



# Colorado Convention Center

## Re-Opening Plan



Updated April 15, 2022

The purpose of this plan is to articulate what steps will be taken to re-open the Colorado Convention Center to conventions, tradeshow and other events.

The goal is to demonstrate to employees and customers that attending tradeshow and conventions are safe. To achieve the goal of a smooth and safe re-opening, this plan is divided into six parts:

### **ENVIRONMENTAL HYGIENE**

Cleaning the facility to the highest standards

### **FOOD SERVICE**

Providing safe and enjoyable food

### **CUSTOMER JOURNEY**

Working with our events to create SOCIAL distancing and new capacities

### **WORKFORCE**

Returning our at-home workforce to the job site to serve our customers

### **TECHNOLOGY & EQUIPMENT**

Exploring the new role for technology and equipment

### **PUBLIC AWARENESS**

Communicating our enhanced operational protocols



## ENVIRONMENTAL HYGIENE

The Colorado Convention Center has taken several steps to re-open our facility in a safe and responsible manner.



**The Center has achieved Global Biorisk Advisory Council® (GBAC) STAR™ accreditation,** the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, the Colorado Convention Center has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facility/facilities.

As the cleaning industry's only outbreak prevention, response and recovery accreditation, GBAC STAR™ helps organizations establish protocols and procedures, offers expert-led training and assesses a facility's readiness for biorisk situations. The program verifies that the Colorado Convention Center implements best practices to prepare for, respond to and recover from outbreaks and pandemics.

GBAC STAR is designed for any size facility or organization, including:

Stadiums and Arenas

Convention Centers

Retail Spaces

Commercial Offices

Daycares

Athletic and Fitness Clubs

Schools

Assisted Care Facilities

Veterinary Clinics

Restaurants

Hotels

Spas

Trains, Planes, Automobiles

Church & Religious Buildings

Grocery Stores

Doctors' Offices

# VENUESHIELD™



The Colorado Convention Center is managed by ASM Global.

- o ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- o ASM Global also has established cleaning protocols which are already in use at Colorado Convention Center.
- o The VenueShield Environmental Hygiene Program works with over 400 products that include the recommended requirements for disinfecting various surfaces containing:
  - **Quaternary Disinfectant – Clorox® Total 360® Disinfectant -** Disinfectant cleaner that is registered to kill 44 organisms including Norovirus, E. coli, MRSA, Salmonella and Staph
  - **Quaternary Disinfectant - hdqC 2 -** is a neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms on high gloss floors, and other hard, nonporous surfaces.
  - **Alcohol-Based** – disinfectants must be at least 60% alcohol containing. Ethanol or isopropanol are acceptable.
  - **Stabilized Aqueous Ozone (SAO) Disinfectant** – Eliminates germs, odors, stains, mold, and mildew. Quickly kills viruses and bacteria including E.coli, Salmonella, MRSA and more.
- o The full 260+ page VenueShield Environmental Hygiene program is available for review upon request.

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

- o **Deep Clean** the facility to be prepared to host events at the Colorado Convention Center.
- o **Keep it Clean** by adopting new protocols with enhanced frequency of cleaning and sanitization with the latest chemicals to kill viruses.

# DEEP CLEAN PROGRAM

## DEEP CLEAN Program Highlights

- Remove organic material and bioburdens.
- Apply EPA-approved disinfecting products that eliminate viral pathogens and bacteria.
- High-touch surfaces and objects are disinfected daily.
- Clean restrooms frequently.
- Carpets and other flooring cleaned and disinfected after each event.
- Custodial staff trained in latest disinfection techniques.
- Installation of additional hand sanitizer dispensers.
- Communication guidance and tools to reassure returning employees and customers about facility cleanliness.
- All OSHA standards for cleaning and employee protection are met.
- Using enhanced systems to destroy pathogens in the air inside and coming inside the facility.



Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives, Protecting People™

## **GUIDANCE FOR CLEANING AND DISINFECTING**

### **PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES**



SCAN HERE  
FOR MORE  
INFORMATION

This guidance is intended for all Americans, whether you own a business, run a school, or want to ensure the cleanliness and safety of your home. Reopening America requires all of us to move forward together by practicing social distancing and other [daily habits](#) to reduce our risk of exposure to the virus that causes COVID-19. Reopening the country also strongly relies on public health strategies, including increased testing of people for the virus, social distancing, isolation, and keeping track of how someone infected might have infected other people. This plan is part of the larger [United States Government plan](#) and focuses on cleaning and disinfecting public spaces, workplaces, businesses, schools, and can also be applied to your home.



# KEEP IT CLEAN PROGRAM

Sustain a clean environment for returning employees and guests by using VenueShield approved products to provide confidence that space is regularly being cleaned to the same standards as the Deep Clean Program.

