

# DAVID L. LAWRENCE CONVENTION CENTER REOPENING PLAN



Version 2.0

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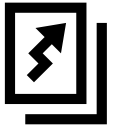




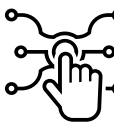

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# The COVID-19 Operational Protocol Committee

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## 1 - Introduction

Pittsburgh's David L. Lawrence Convention Center (DLCC) is committed to providing a safe and productive learning environment to help our valued clients get "Back to Business". Through public health organizations such as the Center for Disease Control (CDC) and the PA Dept. of Health (PDOH) we are staying abreast of the latest updates and developments as they occur. Our local staff is also being supported by ASM Global corporate resources and our newly implemented VenueShield Environmental Hygiene Program to ensure that we implement operational best practices throughout our network of facilities.

This plan will be reviewed weekly by the COVID-19 Committee and will be updated based on County, State, CDC, OSHA or other regulatory guidelines changes.

A dedicated Event Manager (EM) will be assigned to Show Management to assist in all event related details and working protocols of the Center.



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## ASM Global's VenueShield Program

VenueShield is ASM Global's new proprietary environmental hygiene protocol developed in partnership with AECOM and is being deployed at more than 325 ASM Global Facilities worldwide.



The VenueShield program offers best practices across work streams related to environmental hygiene, food service, customer journey, talent, public awareness, and technology and equipment, including a state-of-the-art standard operating procedures (SOPs) for environmental hygiene.

The comprehensive new protocol was developed in partnership with AECOM, the world's premier infrastructure firm, and its international team of sports venue design, and environmental hygiene and biocontainment experts. The VenueShield program is also being guided by scientific and medical research input from Drexel University College of Medicine (DUCOM) and its interdisciplinary team of expert faculty and graduate medical students, under the direction of Dr. Charles Cairns, dean of DUCOM. These critical healthcare insights, facilitated by Drexel Solutions Institute (DSI), will provide ongoing recommendations for COVID-19 mitigation strategies.

Additionally, SERVPRO, the #1 choice in commercial cleaning and restoration services for more than 50 years, will serve as ASM Global's primary partner in the implementation of the pro-active viral pathogen cleaning process. The customized, in-depth workflows for venue re-occupancy include industrial disinfection and workforce safety initiatives, developed in accordance with international guidelines from the CDC, NHS, PHAA and WHO, among others



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# Introduction (con't)

## ASM Global's VenueShield Program

VenueShield's protective capabilities have already been tested at UFC's event at ASM Global-managed VyStar Veterans Memorial Arena in Jacksonville, Florida on May 9, 2020. The program was also activated for the National Rugby League's match at Suncorp Stadium in Brisbane on May 28, 2020, in the first live Australian sport played since March.

Building on those early successful implementations, VenueShield is being deployed in various stages worldwide, in alignment with approvals from local government officials and health care experts. Phases of VenueShield include the implementation of new guidelines for Workplace Safety, Technology & Equipment, Food Safety and Public Awareness as they support future efforts.

VenueShield will be the ongoing effort to define the customer journey of the future.

It is designed to provide an evolving approach to the unique aspects surrounding each of ASM Global's facilities and is guided by consistent input from the company's venue experts around the world, representing every venue type.

### KEY HEALTH CARE EXPERTISE



**Dr. Charles Cairns**

- College of Medicine Dean, Drexel University
- Current Principal Investigator, COVID-19 ImmunoPhenotyping Biomarker Study, funded by National Institutes of Health (Infectious Diseases)
- Former Principal Investigator, National Collaborative for Bio-Preparedness, funded by US Dept of Homeland Security



DREXEL UNIVERSITY  
College of  
Medicine

IN ACCORDANCE WITH TOP HEALTH & SAFETY OFFICIALS



### KEY OPERATIONAL PARTNERS

**AECOM**



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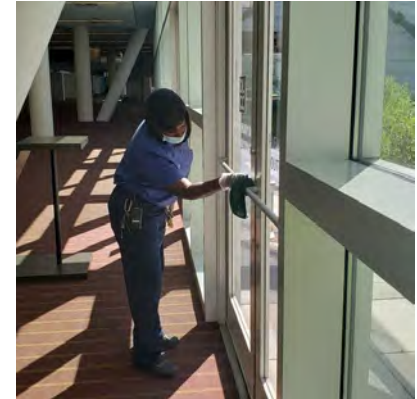


## 2 - Environmental Hygiene

### Disinfectants:

Cleaning products used at the DLCC meet or exceed recommended CDC guidelines for effective disinfecting. Disinfecting products (biocides) are regulated by the Environmental Protection Agency (EPA) as a subcategory of pesticides.

Extreme care should be taken when preparing and applying solutions to surfaces. Safety Data Sheets (SDS) and manufacturer's instructions will be thoroughly reviewed by all individuals who will handle and oversee the disinfection process per ASM Global SOP 02.02.07.01 Hazard Communication. Only disinfectants that are approved by the EPA and used in accordance with the manufacturer's instructions will be effective in ensuring that any viral material will be sufficiently deactivated.



### Disinfecting Protocol:

**WET** - the surface to be decontaminated thoroughly. The area should look wet to the touch.

**WAIT** - allow the wet surface to sit undisturbed for the amount of time prescribed by the manufacture. The duration (contact time) is product specific and may be a few seconds up to 10 minutes

**WIPE** - the surface to remove the excess moisture from the surface. Remember to use a new clean wipe for each area to prevent cross contamination



# Environmental Hygiene (con't)

## Disinfectants used at the DLCC:

Clean by Peroxy, all purpose hydrogen peroxide cleaner

An all-in-one, multi-purpose, hard surface cleaner . The phosphate-free formula is safe to use on all surface and is a better choice for environmental health.



### Effective

- Hydrogen peroxide active ingredient
- This product meets Green Seal standard GS-37 based on effective performance, concentrated volume, minimized/recycled packaging and protective limits on: VOCs and human & environmental toxicity.
- Safe to use on all surfaces

### Easy-to-Use and versatile

- Used as a spray or floor cleaner
- Based on dilution, can be used for light, medium, or heavy-duty cleaning



# Environmental Hygiene (con't)



## Electrostatic Disinfection

Electrostatic cleaning is a method designed to evenly disperse disinfectants onto surfaces and objects.

The Victory Professional Cordless Electrostatic Backpack Sprayer is designed to allow the professional to cover up to 23,000 square feet on a single tank of fluid (coverage per tank is determined by internal testing using flow rate and particle size). In addition, it is designed to save time and labor, spray less liquid, and cover more surfaces. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and event coverage. Double-charged particles envelope all conductive surfaces - shadowed, vertical and underneath.

