



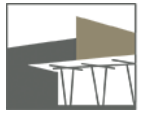
LYNNWOOD  
CONVENTION  
CENTER

# 2020 Safe Re-Opening Plan

Version 1.4  
February 9, 2021

Managed by:





The Lynnwood Convention Center is excited to welcome you back to our venue.

Over the last few months, our team has gone through great lengths to implement many changes to ensure your next event is met with heightened sanitization and hygiene practices. We have also created new offerings and modified other services to ensure the health and comfort of our guests.

This document provides an overview of the measures to be implemented in advance of and through-out the phased opening of the Lynnwood Convention Center. This document outlines the cleaning and health measures outlined by health experts including the Center for Disease Control (CDC) and Washington State's "Safe Start Washington" plan, as well as the training and service guidelines in place to ensure a safe working and event environment for guests and staff alike.

This Re-Opening Plan is to be used in conjunction with ASM Global's *Venue Shield* program guidelines:

- Returning to the Workplace
- ASM Global VenueShield Update Bulletin
- Environmental Hygiene

To provide planners and guests an extra layer of confidence in our protocols, the Lynnwood Convention Center has also achieved Global Biorisk Advisory Council (GBAC) STAR Accreditation.

Additionally, these guidelines and practices are under continuous review and are subject to change as we monitor conditions and receive guidance from health and government authorities.

- Center for Disease Control and Prevention: [www.cdc.gov](http://www.cdc.gov)
- State of Washington: [www.COVID19.WA.gov](http://www.COVID19.WA.gov)
- United States: [www.coronavirus.gov](http://www.coronavirus.gov)

Per the CDC, there is an inherent risk of exposure to COVID-19 in any public place where people are present. While the Lynnwood Convention Center upholds strict standards and implements strong measures to minimize contamination, we cannot guarantee a risk-free environment. Guests and employees are reminded to follow the CDC recommendations to further reduce risk.

Thank you, again, for choosing the Lynnwood Convention Center for your upcoming event. We look forward to your visit.

*Sara Blayne, CMP  
General Manager  
Lynnwood Convention Center*

**Our goal is to ... Create a Safe Place to Meet.**

The purpose of this plan is to articulate what steps will be taken to re-open the Lynnwood Convention Center to conventions, conferences, and other events. The goal is to demonstrate to employees and customers that attending these events is 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

**Page 4**

**Food Service**

Providing safe and enjoyable food

**Page 10**

**Customer Journey**

Understanding the anatomy of our events to create appropriate physical distancing and new capacities

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**Talent**

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

**Page 16**

**Technology & Equipment**

Exploring the new role for technology and equipment

**Page 21**

**Public Awareness**

Communicating out enhanced operational protocols

**Page 22**

## VENUESHIELD™



ASM Global, the Lynnwood Convention Center's management company, has introduced a new environmental hygiene protocol in

response to government guidelines and evolving guest expectations, stemming from the coronavirus pandemic.

*VenueShield*, a comprehensive and best-in-class program, has been deployed at more than 325 ASM Global facilities around the world, including here at the Lynnwood Convention Center.

The program provides the most advanced hygienic safeguards that serve ASM Global's clients, guests, staff, and all other visitors. All policies are aligned with - and informed by - public health authorities, medical and industry experts.

ASM Global's *VenueShield* protocols and procedures for its facilities includes the use of personal protective equipment (PPE) as appropriate, food safety measures, air quality control, surface cleaning, physical distancing, temperature checks, thermal cameras, hand sanitizers, reduced touch points, contactless transactions and daily monitoring systems.

These cleaning protocols are already in use at Lynnwood Convention Center.

ASM Global has proactively partnered with and will further consult with leading subject matter experts, health officials and industry leaders in the areas of industrial hygiene, sanitation and fulfillment to consult on all facets of the *VenueShield* program. *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.

The *VenueShield* Environmental Hygiene Program works with over 400 products that include the recommended requirements for disinfecting various surfaces containing;

- Accelerated Hydrogen Peroxides – commercially available from Diversey as Oxivir or equivalent.
- Quaternary Ammonia – commercially available from Diversey as Virex II 256 or equivalent.
- Alcohol-Based – disinfectants must be at least 60% alcohol containing. ethanol or isopropanol are acceptable.
- Chlorine-Based – to include bleach solutions

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. To achieve that trust, the following steps will be taken:

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

“At the very heart of this effort is our focus on making our employees, tenants and guests safe and comfortable in a welcoming environment.”

