Center to gain access to highly sought after items such as PPE, chemicals, and equipment. Considerable effort has been made to identify suppliers of goods and services to aid all operations in the implementation of VenueShield and each managed venue's reactivation plan.





PUBLIC AWARENESS

An important aspect of successful reactivation is making the public aware of the safety steps that will be taken by the Shreveport Convention Center to protect guests, employees, vendors, exhibitors, and others attending events. VenueShield was created to provide information on best practices and new technologies, as provided in this plan, for just this purpose: to enhance the safety of all associated with ASM Global venues.

This section contains a summary list of items the Convention Center is doing to communicate to the public all of the health and safety measures that the Shreveport Convention Center has taken to reactive safely.

7.1 Shreveport Convention Center Stakeholders

A necessary first step was to develop a list of Shreveport Convention Center stakeholders

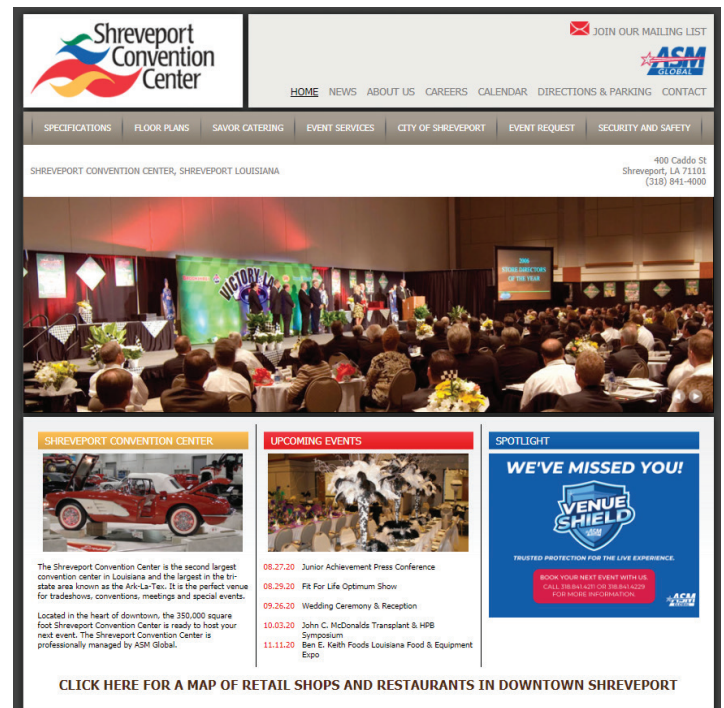
- City of Shreveport
- State of Louisiana
- Guests, attendees, and visitors
- Hilton Shreveport
- Event organizers, meeting planners, promoters
- Venue and event sponsors
- Employees, subcontractors, volunteer groups
- Exhibitors and exhibitor personnel
- Event contractors
- Organized labor groups and local unions
- Contract labor: event-day staffing, cleaning, security, trades, stagehands
- Local health and other public authorities
- Shreveport-Bossier Convention and Tourist Bureau
- Third-party vendors

7.2 Create a Public Awareness Plan

The ASM Global team has developed new marketing strategies and plans to communicate that the Convention Center is back and open for business.

To communicate this message, the following outlets will be used:

Media Outlet	Key Points
Digital and Social	Use venue-controlled social media accounts such as Facebook, Instagram, Twitter, YouTube, and others as relevant
	Use venue website to communicate new operational practices to promote the health and safety of guest and employees
	Use venue video boards and public address announcers
Print	The venue will use visually attractive and informative event day signage for key areas with the venue
Radio	Use local radio shows as way to share the story in partnership with event organizers
TV	Use local television networks to inform guests of new event protocols that they should be aware of before attending an event
	Consider creating a media day for local media to visit the venue and see the work done to prepare for reopening.



Implementing the Public Awareness Plan.

The information in the Public Awareness Plan will be carefully coordinated with the venue's owner, city of Shreveport, and other users before distribution. It is important that these key stakeholders are aware of the developed plan and give approval before it is implemented.

Press release. A press release will allow the Convention Center to get their message out in a comprehensive and consistent manner. VenueShield has created a template press release that can serve as a starting point for venues to use and customize to fit the specifics of their Venue-specific Reactivation Plan.

Talking points. When possible, allow media interviews to communicate the specifics of the Venue-specific Reactivation Plan to reassure both stakeholders and guests that safety precautions are in place.

7.3 Public Awareness Schedule

Successful stakeholder engagement will build trust, support, and approval in the community—including private sector, local governments, and the citizenry—regarding the health and safety actions taken by the Convention Center in response to the COVID-19 pandemic.

Communication with guests & past clients. Of special importance is communicating with guests who come to events and past clients who have hosted events at the Convention Center. We will need to continually

communicate to our venue users about the VenueShield safety practices that have been deployed within the Convention Center. Effective communication will drive confidence among all consumer groups that it is safe to attend organized large-scale events when VenueShield best practices have been adopted.

To communicate this message, venues should initiate the actions outlined below. The Public Awareness component document contains supporting materials for this effort:

- Identify the communication methods that can best reach consumers in their local market
- Develop messaging that tells the story of how the venue will operate safely, using VenueShield

7.4 Event Communication

The new policies and procedures outlined in the Shreveport Convention Center Reactivation Plan will be clearly communicated to guest on event days. This will be done through the following outlets:

- Venues social media platforms: Facebook, Instagram, and Twitter
- Static Signage
- Video Signage
- Venue website

TRUSTED PROTECTION FOR VENUE MANAGEMENT

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