## Air Quality

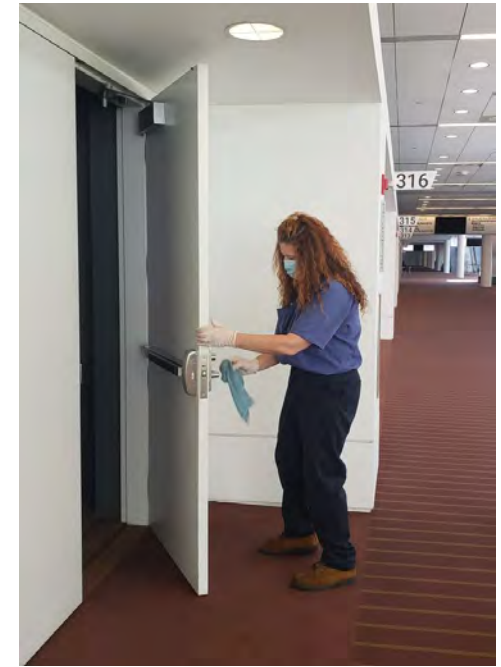
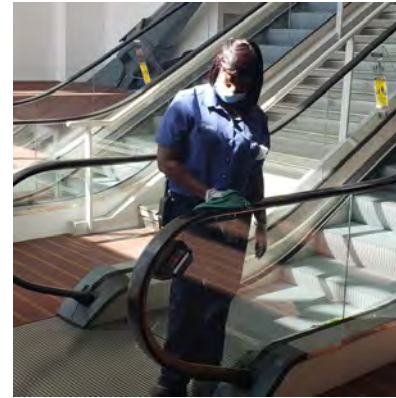
- The unique natural ventilation system, enhanced by the sweeping roof allows fresh air from over the Allegheny River to enter the halls. By regulating air control, the Center reduces the demand for artificial cooling and heating in the building.
- The DLCC has upgraded to antimicrobial air filters. These filters are commonly used in building types such as hospitals, nursing homes, laboratories, and commercial buildings and are designed to effectively control microbial growth such as fungus, mold, mildew and bacteria



# Environmental Hygiene (con't)

Our staff will maintain the following high touch point cleaning areas:

- Elevator buttons, interior and exterior
- Escalator handrails
- Handles within facility, crash bars, and doorways
- Water fountains and water bubblers
- Restrooms
- ATM's
- Regional gallery lounge
- Light switches in meeting rooms and ballroom
- Braille signage



Touchless Hand Sanitizer Stations will be provided in the following areas:

- Restroom entrances
- Meeting room level hallways (301-307, 310-321, 323-330, 331-336, 401-406, 407-415)
- Spirit of Pittsburgh Ballroom Gallery
- Every 5 aisles on exhibit floor
- Concourse
- Should show management request additional stations, each station will be charged at the prevailing rate

# Environmental Hygiene (con't)

## Hand Sanitizer Pump Stations will be provided in the following areas:

- Exhibitor Service Desk
- Luggage Check
- Mothers Room
- Should show management request additional stations, each station will be charged at the prevailing rate

## Cleaning of all Breakout Rooms

- Each room will have its own supply of cleaning product staged next to each podium
- Wastebaskets will be placed next to each podium to safely discard used cleaning supplies throughout the day
- Wiping down of tables will happen during the lunchtime break and at the end of the day

## Cleaning Staff

The DLCC will maintain the proper number of cleaning personnel per event day to maintain all licensed areas. In addition to our normal staff the DLCC will:

- Provide two cleaners per show day to maintain all identified high touch point areas in the Center
- Any additional cleaners will be the responsibility of show management



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# Environmental Hygiene (con't)

## Wheelchairs

The DLCC provides complimentary wheelchairs on a first come first serve basis to our attendees.

When a guest is in need of a wheelchair, they will check in at the security/welcome desk in the East lobby.

The following protocols have been put in place to obtain and use the chairs:

- Wheelchairs are staged in the East Lobby storage room
- When a wheelchair is needed, the lobby guard will retrieve from storage and wipe it down prior to usage
- When the guest turns over their ID, the ID will be wiped down before placing in the lock box
- Gloves will be worn during all wipe down efforts
- When returned, an exception will be made for the guest to return the wheelchair to the East Lobby and exit via East Lobby
- If wheelchairs are needed at post 12, a rover will deliver to the security desk (same cleaning process as East Lobby)

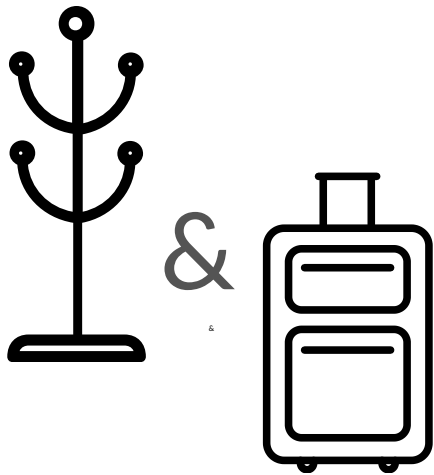


## Coat and Luggage Check

Due to the inability to safely receive coats (as people are now being directed to sneeze and cough into elbows) it is recommended to not offer coat check as an available service, at this time.

Luggage check can be maintained with the following measures put in place:

- Upon rolling luggage up to attendant, the attendee will take a sanitizer wipe and wipe down handle
- Trash cans are available for discarding all used sanitizer wipes
- The attendant will tag and store luggage
- All attendants to be provided gloves and masks



## 3 - Customer Journey

In the DLCC Reopening Plan it is important to recognize that there are 3 customers for every event we manage: the show organizer, the exhibitor, and the attendee.

We will continue to monitor guidance from public health officials and will work closely with individual event planners to customize health and safety measures to the specific meeting needs within the life cycle of an event: move-in, event, and move out.

Outlined below is the journey visitors will take when visiting our facility. It begins with the opportunity for guests and meeting planners to tour the facility virtually and follow the journey through the event space.

Recognizing the need to reinforce current physical distancing and proper safety protocols, this plan outlines a series of recommendations for the use of these spaces.

Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions based on current CDC guidelines.

Tour, Arrival &  
Departure

Public  
Circulation

Meeting Rooms  
& Ballroom

Exhibit  
Halls

3rd Party  
Stakeholders



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## DLCC Parking Garage

- All garage staff will wear face coverings
- Staff that will be handling cash, will be wearing gloves.
- All common areas (lobby, elevators, active stairwells, revenue control equipment and any areas being touched regularly) to be cleaned twice daily
- Mounted touchless sanitizer machines will be placed next to 3 pay station locations and 1 at the electric charging parking spots.
- Social distancing of 6 ft or more will be practiced among employees and customers
- Please visit [www.alcoparking.com/lot-garage/convention-center-garage.com](http://www.alcoparking.com/lot-garage/convention-center-garage.com) for all details regarding rates and general information

# Customer Journey (con't)



## Traffic Flow for Conventions and Meetings

In order to minimize congestion in high traffic areas, the DLCC has adjusted entry and exit points for attendees

### East Lobby: Designated Entrance

- Both escalators will be going up
- Signage has been added to remind the public to ride 5 Steps apart
- Signage at the top of the escalator and 2nd level elevator is added to direct attendees to exit via the west lobby

### West Lobby: Designated Exit

- Both escalators will be going down
- Signage has been added to remind the public to ride 5 Steps apart
- Decals added to exterior sliding doors, identifying exit only



### Ballroom Elevators connecting to Westin Hotel and Parking Garage

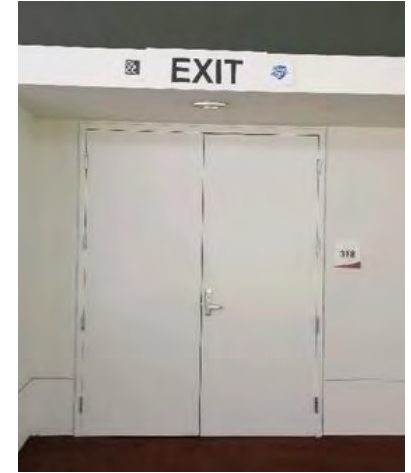
- Due to the size of the elevators only 2 (two) passengers are permitted at a time
- To help with high foot traffic from the Hotel, the Q2 Stairwell (emergency stairwell) can be temporarily opened.  
Coordination with your Event Manager on hours will be required.