BOB NEWMAN  
PRESIDENT AND CEO, ASM GLOBAL

## DEEP CLEAN PROGRAM

Back to business deep cleaning highlights:

- Apply EPA-approved disinfecting products that eliminate viral pathogens and bacteria
- High-touch surfaces and objects are disinfected hourly
- Clean restrooms hourly
- 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 guests about facility cleanliness
- All OSHA standards for cleaning and employee protection are met

*Lynnwood Convention Center Management is certified in OSHA's 30-Hour Outreach for General Industry.*



The Lynnwood Convention Center will 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 Lynnwood Convention Center 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 and upgraded cleaning validation and quality control techniques.
- Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency.
- Use of electrostatic sprayer to disinfect event furniture and other surfaces more evenly and quickly.

## HIGH TOUCH SURFACES

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.

SURFACES	CLEANING FREQUENCY
Doorknobs and handles	Once every hour
Door push plates and crash bars	Once every hour
Arms on chairs	Before and After use (room refresh)
Back of chairs	Before and After use (room refresh)
Tabletops and edges	Before and After use (room refresh)
Podiums	Before and After use (room refresh)
Lights switches and room controls	Before and After use (room refresh)
Elevator Buttons	Once every hour
Drinking Fountains/Water Bubblers	Once every hour



## PERSONAL PROTECTIVE EQUIPMENT (PPE) & HAND HYGIENE

### GUESTS

#### Masks

Guests are required to wear masks during their time in the Convention Center. This is communicated via the venue's website, on-site signage and through event/registration communication.

Masks are available for all guests at the building entrances should they not bring their own. Event Organizers are asked to assist in ensuring masks are worn by event attendees.

#### Hand Sanitizer

Hand sanitizing stations are placed throughout the venue including at guest entrances, in each event space, as well as in pre-function space.

### VENDORS/CONTRACTORS/DELIVERY PERSONNEL/EXHIBITORS

In addition to the standard security protocols, all vendors, contractors, delivery personnel, and exhibitors are required to complete the ASM Global Health Questionnaire upon arrival through the loading dock. Any visitor experiencing symptoms will be asked to leave the premises immediately.

### EMPLOYEES

#### Masks

Masks are required for all staff when in the building. Exceptions will be made for those in private offices when there is no one else present. Masks are available for all employees should they not bring their own.

Training on proper mask use and removal will be provided to all employees, returning and new.

#### Gloves

Gloves and eye protections are also available to employees as needed.

#### Sneeze Guards/Shields

Sneeze guards/shields are in place at the reception desks as an additional precaution to guests and staff. Employees will also participate in a COVID-19 training which includes healthy communication practices.

#### Hand Sanitizer

Hand sanitizer is available through-out the back-of-house. Employee training does remind team members that use of hand sanitizer does not replace proper hand washing with soap and water.

#### Employee Shifts

Upon arrival for each shift, all employees are required to complete the ASM Global Health Questionnaire. Any employee experiencing symptoms will be asked to leave the premises immediately. Follow-up procedures at that time will be conducted as outlined in ASM Global's *Returning to the Workplace* guidelines.

#### Staff Meetings

All staff meetings, whether one-on-one or team, are being conducted in a setting large enough to accommodate physical distancing. Additional conference space has been created by repurposing a small event space and use of the PFD conference rooms are also available should the LCC conference room be occupied or too small for the number of people.



## STANDARD OPERATING PROCEDURES (SOPs)

### EMPLOYEE TRAINING

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

- What is COVID-19 and how it will change our operation?
- Infection Protection
  - New Products & SOPs
  - High Touch Surface Schedules
  - Cleaning vs. Sanitation
  - Physical Distancing
  - Personal Protective Equipment (PPE)
  - Food Service
- Customer Service in a world with COVID-19

### SOPs

Increased frequency of cleaning activity is a visual cue to generate and maintain guest trust.

The *VenueShield* Environmental Hygiene Program includes over 40 individual convention center SOP's for cleaning and frequency.

### TRACKING FREQUENCY

As with all building maintenance and safety information, cleaning and sanitizing tasks are tracked through ASM Global proprietary software, ALTUM CMMS.



## BUILDING & HVAC SYSTEMS

### HVAC

Lynnwood Convention Center 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

Air quality improvements include:

- Increasing building outside air intake/air exchange rates during occupied event hours
- Installation of HVAC air filters with higher efficiency MERV-13 filters.
- Full exhaust of hanging interior air at the start and end of each day.