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

- *Daily cleaning to remove organic material and bioburden.*
- *One of our 3 EPA approved Quaternary disinfectants for high touch areas.*
- *Realigning workflows of existing manpower; adding resources for additional high touch cleaning frequency.*
- *Enhanced communication tools targeted to colleagues and building occupants for broader awareness.*



# HIGH TRAFFIC/TOUCH AREAS

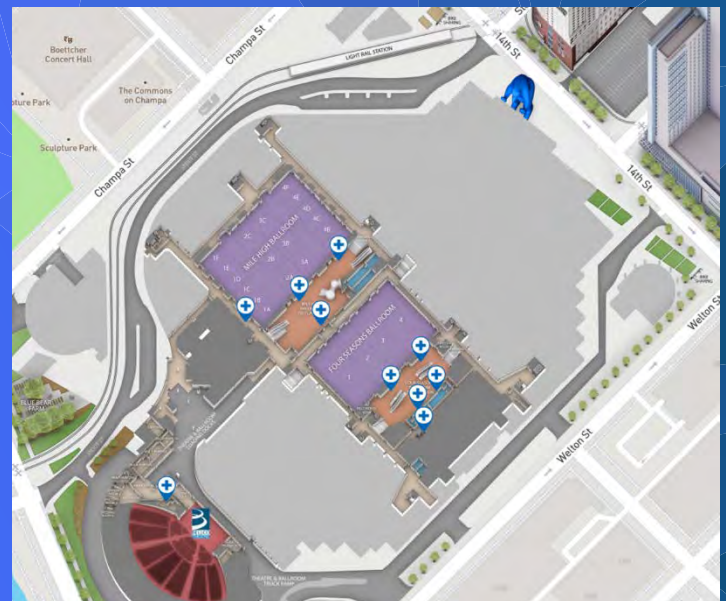
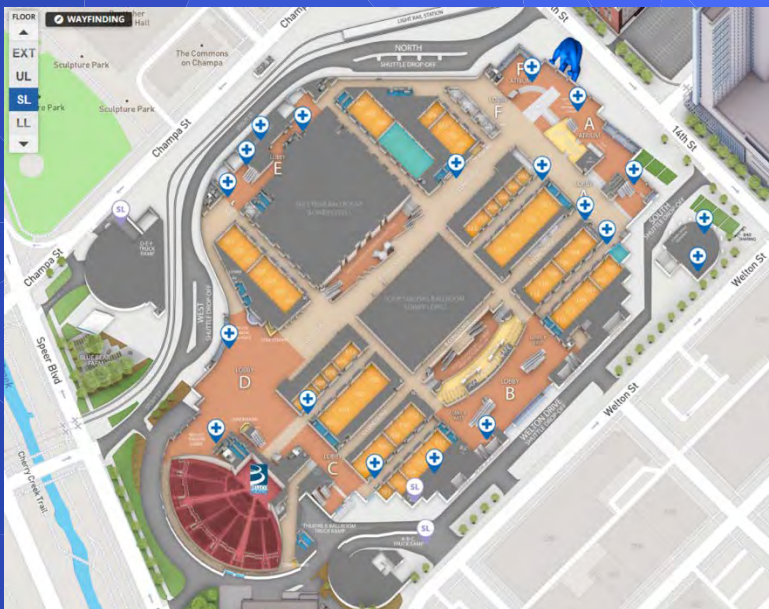
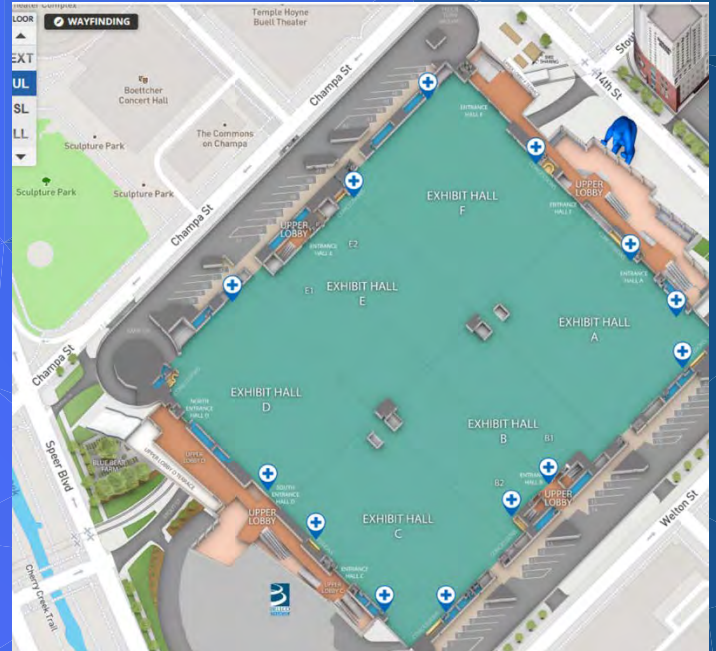
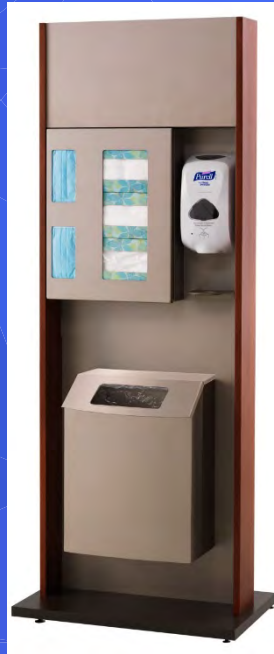
High Touch Surfaces are defined as a surface or object which is touched or handled frequently by the building occupants and visitors. Below are examples of potentially highly contaminated surfaces that must not be overlooked or minimized in a cleaning program. If not properly cleaned and sanitized, these touch points can serve to spread disease from one person to another. In fact, it is impossible to have a healthy building if high touch surfaces are not emphasized. The key to minimizing the spread of disease is to clean and sanitize these surfaces frequently. Our protocols are to clean them multiple times a day depending on activity.

SURFACES
Doorknobs and handles
Door push plates and crash bars
Arms on chairs
Back of chairs
Tabletops and edges
Lecterns
Light switches and room controls
Elevator buttons
Vending machines
Drinking fountains
Escalator rails
Restroom doorknobs and handles
Toilet horizontal surface/seat
Touchless Sink faucets
Sink surfaces
Bathroom dispensers
Hand Railings
Nursing rooms



# HAND HYGIENE

Hand Sanitizer stations are located throughout the facility on the Upper, Street and Lower Levels.