# Customer Journey (con't)



## Meeting Rooms

- For meeting rooms with 2 doors; designate one door as entrance and one door as exit
- For meeting rooms with 1 door; it is suggested these rooms be assigned as storage rooms, offices, and other uses that do not include attendees



## Spirit of Pittsburgh Ballroom A

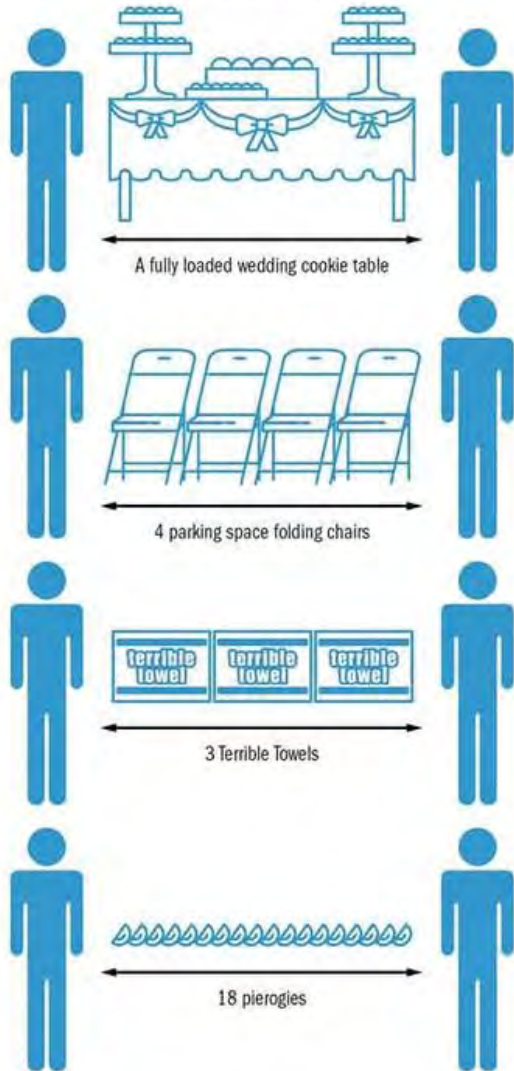
- This ballroom has 1 bank of doors (2 double doors)
- Stanchion will be added to divide the doorways on the interior and exterior of the ballroom
- 1 set of doors will be the designated entrance while the other will be the designated exit.
- DLCC Placards will be used for additional signage to assist in traffic flow

## Spirit of Pittsburgh Ballroom BC

- This ballroom has 2 banks of doors.
- 1 bank of doors will be the designated entrance while the other bank will be the designated exit
- When Stairwell Q2 is open to assist with foot traffic from the Westin, the bank of doors designated for exit will be split. Same procedures for Ballroom A will be followed.
- DLCC Placards will be used for additional signage to assist in traffic flow

# Customer Journey (con't)

Not certain what 6 feet looks like?  
How about this, Pittsburgh?



## Social Distancing

While standing in line and moving around the property, guests will be advised to practice social distancing by standing at least six (6) feet away from others not traveling with them.

Where applicable, stanchion and signage will aid in directing the flow of traffic throughout the building and lines marking six-foot spaces will be placed in front of any areas known or expected to have lines.

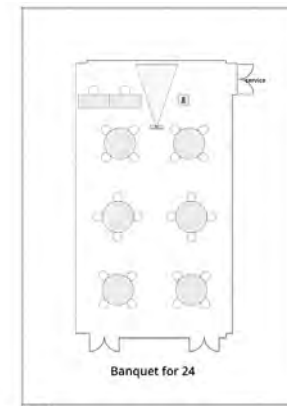
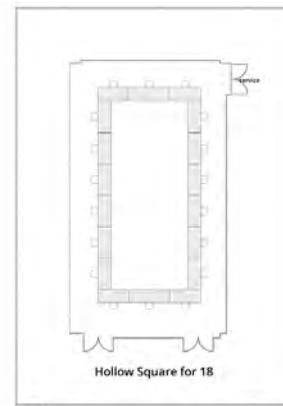
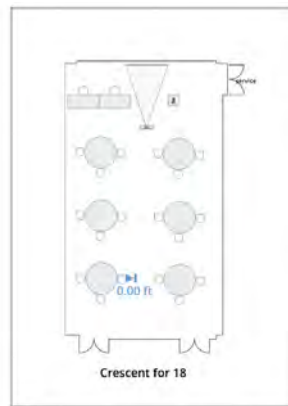
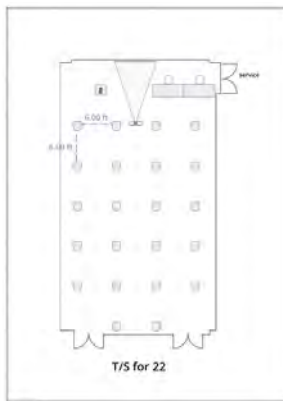
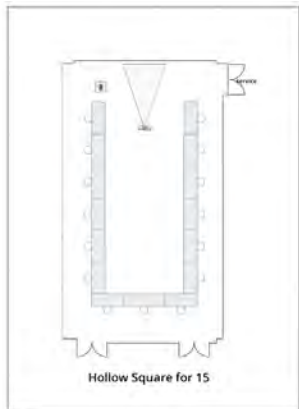
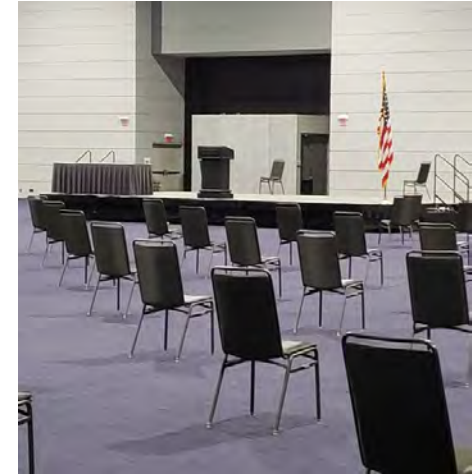
Meeting room configurations will be adjusted to adhere to physical distancing guidelines.