### LIFE SAFETY SYSTEMS

All Life Safety Systems are maintained by the Convention Center's inhouse and third-party contractors. Records are kept on file and up to date on our ALTUM CMMS software.

## THIRD-PARTY VERIFICATION FOR CLEANING PROTOCOLS

### GBAC STAR ACCREDITATION



Lynnwood Convention Center has received GBAC



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

As the cleaning industry's only outbreak prevention, response, and recovery accreditation, GBAC helps organizations establish protocols and procedures, train staff, and assess a facility's readiness for biorisk situations. The program verifies that Lynnwood Convention Center implements best practices to prepare for, respond to, and recover from a pandemic.

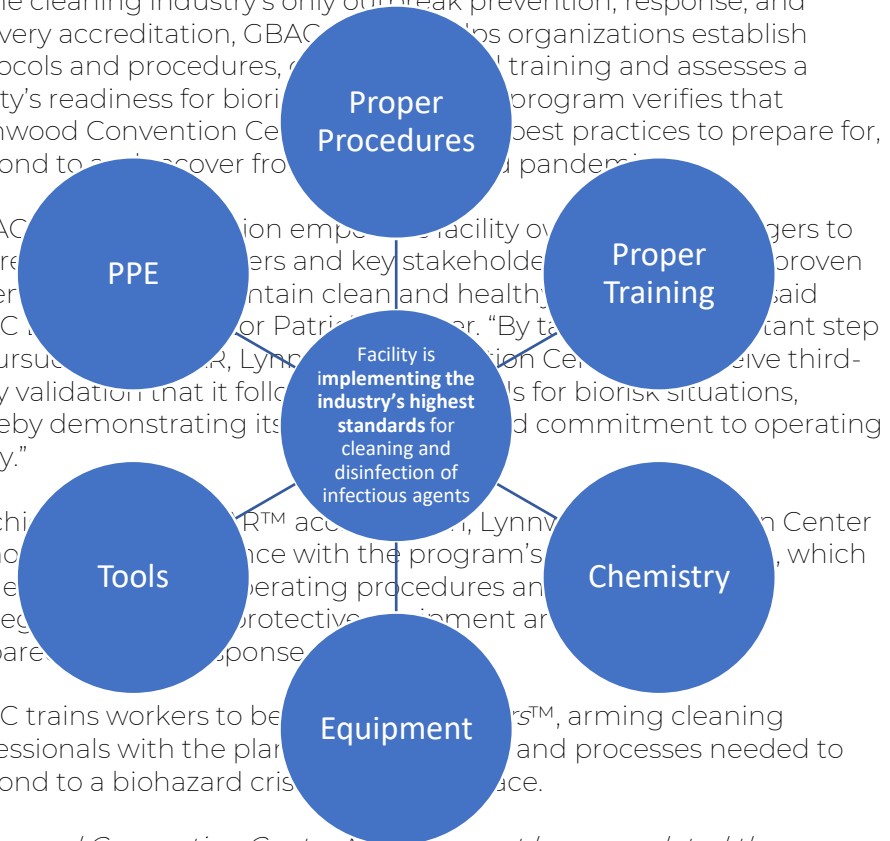
"GBAC accreditation empowers facility owners and managers to assure workers and key stakeholders that a proven system is in place to maintain clean and healthy environments," said GBAC President and CEO Patricia L. Smith. "By taking this important step to pursue accreditation, Lynnwood Convention Center has received third-party validation that it follows the highest standards for biorisk situations, thereby demonstrating its commitment to operating safely."

In achieving STAR™ accreditation, Lynnwood Convention Center demonstrated compliance with the program's rigorous standards, which range from operating procedures and strategic planning to protective equipment and preparedness response.

GBAC trains workers to become Microbial Warriors™, arming cleaning professionals with the plan, protect, and respond and processes needed to respond to a biohazard crisis in any facility.

*Lynnwood Convention Center Management has completed the "Microbial Warriors" (Online Fundamentals Training Course) certification.*

### What Accreditation Means for the Lynnwood Convention Center





“GBAC STAR is the gold standard of safe facilities, providing third-party validation that ensures facilities implement strict protocols for biorisk situations.”