# TEAM TRAINING & SAFETY

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

## PRE-SHIFT MEETINGS

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

## SAFETY TRAINING

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

# PERSONAL PROTECTIVE EQUIPMENT (PPE)

CCC employees are provided with appropriate, government approved PPE once they enter the workplace.

- **Surgical Masks** – Surgical masks are made in different thicknesses and with different ability to protect you from contact with liquids. These properties may also affect how easily you can breathe through the face mask and how well the surgical mask protects you. These are standard for all staff not performing industrial or biological housekeeping tasks.
- **Safety glasses** -Wear safety glasses with side shields or goggles when chemical splashes, sprays, spatters, or droplets of blood or bodily fluids pose a hazard to the eye.
- **Nitrile latex-free gloves** – General use gloves for all housekeeping cleaning functions and use when in high touch areas for many departments.





# HOSPITAL GRADE CLEANING PRODUCTS



## Disinfecting Wipes

Kills 99.99% of common germs that may cause illness. Use anytime for quick cleanup. Durable, textured wipe sanitizes hands while wiping away light soils; dries quickly. PURELL Advanced Instant Hand Sanitizer is the most trusted & used brand by hospitals.



## Clorox Total 360 Disinfectant – Electrostatic Sprayer

A revolutionary system that helps reduce pathogens like never before. It pairs an innovative electrostatic sprayer with Total 360® Disinfectant Cleaner<sub>1</sub>, Spore Defense™ Cleaner Disinfectant or Anywhere® Hard Surface Sanitizing Spray to deliver superior coverage in an efficient way. Effective for *routine as-needed disinfecting for restrooms and other high contact – high touch surfaces*



## One-Step Quaternary-based Disinfectant

Spartan Chemical Disinfectant - hdqc2 is a neutral pH, quaternary disinfectant cleaner formulated to kill a broad spectrum of microorganisms on high gloss floors and other hard nonporous surfaces. It disinfects without damaging or dulling floor finish even with repeated use. hdqc 2 deodorizes hard-to-keep-fresh smelling areas such as garbage storage areas, toilet bowls, and other areas which are prone to odors caused by microorganisms. It is recommended for use in hospitals, nursing homes, schools, commercial and industrial institutions. Broad-spectrum, EPA-registered disinfectant kills staphylococcus aureus, pseudomona, salmonella, VRE and MRSA.

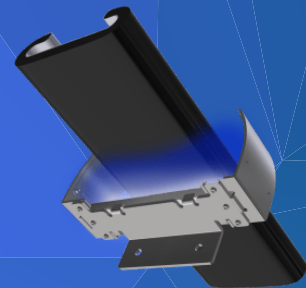


## Stabilized Aqueous Ozone

Tersano - Stabilized Aqueous Ozone (SAO™) delivers a simpler, safer, more sustainable way to clean and sanitize everyday hard surfaces. Used around the world in healthcare, food service, education and more, SAO™ delivers high performance with savings over traditional chemicals.

# BUILDING & HVAC

- o CCC building engineers continue to verify the operation of mechanical systems and will restore all sequences, set points and schedules modified from the rollback of operations.
- o Air quality improvements include:
  - Installation of ISO units that filtrate incoming and current interior air.
  - Ongoing process of replacing HVAC air filters with higher efficiency MERV-13 filters.
  - Advanced plasma air purification technology for larger spaces and UV fixtures for smaller spaces is being installed.
- o All Life Safety Systems are maintained by the CCC's in-house and third-party contractors. City of Denver Certification is required for these systems. Records are kept on file and up to date on our ALTUM CMMS software.
- o KONE UV-C escalator handrail sanitization system installed.





# TRACKING THE WORK

These processes have been developed in accordance with VenueShield and ALTUM CMMS software. Maintenance and Safety information are displayed as tasks on work orders.

The screenshot displays the ALTUM PM software interface. The top navigation bar includes a 'Menu' icon, the ALTUM logo, 'PM', a 'Go To' dropdown, and 'Help' and 'Profile' icons. Below the navigation bar is a toolbar with 'Save', 'Save & View', 'Cancel', and 'Jump To' buttons. The main content area is titled 'TASKS/STEPS' and features a 'Select from library' dropdown and an 'Add New Task' button. A table lists 12 tasks, each with a 'Name' field, a 'Description' field, a 'Document' field, and a 'Type' field. The tasks are as follows:

Name	Description	Document	Type
	Wear proper Personal Protective Equipment to include N-95 mask, rubber gloves and safety glasses.		Added
	Disinfect floor, wall, partition, door, door handle, dispenser, sink, counter, mirror, fixture, stainless surfaces with Betco PH7Q Dual Disinfect Dilution.		Added
	Mop floors and place wet floor signs		Added
	Check trash levels in trash cans and clear restroom area of all loose trash		Added
	Clean fixtures (sinks, urinals and commodes)		Added
	Clean mirrors and stall partitions		Added
	Make sure soap dispensers are filled and working properly		Added
	Check restroom to make sure area safe (lighting, spills, damage, etc)		Added
	Scrub floors		Added
	Check toilet paper dispenser for operation and make sure all are stocked with toilet paper		Added
	Check towel dispensers for operation and make sure all are stocked with hand		Added



rise with **sodexo** AND **Centerplate**

preparing for the  
next normal

## A Systematic Approach to Embracing A Positive New World

In the midst of never-before-imagined circumstances, venues have an opportunity to set a positive course for their next normal. By embracing new ways to live our lives, we can reimagine what is possible.