# Customer Journey (con't)

## Room Set Guidelines

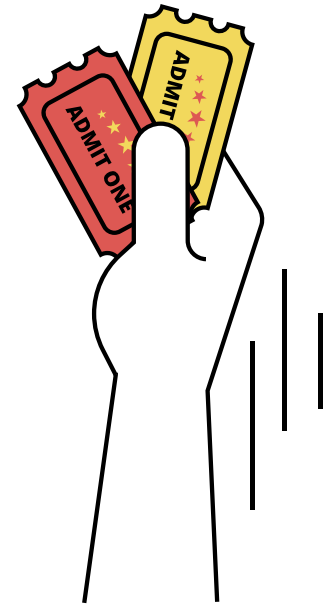
- Theater Style - Single chair set on a 6' grid
- Classroom Style – 1 person per 6'x18" table or 2 ppl per 8'x18" table set on ends
- Banquet- 6' grid - 4ppl for a Full Round or 3 ppl for a Crescent Round
- Hollow Square, Conference and U-shape – 1 person per 6'x30" table
- To help with inventory, keep 8' tables for head tables, material tables and registration tables
- General Sessions- The DLCC will work closely with Show Management to create solutions for larger room sets
- Receptions – The DLCC will work closely with Show Management to create solutions for their events that have less stringent seating arrangements



# Customer Journey (con't)

## Box Office Management

- It is strongly recommended to use credit or debit cards to minimize person to person contact (the DLCC will have cash for attendees who do not have credit or debit card, but a heavier need to promote use of credit cards is recommended)
- Queue lines will be designed to promote social distancing
- Will work to schedule police for crowd safety & management outside the building (ie: crosswalks, vehicular traffic) with show management approval
- ASM Global message "Protect Yourself and Others from COVID-19" to be posted at entry doors
- When box office is operational in the West Lobby, the Ft. Duquesne doors will be the designated exit. The 10th Street doors will be the designated entrance.
- Plexiglas will be added for ticket seller and ticket taker stations
- Recommended timed entrances to allow for crowd limits within the center and at box office lines
- Recommend the promoting of pre-sale tickets to lessen the number of on-site sales
- Ticket sales will not begin until the doors to the event are open by show or building management to minimize crowding inside the Center (Show management will need to promote to their attendees via websites, social media and all digital and printed materials)
- A hand sanitizer station will be placed just after ticket takers for attendees
- All proper PPE will be provided to ticket sellers and takers
- If hand stamps are offered, attendee will need to use hand sanitizer station prior to getting hand stamped
- The DLCC will designate one seller and taker to wear clear face masks to meet possible ADA needs



# Customer Journey (con't)

## Public Seating Areas in the East Lobby and Regional Gallery

- Seating has been adjusted to help maintain social distancing
- "Reserved" Signage to remind the public to "Relax & Recharge" 6 ft. apart has been added



## Mothers Room

- A hand sanitizer station will be added into the room
- As with normal protocol, Security control is called to open up the mother's room. When security opens the room for use, the guard is to inform the guest that when complete, they are to call security control to let us know. At this point, we will then dispatch a cleaner who will wipe down the room prior to its next use
- A sign will be added inside the room to remind the guest to call security control when done.
- A house phone is mounted outside the room with the phone number provided



# Customer Journey (con't)

## Exhibit Floor

### Show Management

- Floor plans provided at least 90 days out
- Recommend space added between linear booths
- Recommend assigned exhibit hall times to limit attendees on the show floor at any given time

### Exhibitors

- Limit exhibitor personnel in a booth, based on booth size
- Suggested to limit giveaways in booths to pre-packaged items only



### Aisles and Traffic Flow

- One-way aisles are encouraged
- Designate multiple entrance and exit doors. Show management to provide proper signage to assist in wayfinding

### Responsibility in the Booth

- Vendors are responsible for cleaning their own materials
- Normal vacuuming and porter services are still available to purchase through the DLCC Service desk



# Customer Journey (con't)

## Exhibit Floor

### **Service Desk**

- Create a queue line with 6' distancing markers
- Identify standing space for exhibitors
- Plexiglas will be added to the counter
- Approximately 30 pens and 2 baskets will be stocked. Once clean basket and one used basket. Once a vendor has used the pen, it will be placed in the used basket. When all pens are depleted, the service desk manager will use sanitizer wipes to clean all pens for re-use.

### **Move in**

- Show Managers are to urge all exhibitors to use the advance shipment to warehouse option vs shipping direct to show site. (This will allow for a smoother transition process and lessen demand/congestion on the loading dock)
- Recommend a timed move-in to maintain a safe level of occupancy in the hall and loading docks
- Do not allow vendors to wander the show floor during setup. Use PA System for reminder announcements.
- If DLCC security personnel are required to enforce safe and social distances, show management will be charged at prevailing rates
- Main ramp and top or bottom level ramp guards will be required to maintain overall loading dock use



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# Customer Journey (con't)

## Exhibit Floor

### Booth Drop

- This is a safety brochure for exhibitors that is distributed during move in
- This informational piece has been updated to include COVID-19 information

### Move out

- For all POV's requiring loading dock access, the service contractors will need to inspect the booth and confirm it is completely packed. Once confirmed, they are to provide the exhibitor with a loading dock access pass, which will be presented to the security guard at the loading dock entrance on Ft. Duquesne Blvd.
- There will be no access to the dock without the pass. A copy of the pass should be provided to the EM prior to move out
- Ramp and top or bottom level ramp guards will be required to maintain overall loading dock use to maintain safe occupancy levels



# Customer Journey (con't)

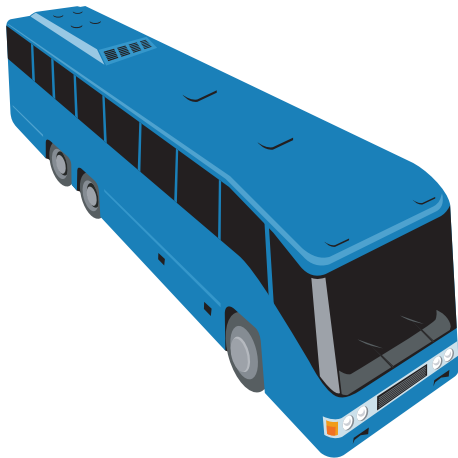
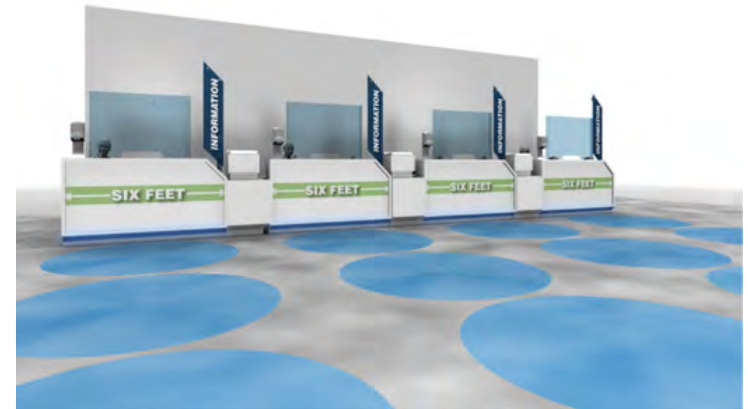
## Registration

All outside registration companies will need to submit their company protocols to the assigned EM for review and approval. Protocols should identify:

- Equipment has been cleaned prior to coming into the Center
- Space management for queue lines
- Plexiglas use at counters

## **Additional recommendations**

- Using a contactless payment system
- Pre-printed badges and no badge collection
- On-site registration should be scheduled in shifts
- Pre-distribution of badges and collateral prior to arriving
- Satellite registration at airport or hotels



## Shuttle Service

All outside shuttle service companies will need to submit their company protocols to the assigned EM for review and approval. Protocols should identify:

- Number of shuttles
- Number of passengers permitted on a shuttle
- Boarding/Disembarking procedures which should include queuing needs
- Frequency of shuttle cleaning
- Determination if traffic detail will be required due to safety guidelines, street access/size