*PATRICIA OLINGER, EXECUTIVE DIRECTOR, GBAC*

## THIRD-PARTY VERIFICATION FOR CLEANING PROTOCOLS

### GBAC STAR ACCREDITATION PROCESS

GBAC STAR™ program is a performance-based program. GBAC will assist with a suite of opportunities to help facilities and service providers in developing the competencies, procedures and tools to meet the requirements of the standard. Learning together, making the world a better place.

### ABOUT GBAC, a Division of ISSA

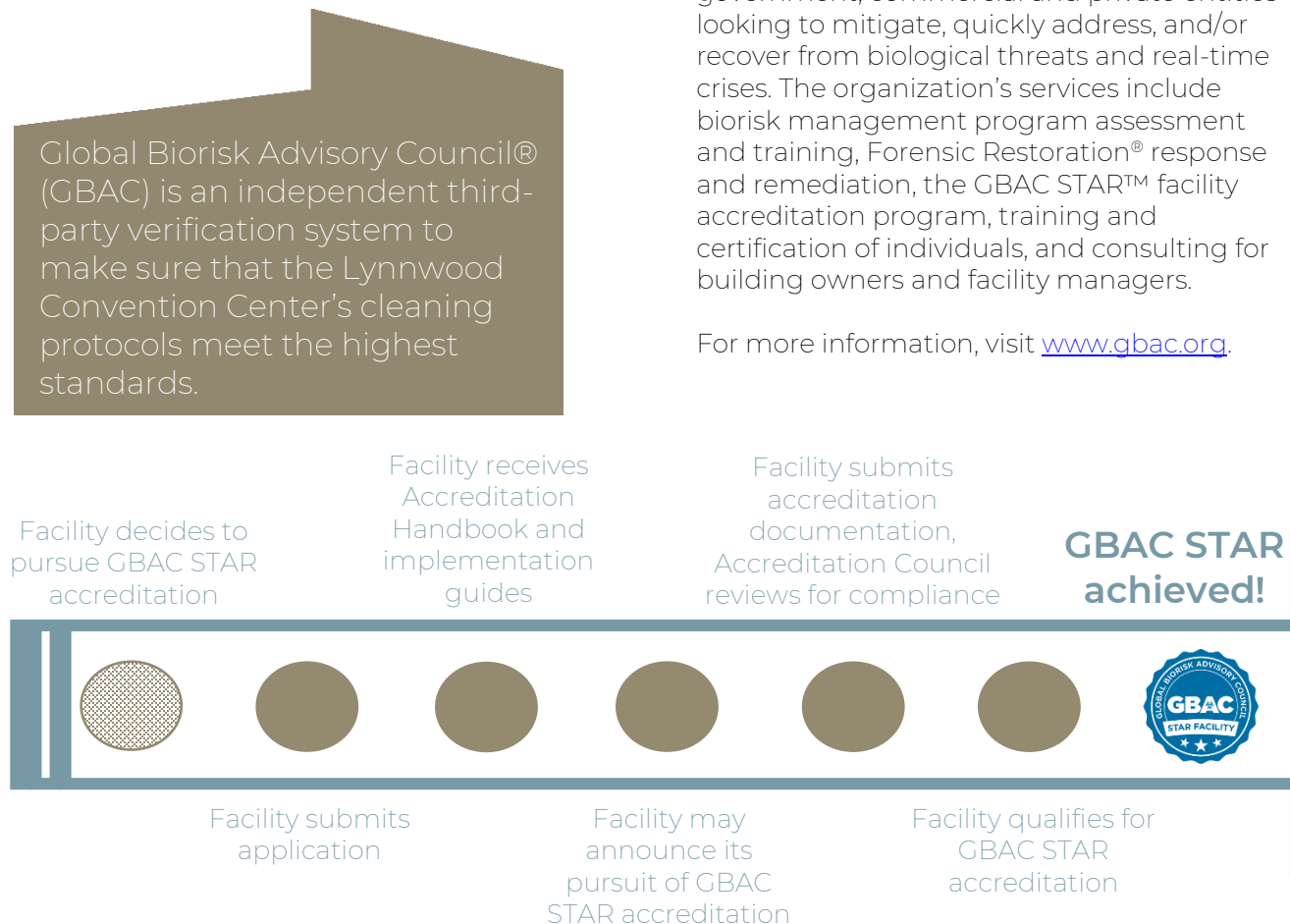
Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers.

For more information, visit [www.gbac.org](http://www.gbac.org).

### ABOUT ISSA

With more than 9,300 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China.