Simply put, Sodexo and Centerplate were made for this moment. We have the unique capabilities and resources to combine a complete range of services - from disinfection and safety services to space transformation and new styles of food service. Our global reach has given us the benefit of learning from our early experience in restarting businesses in China during the Covid-19 crisis, so we have developed a program that helps our clients craft their future and rise with confidence.

Sodexo and Centerplate have created a systematic and comprehensive approach to help you prepare for and implement changes to your daily operations. These services enable you to rise to the challenges and possibilities of a new world for our associates, customers, partners, communities and society. When you Rise with Sodexo and Centerplate, you have access to a comprehensive offering of best in class practices created by a team of experts and our experience from around the world. Our unique program prioritizes safety and wellbeing so everyone can get back to the business of living.



**of event planners**  
have seen their events been  
canceled or postponed – with many  
rescheduled to fall this year.  
(Source: eventsforce.com)



**of businesses**  
indicate that their ability to run  
their businesses effectively has  
been reduced by COVID-19  
(Source: McKinsey)

## Services & Capabilities

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### PREPARE

- Site restart process



### PROTECT

- Human temperature monitoring
- Disinfection cleaning
- Changes to support physical distancing in food and beverage areas



### ENABLE

- Grab & Go Convenience solutions and pop-ups
- Digital services and contactless payment solutions
- Catering & hospitality reimaged



### SUPPORT

- Return to work guidance for front and back of house teams, including PPE provision
- Working with local partners and communities



### OPTIMIZE

- Design and space management consultancy
- Energy management
- Venue sales and marketing
- Virtual concierge with Circles



## Safer environments for a Better Tomorrow

Rise with Sodexo and Centerplate is our approach to support you with not only the site restart process but also how we continue to work together as we welcome visitors back into your venue. The safety of visitors, your employees and ours is our number one priority therefore we guarantee that our teams will have had full training prior to re-opening.

Our clients benefit from our award-winning site management system (Opex Awards 2020 winner), which we use to monitor, inspect and analyse our operations within your site for optimal visibility and transparency.

### Delivering the right service at the right moment

#### PRE RE-OPENING



PREPARE & PROTECT

#### RE-OPENING



ENABLE & SUPPORT

#### THE NEXT NORMAL



OPTIMIZE



### Site Restart Process



### Human Temperature Monitoring



### Disinfection Cleaning



### Physical Distancing Changes In F&B Areas

#### WHAT IT DOES

- Provision of site restart processes and project management services to manage through facility and people centric issues

#### WHAT'S IN IT FOR YOU

- Receive advice and support to manage the site comeback process smoothly

#### HOW IT WORKS

- Collaboration with Sodexo and Centerplate team based on a clear restart framework process
- Help to cope with new needs and opportunities arising through a different reality

#### WHAT IT DOES

- Monitor the body temperature of an individual prior to allowing access to site

#### WHAT'S IN IT FOR YOU

- Establish enhanced access control scheme to help provide a secure and safe environment for employees and visitors

#### HOW IT WORKS

- Provision of monitoring equipment.
- Perform a temperature check on all visitors, contractors and employees entering the site.
- Ensure safety for all individuals based on social distancing, use of protective equipment and materials

#### WHAT IT DOES

- Our disinfection programs help reduce the overall level of contamination in the facility and maintain minimal contamination levels

#### WHAT'S IN IT FOR YOU

- Ensures the health and peace of mind for you and your venue visitors

#### HOW IT WORKS

- Risk assessment and thorough analysis of different areas to be cleaned
- Adapted cleaning frequency based on risk level
- Cleaning all high-touch surfaces (incl. door handles, dispensers, toilet seats, etc.)

#### WHAT IT DOES

- Implement methods to reduce the spread of contaminants based on a local risk analysis

#### WHAT'S IN IT FOR YOU

- Social distancing practices on site to keep individuals safe and the business operational

#### HOW IT WORKS

- Assess potential areas of improvement to reduce spread of contamination. Example for food and beverage outlets:
  - » Deploy sneeze guards where appropriate
  - » Food court seating area changed to support social distancing
  - » Contactless payment
  - » Individually packaged boxed menu options
  - » Grab & Go options



## FOOD SERVICE



### Grab & Go Convenience Solutions & Pop-Ups

#### WHAT IT DOES

- Propose convenient food options for visitors and your employees in the right locations around the venue

#### WHAT'S IN IT FOR YOU

- A simplified menu and tasty take away options to support social distancing and opportunities where possible to eat outside

#### HOW IT WORKS

- Establish pop-up food outlets close to or in the existing retail space.
- Implement a specialized, simplified and healthy menu focusing on grab & go options, already pre-packaged



### Catering & Hospitality Re-Imagined

#### WHAT IT DOES

- New food options for meetings and events with safe service delivery to match

#### WHAT'S IN IT FOR YOU

- Limits exposure for meeting / event organizers and their guests when delivering catering services for groups

#### HOW IT WORKS

- Individual pre-packed meals
- Catering set up in larger spaces to enable social distancing
- Screening used to separate groups where required
- Sneeze guards deployed where necessary



### Digital Services & Contactless Payment

#### WHAT IT DOES

- Strengthen existing and deploy new digital retail and catering facing tools

#### WHAT'S IN IT FOR YOU

- Help limit exposure of event organisers, guests and employees to infection risk while enabling new digital retail and catering experiences

#### HOW IT WORKS

- Pre-ordering for catering and hospitality
- Click and collect options for retail
- Contactless payment in all outlets



### Return to Work Guidance for Front & Back of House Teams Including PPE Use

#### WHAT IT DOES

- Provides guidance on how our teams will return to work safely and how to correctly use Personal Protective Equipment (PPE) and sanitization chemicals.