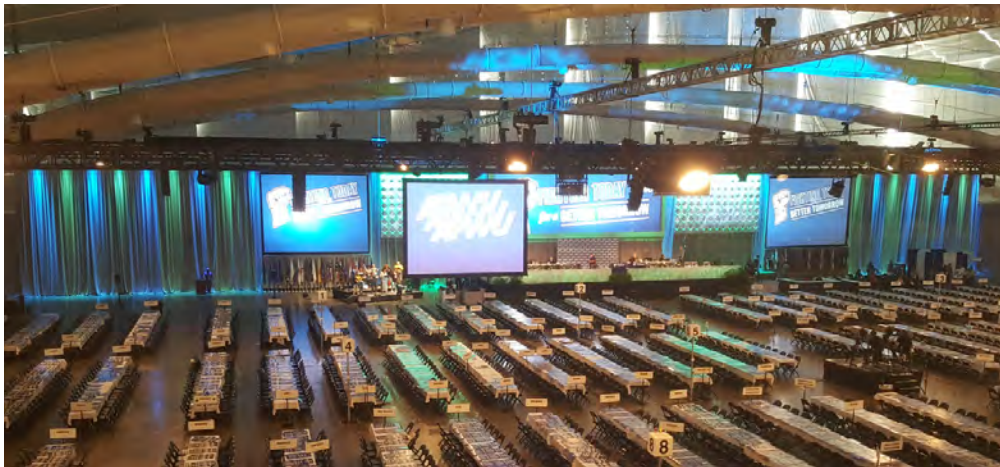
# Customer Journey (con't)

## Audio Visual 3rd Party Providers

All outside AV providers will need to submit their company protocols to the assigned EM for review and approval.

### **Protocols should identify:**

- Verification all equipment being brought into the Center has been cleaned
- Provide a breakdown on staff working levels/labor management
- Provide a maintenance equipment plan to include a cleaning schedule
- Provide a microphone management plan
- PPE plan for workers not staffed by the DLCC
- Scissors lift or boom should be limited to one person in the lift when feasible. If more than one person is required to perform the duty, each worker should protect themselves to the best of their ability





# Customer Journey (con't)

## Decorator 3rd Party Providers

All outside decorators will need to submit their company protocols to the assigned EM for review and approval.

### **Protocols should identify:**

- Verification all equipment being brought into the Center has been cleaned
- Provide a breakdown on staff working levels/labor management
- freight management
- equipment cleaning plan for forklifts, pallet jacks, flat beds, taylor dunns, etc
- Service desk plan
- PPE plan for workers not staffed by the DLCC
- Scissor lift or boom should be limited to one person in the lift when feasible. If more than one person is required to perform the duty, each worker should protect themselves to the best of their ability



## 4 - Workforce

There are 5 key elements to minimizing the potential transmission of COVID-19:

enhanced environmental hygiene, maintaining social distancing, implementing effective health screening, using face coverings (where required), and most importantly, instilling a culture of awareness.

ASM Global Team Members need to work together to establish a culture of embracing keeping co-workers and guests safe. It is important that venue managers communicate the new policies and procedures clearly and regularly, and actively seek feedback concerns, suggestions and issues.

The DLCC has appointed the General Manager as the Pandemic Safety Officer. This role will serve as the primary point of contact for implementing COVID-19 related actions, answering questions from staff and the public and responding to regulator agency requests. To assist the Pandemic Safety Officer, the COVID-19 Operational Protocol Committee will assist in:

- Communicating and helping to implement public health and safety guidelines
- Ensuring that existing safety programs are modified for compatibility with new safety and health considerations and protocols related to COVID-19 guidelines
- Helping to create or modify team member training that applies current information about recognized workplace COVID-19 hazards and infection control measures, including social distancing, wearing face coverings, hand washing, temperature checking and disinfecting high-touch surfaces
- Working closely with event organizers to implement event health and safety plans
- Collaborating with management and event organizers to determine safety and health protocols governing how Team Members and guests can safely conduct their event.



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## Temperature Screening



### Temperature Screening

Temperature screening is not currently required by the CDC, WHO, PDOH or the City of Pittsburgh. However, temperature screening services are available upon event organizer requests.

### Face Coverings

- all employees, subcontractors and vendors are required to wear coverings
- they must be worn at all times, in all locations
- the DLCC will provide a face covering to all staff when working for ASM Global
- All subcontractors are to provide face coverings to crew who will be under their supervision

### **How should face coverings be worn?**

- wash hands before putting on a covering
- make sure the same side of the covering is against face each time to avoid wearing the "contaminated side" against nose and mouth
- Remove face covering using the straps, avoid touching the part that protects face area

### **What type of face covering should be worn?**

- Disposable or cloth coverings are permitted
- Coverings should meet CDC guidelines



# Workforce (con't)

## DLCC Staff

The DLCC is asking and expecting all employees to assist in the prevention and spread of the COVID-10 disease while at work. Everyone **MUST** play their part and adhere to the restrictions and safety measures put in place to ensure our health and well-being. The DLCC will institute various housekeeping measures to increase our health and safety posture. There will be “Social Distancing” requirements established throughout the building, but mainly in our work spaces to include offices, cubicles, kitchen and boardrooms.

All employees must follow these guidelines and practices for everyone’s safety. All employees are expected to report to their Manager or Supervisor if they are experiencing signs or symptoms of COVID-19 as described below and they should not report to work until advised to do so. If at work, they should immediately distance themselves from everyone else and contact a Manager or Supervisor by phone to discuss the next steps. This is a highly communicable disease that spreads quickly.

Symptoms may include but not be limited to:

- Fever > 100.4 F
- Body aches
- Fatigue
- Cough
- Shortness of breath or difficulty breathing
- Vomiting or diarrhea
- Persistent pain or pressure in the chest
- Loss of taste and smell





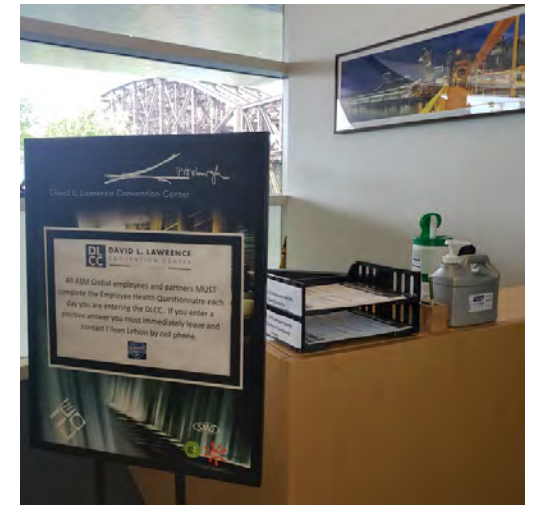
# Workforce (con't)

## DLCC Staff

The Center for Disease Control recommends individuals to self-isolate if they become sick or are exposed to an individual that is sick. Symptoms may appear 2-14 days after exposure. It is also recommended that all personnel contact their Primary Care Physician (PCP) and seek immediate medical care if experiencing any of the symptoms above

### **Precautions to be taken:**

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place or after blowing your nose, coughing or sneezing (if soap and water are not available use hand sanitizer that contains at least 60% alcohol)
- Avoid touching your eyes, nose and mouth with unwashed hands
- Practice “social distancing” (six feet apart) to avoid close contact with other people
- Refrain from skin to skin contact with other people such as handshakes or hugs
- Cover your mouth and nose with a tissue when you cough/sneeze or use the inside of your elbow and immediately cleanse your hands with soap and water or sanitizer.
- Clean and disinfect frequently touched surfaces daily (doorknobs, light switches, handles, keyboards, phones, desks, etc) Utilize a face mask to cover nose and mouth at all times
- Upon entering the office, all employees, will be required to complete an ASM Global Health questionnaire. Anyone that self-reports with symptoms will be asked to separate and the Acting HR Manager will be contacted for next steps. These reports need to be completed daily for entry. A forehead thermometer has been placed in the Security Control Room, Human Resources Office, and Director of Facilities Office.