For more information about ISSA, visit [www.issa.com](http://www.issa.com) or call 800-225-4772 (North America) or 847-982- 0800.



## MENU & SERVICE UPDATES

### MENUS

Our Chef and culinary team are dedicated to not only updating the styles of service and food preparations measures, but also updating the menu itself to best meet the needs of our guests.

Our new Wellness Menu has:

- Increased plated meal choices
- Increased boxed meal choices
- Changed Buffets to Action Stations
- Updated break items to Grab & Go

### SEATING

As with meeting and training rooms, banquet rooms and meals spaces have a limited number of guests per table and within the room, in accordance with physical distancing guidelines.

### NO SELF SERVE BUFFETS

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings,
  - plated with lids *or*
  - boxed
- *or* Action Stations with sneeze guards and attendants

## BEVERAGE SERVICE

### COFFEE SERVICE

- Installation of touch-free spigots on coffee and other beverage urns
- Attended stations and signage to assist with ensuring health measures

### BAR SERVICE

- Moving to cashless
- Installation of new Point of Sales machines to minimize touch points

### WATER DISPENSERS

Stations located in each meeting space will be sanitized before and after each event, as well as each hour during room use.

## DISINFECTING SURFACES

### DISINFECTING FREQUENTLY TOUCHED AREAS

Every one hour throughout the workday, frequently touched surfaces such as door handles, elevator buttons, hand sinks, ice machines, hand railings, refrigerator & freezer handles, and cart handles will be washed and disinfected.

### DISINFECTING WORK AREAS

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

Each cart will include wipes, hand sanitizer and gloves, and will have a separated location for any items that need to be quarantined or disinfected.

EVENT ORGANIZERS CAN FURTHER ASSIST WITH SAFETY BY IMPLEMENTING THE FOLLOWING MEASURES:

- Adjusting event flow
- Staggering meal times
- Prolonging meal periods
- Provide grab & go breaks outside of a dedicated break time to reduce lines

## CUSTOMER JOURNEY

**The heart of the Lynnwood Convention Center re-activation plan is focused on the customer experience.**

- We have three customers for every event we manage: the show organizer, the exhibitor, and the attendee.
- The life cycle of an event falls into three phases: move-in, actual event, the move-out.
- Outlined on this page 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 follows 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.
- As food is an integral part of any event experience, we also describe how catering and concessions will operate.



## VIRTUAL TOURS

Virtual tours are available for event organizers providing both static and 360-degree images, floorplans and examples of setups and events.

If customer travel is not optimal, this comprehensive virtual tour of our facility will showcase all meetings spaces and concourses.

Our virtual tour is a key element that allows for a “You Are Here” experience for customers providing the ability to see the building as their attendees.

Event Organizers can view photos, sample floorplans and 360-degree images at their leisure on our website.

A more comprehensive virtual tour is available with a Sales/Events Manager as a guide and to answer specific questions much like an in-person site visit.

### ATTENDEE COMMUNICATION

Event organizers should ensure detailed advance communication of new event guidelines to attendees. Setting expectations in advance will reduce questions and anxiety.

## COMMUNICATION

### PLANNERS GUIDE

This dedicated [webpage](#) outlines the measures being taken to ensure a safe space to meet, as well as outlines the expectations of the event organizers hosting an event at the Convention Center, along with tips and resources.

### ATTENDEE FAQ

This dedicated [webpage](#) outlines the general measures being taken to ensure a safe space to meet, as well as outlines the expectations of guests visiting the Convention Center.

### REGISTRATION

Advance registration is highly recommended for all events and for individual sessions/ breakouts as a part of the event. This allows for more controls over social distancing once on-site.

While not currently required by the state or county, registration lists will also help with contact tracing should the need arise.

### HEALTH & TEMPERATURE SCREENING

Temperature screening is not currently required by the State or County. However, Lynnwood Convention Center staff and vendors will be subject to health screenings. It is recommended that event organizers request staff and volunteer to complete health screenings as well.