#### WHAT'S IN IT FOR YOU

- Protects the health and wellbeing of employees and the people they interact with at your venue

#### HOW IT WORKS

- Sodexo helps facilitate the success of protection and prevention efforts with thoughtful training and promotional materials that can be used in conjunction with established protocols. Benefits include:
  - » Changing behaviours
  - » Improved effectiveness
  - » Reduced costs



### Working with Local Communities and Partners

#### WHAT IT DOES

- Supports local communities with food drives and keeps local businesses active via partnerships

#### WHAT'S IN IT FOR YOU

- Maintains a link with the community and supports local businesses close to your venue

#### HOW IT WORKS

- Sodexo and Centerplate work to build partnerships with local chefs, brands and suppliers to help these businesses thrive



### Design & Space Management Consultancy

#### WHAT IT DOES

- Provides a user-experience approach to designing and optimizing front and back of house space in the venue

#### WHAT'S IN IT FOR YOU

- Ensures the spaces that welcome employees and visitors back are safe and optimized for everybody who uses them

#### HOW IT WORKS

- To help get the most function and user-friendliness from any environment, we use a variety of tools and methodologies to optimize space management, including user personas, consumer journey maps, experience design, consumer preference surveys and more. Key areas of focus include:
  - » User experience
  - » Safety & Compliance
  - » Technology





## Energy Management

### WHAT IT DOES

- Sodexo simplifies and optimizes energy management programs through global expertise and local focus

### WHAT'S IN IT FOR YOU

- Effectively managing energy usage can increase efficiency, significantly reduce utility costs and boost the impact of sustainability programs.

### HOW IT WORKS

- Provides a single source for all the consultation, creation and continual improvement services needed to achieve goals for today and scale potential for tomorrow. Key components include:
  - Partnership
  - Performance
  - Monitoring & Targeting

## Venue Sales & Marketing

### WHAT IT DOES

- Provides fully operational sales and marketing team to deliver best in class events at your venue on dark days

### WHAT'S IN IT FOR YOU

- Will drive more revenue in meetings and events to optimize the venue 365 days per year

### HOW IT WORKS

- Optimize the venue to ensure the best user experience whilst ensuring the environment is ready for the next normal. Areas of focus include:
  - Lead generation, acquisition and customer retention
  - Guest experience
  - Spaces & resources optimization
  - Re-engineer service delivery

## Virtual Concierge with Circles

### WHAT IT DOES

- World-class concierge teams, digital platforms & a vast partner network provide unique & memorable experiences for event organisers and their attendees

### WHAT'S IN IT FOR YOU

- Reduction in employee stress & burnout, 3+ hours saved per request, improved wellness & engagement by assisting with their personal to-do's while they work, attract & retain the best talent in your industry, comprehensive data analytics & trend reporting

### HOW IT WORKS

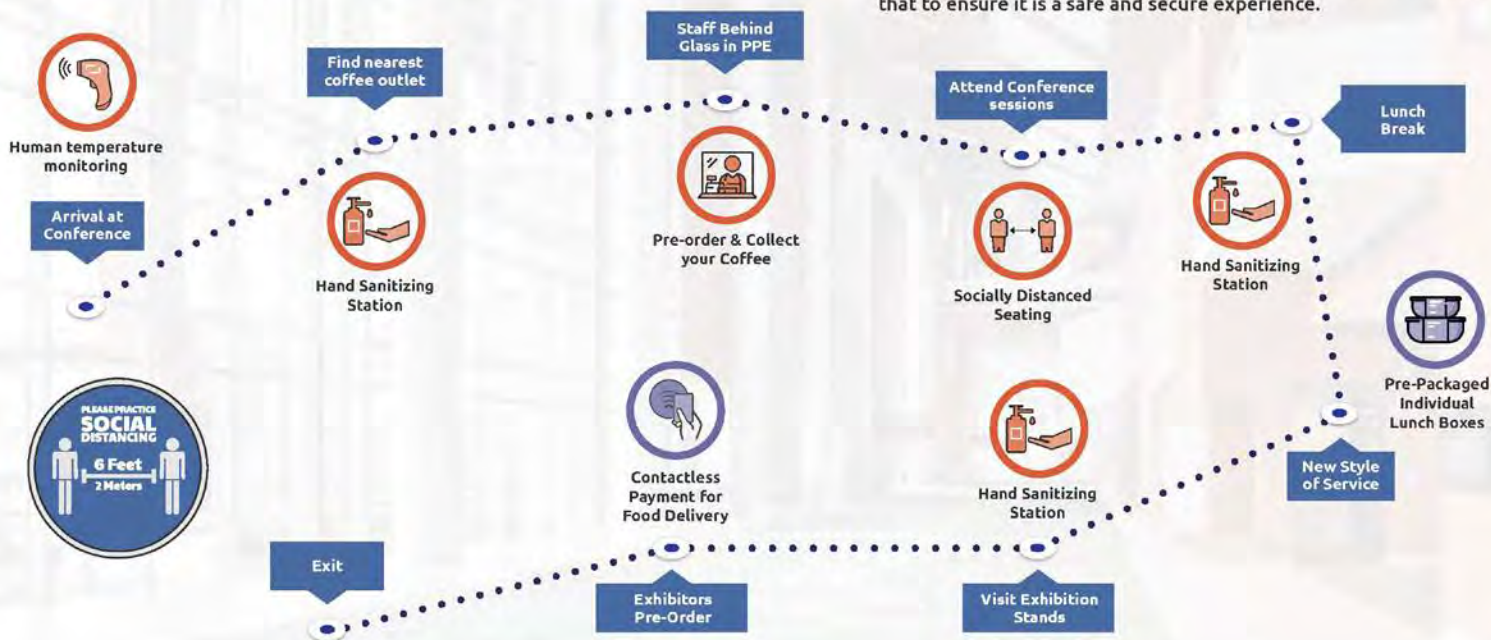
- 24/7/365 access to dedicated concierge team via digital portal, phone, or email, +1 access for partner or spouse, access to network of 4,000+ vendors