# Workforce (con't)

## Employee Training

- All full and part-time DLCC employees working at the DLCC will be required to participate in a COVID-19 Preparedness Training

## **Training to include:**

- Information on COVID-19 and how to protect against its transmission
- ASM Global Health Screening Policy and use of the mobile app
- Expectations regarding social distancing between staff-staff and staff-guest
- Guest circulation through the venue
- Use of public areas and restrooms
- Elevator and escalator etiquette for front of house and back of house
- Room capacity restrictions
- Enhanced cleaning processes and expectation of team members in maintaining safe work spaces
- Appropriate methods of managing a guest who presents COVID-19 symptoms
- PPE provisions
- New employee entrance location and clock in and out methods
- Operational event day briefings
- Break room policies and occupancy limitations
- Proper hygiene practices for shared equipment, touch points, kitchen, desk, hands and respiratory
- So we all remain healthy and safe, a team effort is expected and will require everyone's acceptance, participation and adherence
- For certification purposes, employees will be required to sign-in for this training
- Employees will not be permitted to work in the DLCC until they have completed this training



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# Workforce (con't)

## Protective Protection Equipment (PPE)\_\_\_

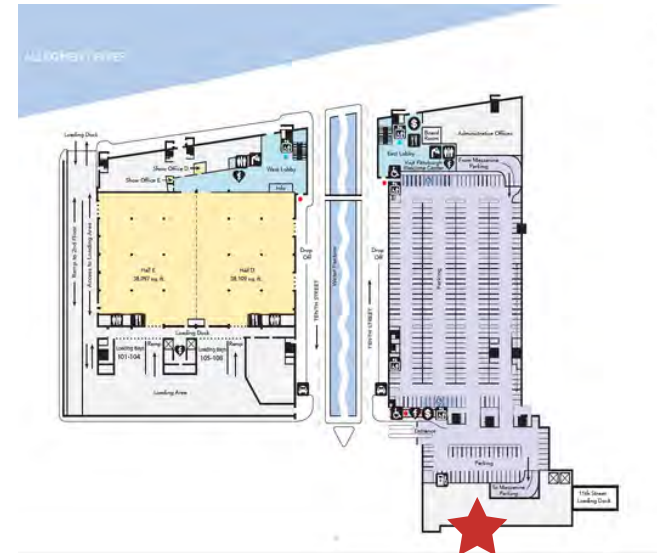
- Touch free sanitizer stations will be available in high touch point areas
- Sanitizer wipes will be purchased and supplied for wiping all high touch points and personal spaces
- OSHA has indicated that a reliable report that if an employee has tested positive for the COVID-19 virus does not typically require an employer to perform special cleaning or decontamination of work environments, unless those environments are visibly contaminated with blood or other bodily fluids

*These measures are subject to change as needed/warranted*



## Employee Entrance

- A new Penn Avenue entrance ★ has been designated for part-time trades, catering staff, and other personnel. This will help to screen staff when arriving to work and to lessen congestion in the East Lobby.
- A plexiglas divider will be provided between the security guard and sign in area
- Staff is to fill out the ASM Global VenueShield Health questionnaire using the SkillSignal App
- Sign-in at Security Desk and utilize hand sanitizer, receive working pass sticker
- Face masks required or no entry.



## EXPOSURE POLICY FOR STAFF, SHOW MANAGEMENT, ATTENDEES AND EXHIBITORS:

### DLCC Employee

The following outlines the ASM Global exposure policy broken into 3 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

### Scenario A (Unconfirmed Case): Team Member reports exposure to an unconfirmed case of COVID-19

Action: (1) Advise the Team Member to stay home and self-quarantine until test results are received on the  
Self-quarantine unconfirmed case  
(2) Notify local HR, General Manager, and local Workforce Health & Safety Coordinator. Local HR should immediately notify ASM Global's Corporate HR Dept.  
(3) If the unconfirmed case tests positive, Scenario B guidelines will be followed

Action:  
Return to work when/if If the unconfirmed case tests negative, the Team Member may be placed back on work schedule



# Workforce (con't)

## EXPOSURE POLICY FOR STAFF, SHOW MANAGEMENT, ATTENDEES AND EXHIBITORS:

### Scenario B (Confirmed Case): Team Member reports direct exposure to a confirmed case of COVID-19

- Action: (1) Advise the Team Member to stay home and self-quarantine for a minimum of 14 days
- Self-quarantine (2) Notify local HR, General Manager, and local Workforce Health & Safety Coordinator. Local HR should immediately notify ASM Global's Corporate HR Dept.
- (3) Advise the Team Member that they need to notify the local HR Director if:
- 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: If the Team Member remains non-symptomatic OR they become symptomatic but fall under (3a) or (3b)
- Return to work when/if above, employees may return to work when the following conditions are satisfied:
- 14 days quarantine is completed AND
  - No fever for at least 72 hours (3 full days) without using fever-reduced medication AND
  - Other symptoms have improved (cough or shortness of breath) AND
  - At least 10 days have passed since onset of any symptoms



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## EXPOSURE POLICY FOR STAFF, SHOW MANAGEMENT, ATTENDEES AND EXHIBITORS:

### Scenario C (Confirmed Diagnosis): Team Member with a confirmed case of COVID-19

Action: (1) Advise the Team Member to stay home and seek medical treatment  
Self-quarantine (2) Notify local HR, General Manager, and local Workforce Health & Safety Coordinator. Local HR should immediately notify ASM Global's Corporate HR Dept.

Action: If the Team Member has a confirmed diagnosis of COVID-19, they may return to work when the following  
Return to work conditions are satisfied:  
when/if

- 14 days quarantine is completed AND
- No fever for at least 72 hours (3 full days) without using fever-reducing medication AND
- Other symptoms have improved (cough or shortness of breath) AND
- At least 10 days have passed since onset of any symptoms

## EXPOSURE POLICY FOR STAFF, SHOW MANAGEMENT, ATTENDEES AND EXHIBITORS:

### If Show Management or an Attendee exhibit symptoms of COVID-19

- The DLCC will follow the current CDC risk assessment guidelines when determining what actions should be taken in the event of an individual testing positive for COVID-19
- Show Management should designate a room within their licensed area as a holding room for any staff or attendee to be held in, in the event symptoms of COVID-19 are present
- Your Event Manager is to be notified immediately
- The Event Manager will notify the Pandemic Safety Officer
- Building policy is to be wearing a mask at all times. In the event an individual identifies signs of illness, it is imperative to make sure they DO NOT remove their mask until they have left DLCC property. Gloves will be provided as well to help minimize contact with all surfaces.
- If necessary, transportation will be arranged to ensure their safety
- The guest will need to provide an account of where they were in the building throughout the day. All areas where the individual had contact will be sanitized
- Show Management will need to provide a full list of attendees registered for any event, excluding ticketed events. For ticketed events, only exhibitor listings will need to be supplied.