## ATTENDEE ARRIVAL

### ARRIVAL

- Drop off areas stationed sufficiently apart to allow for crowd distribution
- Attendees will be guided to building entrances based on the location of their event.
- Recommend staggering of opening times for sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance

### REGISTRATION AREAS

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

### BADGES

- Suggest badges be mailed prior to event start or provided upon hotel check in for room blocks
- Recommend pre-printed badges and no badge collection

### SPACING

- Suggest footprint floor applications marking 6 feet and increased queue line lengths



## PUBLIC CIRCULATION

### PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days, to maintain and focus on the highest foot traffic restrooms
- Overnight deep cleaning of all restrooms

### PASSENGER ELEVATORS

- Signage will be provided promoting physical distancing, elevator capacities, and hygiene reminders
- Contactless sanitizing stations will be provided outside of all elevators

### ADA ACCOMMODATIONS

- Continue to maintain access in all ingress and egress plans into and around the facility
- Reduced capacity in room sets will still offer enough accessible seating, including companion seats, to comply with disability laws



### FRONT-OF-HOUSE SIGNAGE

#### Lobby Entrances

Signage at the entrances reminds guests of the CDC's "high risk" demographic groups, COVID-19 symptoms and physical distancing and health guidelines.

#### Restrooms

Proper hand washing techniques

#### Other Public Areas

Signage includes:

- Physical distancing and queueing guidelines
- Public health information
- Elevator Etiquette

#### Front of House Monitors

These digital monitors will rotate between providing event specific location information and reminders for physical distancing and other health reminders.

#### Event Space

Signage includes:

- Physical distancing and other health reminders
- Updated maximum room capacities per physical distancing calculations
- Light switch use
- Hand sanitizer use
- Water cooler "high touch" signage

#### Food & Beverage Service

In addition to the standard food allergen signage, communication also includes hand washing reminders and physical distancing reminders.



### VISITOR SERVICES

Convention Center staff business cards along with Visitor Services information, such as our local dining guide, are available online via a QR code positioned at the Visitor Services desk and the reception desks for a touchless information exchange.

## MEETING SPACE

### CAPACITY

- Reduced Occupancy per attendee in the contracted meeting space not to exceed the total attendance number as outlined in the phased Washington State reopening plan
- Customized capacity and floor plans provided by your Sales or Event Manager that adhere to current CDC and state guidelines

### ATTENDEE FLOW

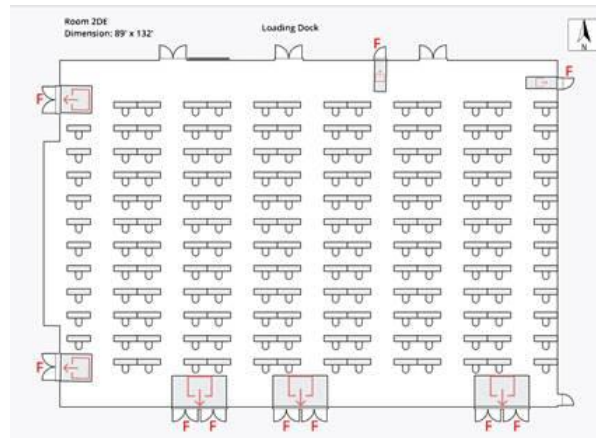
- Request customer to manage traffic flow inside of meeting room to adhere to physical distancing
- Suggest stagger start/end times to reduce congestion on concourses and in restrooms
- Provide ample time between sessions to allow for cleaning and straighten of chairs to maintain 6' distancing. (more than standard 15 minutes)

### LAYOUTS

- Reconfiguration of room sets to allow for physical distancing of 6 feet – see samples below.
- Visit our website to view all spaces: <https://www.lynnwoodcc.com/p/plan/floor-plans-virtual-tours/floor-plans-virtual-toursphysical-distancing>

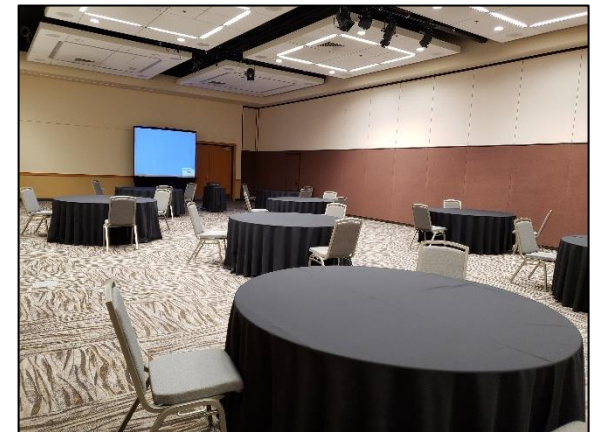
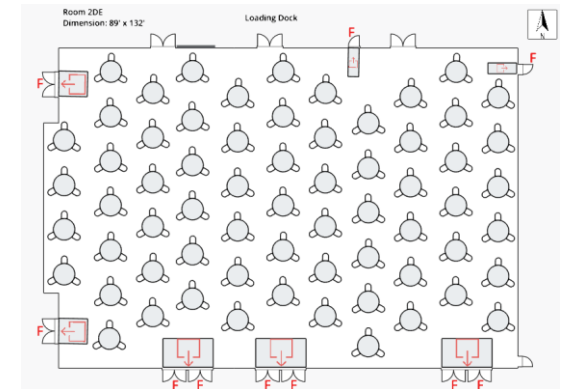
#### Classroom Setup with Physical Distancing