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## CUSTOMER JOURNEY

**Ensure customers experience confidence during every step of their visit**

Sodexo and Centerplate are committed to making a positive impact. Our approach to keeping people healthy starts with understanding their journey through your venue and how we map that to ensure it is a safe and secure experience.



# PUBLIC CIRCULATION

## COMMON AREAS & CONCOURSES

- Concourses will be one-way walkways to encourage social distancing.
- Directional signage will be placed throughout concourse to assist with attendee flow.

## PUBLIC RESTROOMS

- Touchless toilets, faucets, soap dispensers and hand towels.
- Clear handwashing signage placed inside.
- Overnight deep cleaning of all restrooms.

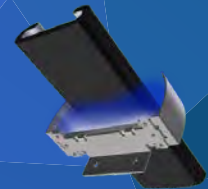


## PASSENGER ELEVATORS

- Hand Sanitizers located in each elevator.

## ESCALATORS

- Installation of KONE UV-C Light Sanitization apparatus to kill viruses.





# EXHIBIT HALLS

## CONTRACTORS

- Require the use of face coverings.
- Dedicated labor entrance and exit.
- Labor Check in stations with 6' queue separations and floor markings.
- Incorporate Health Screenings & Temperature Checks.
- Provide PPE (gloves, masks, sanitizers readily available) for workers and train in proper use of protective equipment. Emphasize they should refrain from face-touching.
- Daily safety briefings each morning.
- Limit number of workers riding in a cart, no sitting side-by-side.
- Limit, wherever possible, the sharing of tools, equipment, or other shared resources. Disinfect the objects between each person.
- GSCs to submit enhanced protocols to Contractor Services 90 days prior to move-in.
- Employees who have been in close contact with an exposed or symptomatic person should not report to work and should self-quarantine.
- Group employees into teams or shifts that stick together for contact tracing.
- Extend setup timelines to allow vendors more time to set up and not overlap.

## MATERIAL HANDLING

- Wipe down of equipment prior to use.
- Equipment assigned and not shared throughout a shift (i.e. forklift).
- If equipment is shared, it must be disinfected between use.
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour.
- Spray down of all carpets when installed.
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter.

# PROTECTING OUR WORKFORCE

The most important assets for the Colorado Convention Center are the people who work here every day. Producing some of the largest events in the United States requires a highly trained workforce. This section of the plan outlines how employees will be re-introduced to the workplace.

## FOLLOWING BEST PRACTICES

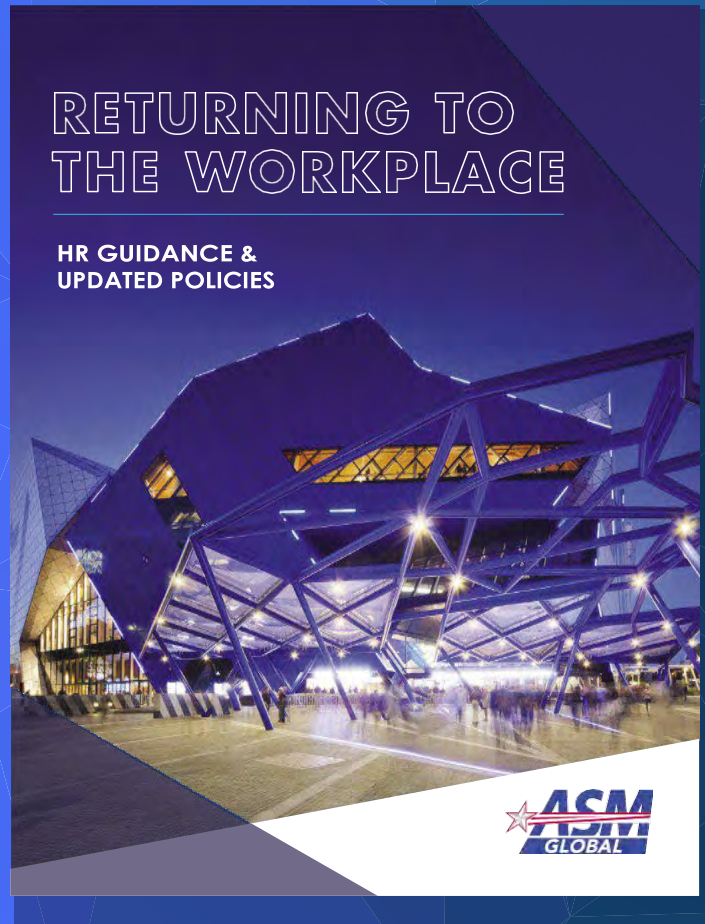
The Colorado Convention Center and ASM Global is closely monitoring government policy changes from WHO, CDC, CDPHE, DDH guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. If there is variation in recommendations, the Colorado Convention Center will follow the most conservative approach.