### If an Exhibitor exhibits symptoms of COVID-19

- The same protocols as listed in Show Management will apply; AND
- In the event a booth construction has been finalized and the vendor is the only representative on-site, authorization forms should be created and signed, identifying the hired service contractor can tear down the booth and ship back and allowing cleaning personnel to sanitize all booth materials prior to packing; at the cost of the vendor.

### Quality Control COVID-19 Response

In response to the novel coronavirus (COVID-19), Levy understands that the communication and execution of food operation and sanitation is more important now than ever before. We are diligently monitoring and following CDC, OSHA, FDA and WHO recommendations regarding COVID-19., and we're stepping up emphasis on our personal health and food service practices accordingly. We are committed to providing our partners, our team members and our guests with peace of mind. To do this we know that transparency regarding our actions is critical.



### Planning Task Force

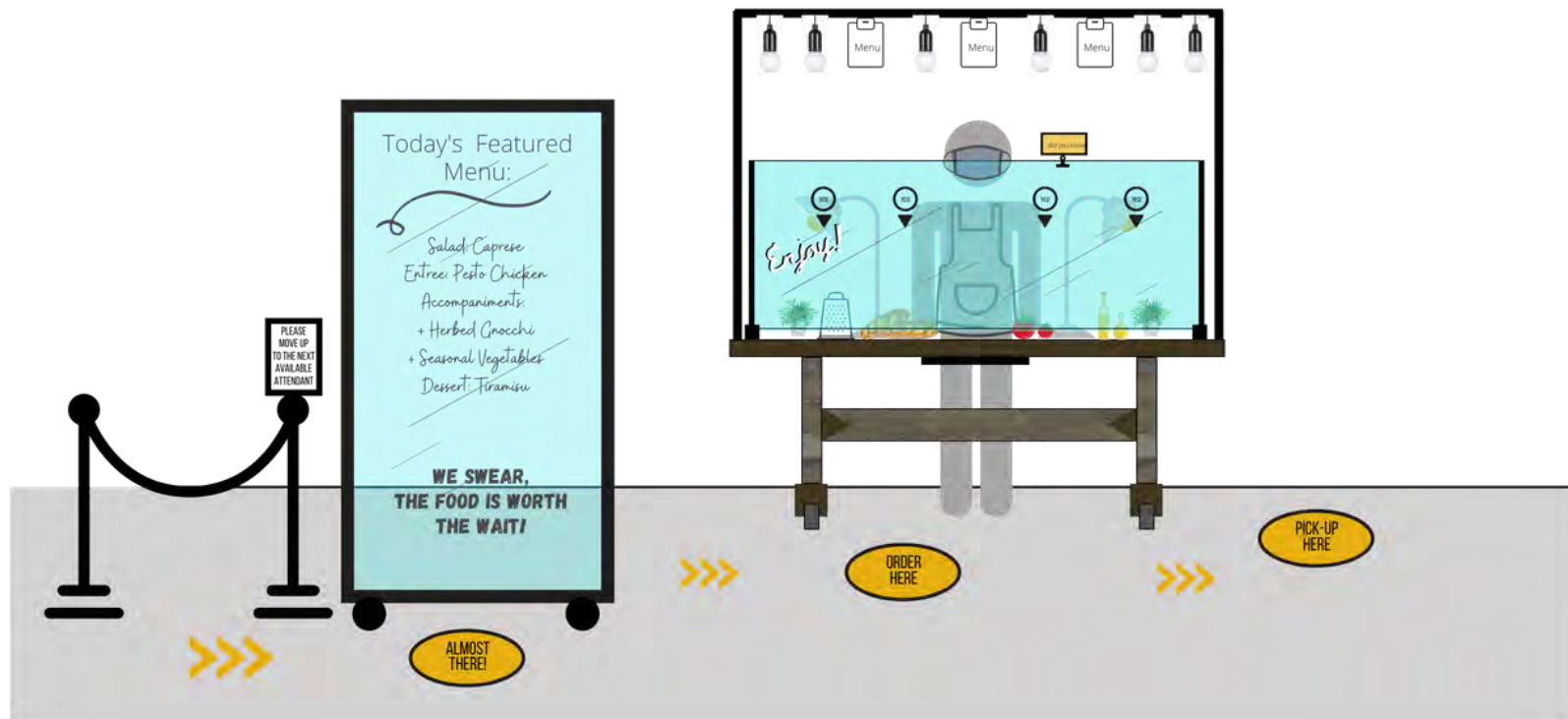
Levy has a robust and required multi-faceted safety and sanitation program that is now more important than ever. At the corporate level, we have formed a dedicated task force to ensure all of our locations are provided with the most up-to-date information and tools needed to properly maintain a safe environment. This planning task force is working through operational considerations including but not limited to: Health and Safety; Service ware/Utensils; Beverage Service; Transactions/Payments; Operational Strategy; Menu Engineering; Training; Communication; and more. Lastly, the supply chain is being considered that may have a longer lead time.



# Food Service (con't)

## Considerations

- Health and Safety: PPE, Sanitation, Signage, Operations
- Concessions, Restaurants, and Cafes: Service Ware & Utensils, Condiments, Beverage and Menu Engineering
- Premium Ops: Service Ware & Utensils, Carts & Tables, Furniture, Beverage and Menu Engineering
- Technology Strategy: Transactional, Automation, Operational, People Tech
- People: In-Venue, Entry, Training, Food
- Communications: Staff, guests, Partners, and Media



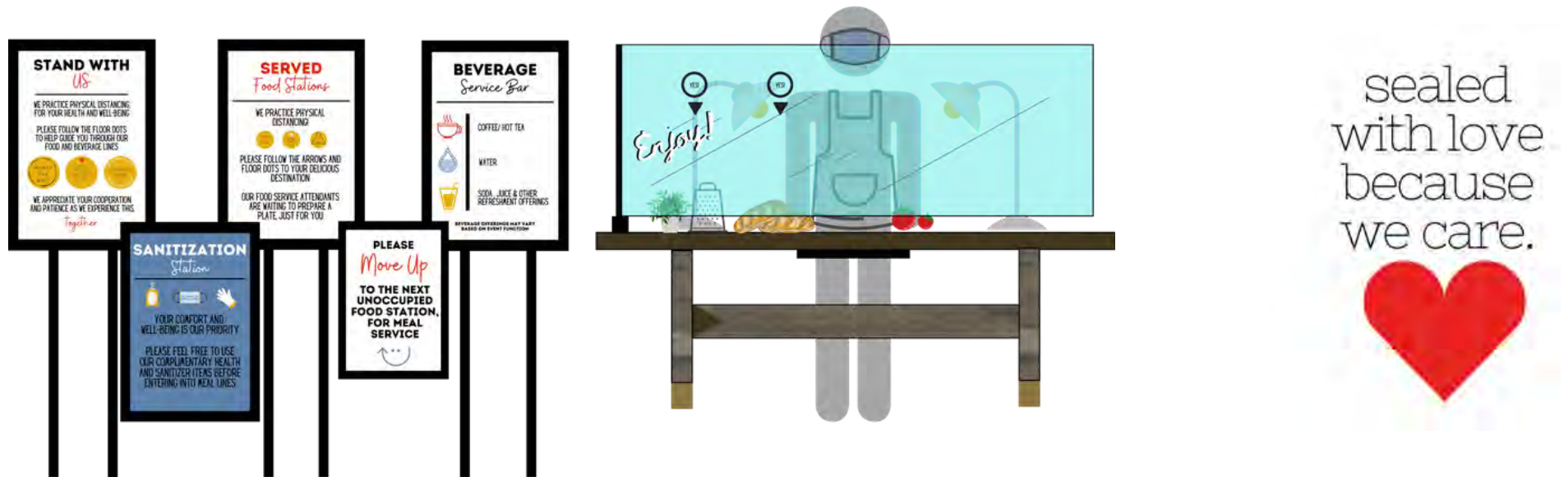
# Food Service (con't)