# RETURNING OUR WORKFORCE

- Phased re-introduction of team members
- New policies and procedures around bringing team members back to work
- Temporary flexible work arrangements
- Work from home
- Flexible work hours
- Considerations for at-risk team members
- Modified PTO policies
- Personal Leave of Absence Policy
- Temporary Relaxed Attendance Policy
- Daily Temperature and Health Question Screening



# HEALTHY WORKPLACE

- Team members will be reminded regularly that their health and the health of those around them is an important responsibility.
- All ASM Global employees and hired contracted staff are required to be vaccinated.
- Other entrants to the building will answer a series of health questions daily upon arrival and will be temperature checked with a contact-less thermal imaging magnetometer.
- Any person(s) not feeling well will be asked to go home immediately and follow the current self-quarantine CDC guidelines.



CCC Health  
Screening  
Questionnaire

\* Required

CCC Health Screening Questionnaire

Section 1

Do you have: Coughing symptom? \*

☐ Yes

☐ No

Do you have: Shortness of Breath/Difficulty Breathing? \*

☐ Yes

☐ No



# WORKPLACE GUIDELINES

## —RETURN TO WORK PHASE

### PHYSICAL AREAS

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

### RECEPTION & COMMON AREAS

- Controlled building ingress and egress to promote ongoing safety and precautionary measures at those points.
- Trained reception personnel on safe interactions with guests.
- Registration of all guests.
- Maintaining social distancing.
- Furniture placement to promote social distancing.
- Hand sanitizer in elevator lobbies and all other building common and high traffic areas.

### SIGNAGE

- Signage installed at multiple, relevant locations in the entry sequence.
- Define building access rules and other protocols that impact how occupants use and move throughout the building.
- Wayfinding signage and/or floor markings to direct foot traffic and ensure safe social distancing.

### PPE & CLEANING:

- Face coverings required for all employees. Guests may be required to mask for events by event protocol or public health order.
- Continued monitoring and review of existing cleaning guidelines; adjust or enhance as needed for cleaning paths of travel and high touch area.

# WORKPLACE GUIDELINES

## -RETURN TO WORK PHASE

### FREQUENTLY TOUCHED SURFACES

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

In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, The Colorado Convention Center has implemented the following to reduce touchpoints, when possible:

### LIGHT/POWER SWITCHES:

- o Provide wall-mounted disinfectant dispensers.
- o No-touch light switches in offices.

### DOORS:

- o Affix doors in an open position.

### COMMUNICATION TOOL:

- o MS-Teams provided for electronic communication and meetings.

### SUPPLIES STORAGE:

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



# WORKPLACE GUIDELINES

## —RETURN TO WORK PHASE

### INSIDE THE WORKPLACE

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

#### RESPIRATORY ETIQUETTE

- Encourage the covering coughs and sneezes into a tissue and immediately throwing tissue away.

#### HAND HYGIENE

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

#### AVOID TOUCHPOINTS

- Provided disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use.
- Discourage the use or borrowing of other people's phones, desks, offices or equipment.
- Maintaining a clean workplace will assist in minimizing risk to employees.

#### KITCHEN AREAS

- New practices developed on kitchen and meal preparation areas, which may include some temporary measures such as:
  - Encourage occupants to bring food and beverage items from home and manage them individually.
  - Minimize touchpoints by removing coffee pots and the like eliminate open food items.
  - Increase frequency of cleaning appliances such as refrigerators and micro-waves.

# WORKPLACE GUIDELINES

## —RETURN TO WORK PHASE

### INSIDE THE WORKPLACE CONTINUED

#### INDIVIDUAL DESKS

- Implemented a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers.
- If desks or work areas are shared, individuals are required to sanitize all surfaces upon arrival at that seat. Disinfectants are supplied in the immediate proximity (or on each desk).
- Stringent cleaning protocols are enforced where possible sharing of desks and office space has been limited.
- Staggering schedules to avoid shared workspace and congestion where possible.

#### IN-PERSON MEETINGS

- Team members have been coached to critically evaluate the requirement for in-person meetings.
- The number of attendees at in-person meetings have been limited to 10 and must utilize spaces that accommodate social distancing.
- Restrictions have been placed on in-person meetings with external guests. Elimination of non-essential visitors from offices, such as non-essential vendor visits, sales calls, in-person interviews, food delivery, personal visitors etc. have been implemented.
- Large team/staff meetings are hosted via video conference rather than in-person.

#### PRE-SHIFT BRIEFING

- Where possible, pre-shift briefings are being conducted in rooms large enough to accomplish social distancing.
- Eliminate or suspension of face-to-face shift changes.



# EDUCATION & TRAINING

Education and training programs will be implemented to communicate updated protocols for the following groups:

### FACILITY STAFF

- All team members have been provided initial on-site training based on the Venue Shield Returning to the Workplace guideline.
- Employees have been trained in small groups on-site before officially returning to individual workspaces. Team members have received and reviewed the Returning to the Workplace Guideline document and have received applicable PPE and proper instruction on use of the provided equipment.
- A mechanism for team feedback has been provided and the ongoing training has been designed and evaluated based on the feedback and observations yielding from the initial live training.
- Ongoing COVID-19 safe training has been provided via the Litmos KMS allowing for individual learning, on-line documentation of training and periodic review/updates.
- Training has been reinforced via back of house messaging/signage and ongoing MS Teams reminders.