## Food and Beverage

- Levy will follow all mandated CDC, Federal, State and Local guidelines and/or restrictions for all service procedures, service equipment and service areas that support the F&B operations
- We have created a dedicated taskforce team working through all service considerations in this new service environment and preparing our teams to return to work
- Employees will enter through the new staff entrance on Penn Avenue and will go through screening upon arrival, which includes the state mandated questionnaire
- PPE equipment for team members will be provided to ensure they have the right safety measures in place when they return to work
- Levy offers touchless credit card pay options for all restaurant service transactions utilizing apple pay and all major credit cards
- As part of Levy's standard operation procedures, Our Executive Chef has been identified as a "sanitarian" and will work closely with the local health department teams to implement all Levy required standards and all necessary local and county safety measures.
- We will clean/sanitize all F&B concession counters, portables and chef's tables every 15 minutes
- Our back-of-the-house and pantries will be equipped with hand sanitizers stations.
- Levy employs an outside sanitation consultant to conduct food safety/sanitation/HACCP inspections and training. These inspections are done periodically throughout the entire year. The purpose of these inspections is to determine compliance with federal, state and local requirements for serving safe food
- There are new menus featuring a wide selection of individually packaged meals



# Food Service (con't)



Levy plans to offer new presentation options, service styles, and vessels to support serving our client's events while meeting the mandated service requirements:

1. Change food practices on certain items, for example bulk offerings to pre-packaged
2. Chef's tables/buffets to be served by levy team member(s). No self-service F&B offerings unless pre-packaged
3. Recommending all disposable/compostable vessels/service ware vs. china/silver to minimize contact
4. No longer offer self-serve beverages or our Levy team members will serve for the guest (single-use cups)
5. All bulk condiments changed to individual packets
6. New receiving protocols are being implemented as directed by state guidelines

## 6 - Technology and Equipment

As an industry leader, showNets provides fast, secure and reliable internet and customer networking solutions for trade shows, corporate events and convention centers. They offer a comprehensive solution for telecommunications and facility network technology to ensure y our event space is capable of meeting the high-density requirement of today's events demand. Networks are tailored to deliver each client's specific needs with solid performance and exceptional service. Our operations team has the ability to stream content from inside the building to other rooms or out to the internet to remote locations. Within the building we currently offer a fully redundant enterprise network design and deployment with capabilities of up to 1G of bandwidth and have access to additional CISCO gear should it be needed to supplement the event.



Visit Pittsburgh and the DLCC are working together on establishing a virtual tour option of the Convention Center. This will be made available to show management via both the Visit Pittsburgh website and the DLCC website. It is currently under design and will be available in the coming months.

### Additional information regarding site visits

- Site visits should be limited to 10 people per visit when possible
- The DLCC Staff and Partners will be scheduled to time slots to minimize the number of people gathered at any given time
- Promote the use of Virtual Site Visits and schedule DLCC Staff and Partners accordingly



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# Technology and Equipment (con't)



## Air Filters

The DLCC has upgraded to antimicrobial air filters. These filters are commonly used in building types such as hospitals, nursing homes, laboratories, and commercial buildings and are designed to effectively control microbial growth such as fungus, mold, mildew and bacteria

## Plexiglas

We have added plexiglass to areas in which close contact between staff and guest may occur.

These areas include:

- Administration receptionist desk(s)
- Security Control
- Employee check in entrance
- DLCC service desk
- Box office operations between guests at ticket sellers and ticket taker locations
- Security badge check areas





## Health Questionnaire App

The DLCC is expanding its Health Questionnaire to an app feature. All personnel staffed by the DLCC, DLCC Partners, and 3rd Party Providers will be able to check in each morning using the app prior to working.

In addition, information and alerts can immediately be pushed out to all employees on new working procedures, training videos, and more.

# 7 - Public Awareness

## Back to Business Plan

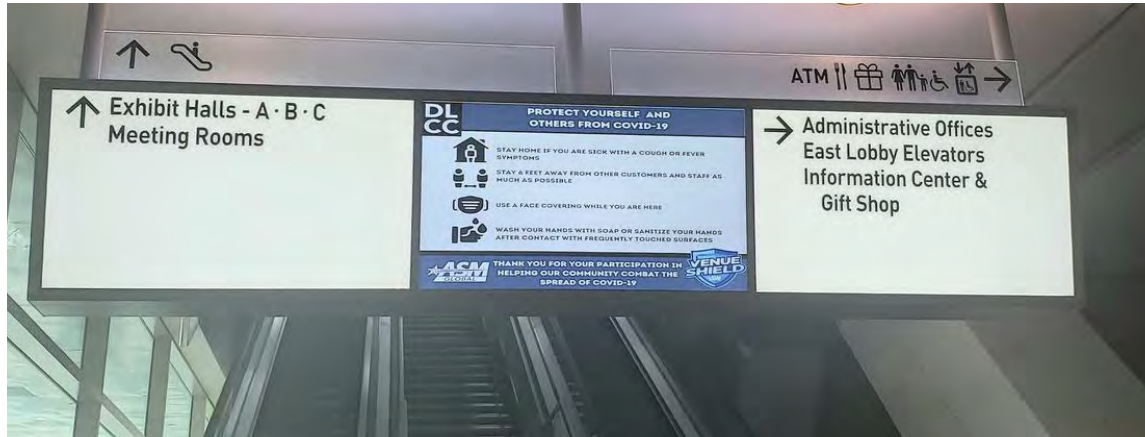
A Back to Business Plan has been posted to the DLCC website, [www.pittsburghhcc.com](http://www.pittsburghhcc.com). The plan addresses ASM Global VenueShield Hygiene Program, traffic flow in and around the Center, PPE requirements, cleaning practices of the DLCC, and sanitizer station locations.

Sample Signage posted throughout the DLCC:





# Public Awareness (con't)



## Resources on COVID-19

- White House Opening Up America Gain Guidelines
- [Coronavirus.gov](https://www.coronavirus.gov) (White House/CDC/FEMA): [www.coronavirus.gov](https://www.coronavirus.gov)
- U.S. Department of Health and Human Services: [www.hhs.gov/coronavirus](https://www.hhs.gov/coronavirus)
- U.S. Centers for Disease Control and Prevention(CDC): [www.cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)
- FEMA COVID-19 Response: [www.fema.gov/coronavirus](https://www.fema.gov/coronavirus)
- U.S. Office of Personnel Management: [www.opm.gov/policy-data-oversight/covid-19](https://www.opm.gov/policy-data-oversight/covid-19)
- National Institutes of Health: [www.nih.gov](https://www.nih.gov)
- U.S. Department of Labor: [www.dol.gov/coronavirus](https://www.dol.gov/coronavirus)
- Occupational Safety and Health Administration: [www.osha.gov](https://www.osha.gov)
- General Services Administration (GSA): <https://www.gsa.gov/governmentwide-initiatives/emergency-response/covid19-coronavirus>



# Thank you for helping the DLCC stop the spread of COVID-19



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