### LABOR PARTNERS

- All labor partners carrying out works for and within the facility have been provided detailed health and safety communications and training material related to COVID-19 safety protocols. All partners will have to confirm receipt of the training materials and will be monitored by the applicable supervising departments for compliance. Back of house messaging/signage will be in place to reinforce the protocols and expectations.

### EVENT ORGANIZERS

- All event organizers will be provided detailed COVID-19 safe training material addressing updated health and safety procedures, confirmation of staff and labor partners training and venue adherence to the most current guidelines (CDC, WHO, local and state governments). Unless a public health order dictates otherwise, event organizers can impose any level of restrictions on their event.

# LABOR CHECK-IN

## BUILDING ENTRY AND EXIT PROCEDURES

- o Follow all COVID-19 safety protocols and public health orders in place.
- o Utilization of pre-screening protocols.
- o Designated single point of entry and exit for labor.
- o Update signage to include reminders on a safe working environment.
- o Install additional locations for larger events with a higher number of workers to help with social distancing.
- o Suggest staggered start times for large labor calls to assist with meal and break times.





# EVENT TECHNOLOGY SERVICES

As events move to a virtual and hybrid model, the need to have a robust and scalable technology to support your event is more important than ever. At the Colorado Convention Center, our technology is built to support your hybrid and virtual event features like:

- Providing Wi-Fi services to attendees
- In-house production studios
- Streaming, event broadcasts, live polls and surveys
- Session presentation overflow rooms and lounges
- Exhibitor floor streaming, digital showcases, and virtual exhibit booths
- Health safety stations, touchless registration and badge pickup
- Social distance measurement systems
- Hybrid networking events
- Virtual information booths and show management offices
- Event security and data collection systems



## TECHNOLOGY CAPABILITIES

- **STAFF EXPERTISE** - Our in-house technology services team are experts in event technology and provide services to over 100 events per year. Our local staff team is always available during event hours and on-call 24/7.
- **BANDWIDTH** – CCC has the ability to support large bandwidth events. To improve virtual and hybrid event experiences.
- **SPARE EQUIPMENT** - We keep spare network switches and wireless access points on-hand and connected to networks at all times in the event of an equipment failure or if you need to quickly add hardware to your event network.
- **TECHNOLOGY SECURITY AND 24/7 MONITORING** - All of the event technology at the Colorado Convention Center is monitored 24/7 for connectivity, performance, security, and network stability with staff on call 24/7. All critical equipment is connected to uninterruptible power supply (UPS) systems to ensure your event technology is always online for your event, helping ensure that your technology services are secure and will perform as required.

# Virtual Hosting Options

- The Colorado Convention Center is pleased to offer you a solution for making your event virtual.
- Image AV our In-House preferred Audio Visual provider can provide a one stop for Virtual, Live and Hybrid Events.
- Image AV's Virtual Experience allows attendees to participate in your custom branded conference virtually. Attendees can explore the **Theatre**, engage in a variety of **Meeting Rooms**, visit sponsors in the **Exhibit Hall** and socialize with other attendees in a **Lounge**.



govirtual@imageav.com

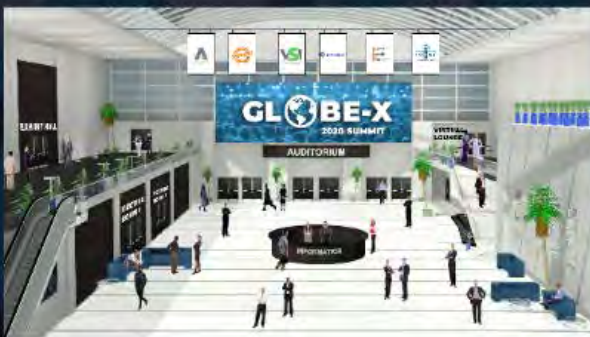
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Engage your virtual audience through our interactive event experience.



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Pair our technology platforms with a full audiovisual production to reach both live and remote audiences.



### e-Commerce Solutions

We manage the registration process directly on our platform or through an open API to your registration company.



### Sponsor Impressions

The fully customizable platform has unlimited opportunities for sponsor impressions throughout each virtual room.



### Continuing Education

The session platform provides access to CME/CEU and abstracts, posters and handouts.



# PUBLIC AWARENESS

## AWARENESS

- An effective plan must include ways to communicate to our customers before, during, and after an event.
- Increased messaging through websites and social media will be necessary. Relevant information will be added under the COVID-19 webpage as well as the applicable section on the website that pertain to the updated information.
- Onsite messaging to reinforce social distancing and promote proper hygiene.
- An effective ongoing public awareness plan will instill confidence that the Colorado Convention Center is a safe place to do business.

## MEDIA

- Issue a press release with post COVID-19 protocols and, posts on social media and e-blasts.

## INTERNAL ASSETS

- Utilize all social media channels, website, email and building signage to assist with awareness of the re-imaging protocols.

## PARTNERS

- Collaborate with partners, including Arts and Venues Denver and VISIT DENVER to share re-imaging protocols post COVID-19.



### OUR STANDARDS ARE A MILE HIGH

VISIT DENVER is continually monitoring developments surrounding COVID-19 and is following the lead of local, state and national health and travel authorities. The safety and well being of our community, partners and visitors is our number one priority. We are fully engaged with local and state officials to coordinate a safe return for visitors and meetings. Our hospitality community is working together to implement enhanced procedures to safely welcome you back with our Mile High Standards.

# CONCLUSION

The goal is to demonstrate to employees and customers that attending tradeshow and conventions are safe.

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