- Minimum 4' aisles between rows and around the perimeter
- 1 person per 6' table, with a maximum of 2 tables set together



#### Banquet Setup with Physical Distancing

- Minimum 6' spacing between tables
- 3 person per 72" table (5 maximum for family units at weddings/memorials)



## EXHIBITS / TRADESHOWS

### RECOMMENDATIONS FOR SHOW MANAGERS AND THEIR CONTRACTORS

#### Capacity

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

#### Layouts

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

#### Patron Flow

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

#### Contractors

- Labor check in stations with 6' queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety: Instruction on proper use of masks
- Space out labor sign-in locations to assure it is distanced

#### Material Handling

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

#### Exhibit Booth Recommendations

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

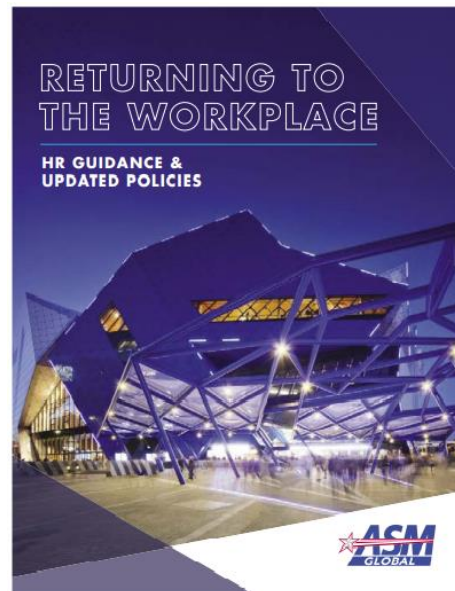
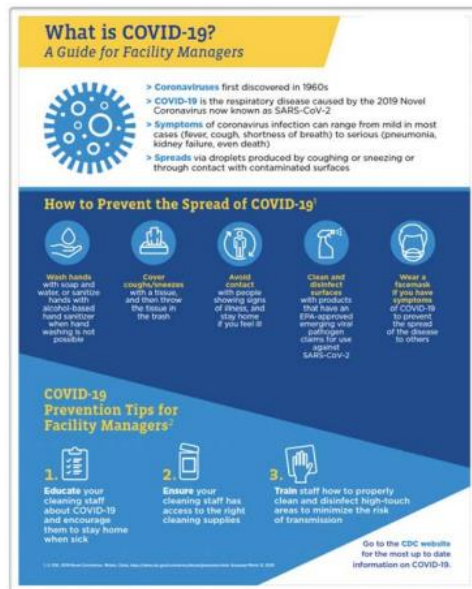
**FOR CATERING - SEE FOOD SERVICE SECTION PAGE 10**

## PROTECTING OUR TEAM

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

### FOLLOWING BEST PRACTICES

The Lynnwood Convention Center and ASM Global is closely monitoring government policy changes from WHO, CDC, Washington State Public Health and Snohomish County Health District, 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 Lynnwood 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
- Health Questionnaires & Temperature Screening

### HEALTH SCREENING

- Team members are to be reminded regularly that their health and the health of those around them is an important responsibility.
- Team members will fill out the Health Questionnaire daily upon arrival. The results are confidential and will be submitted to HR.
- Any team member not feeling well will be asked to go home immediately and follow the current self-quarantine CDC guidelines.

**EMPLOYEE HEALTH QUESTIONNAIRE**

**ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?**

☐ None of the BELOW

**OR ONE OR MORE OF THE FOLLOWING:**

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

**ARE YOU TAKING MEDICATION FOR THE ABOVE SYMPTOMS?**

☐ Yes  
☐ No

**IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?**

☐ None of the BELOW

**OR ONE OR MORE OF THE FOLLOWING:**

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

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

☐ Yes  
☐ No

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

**ONE OF THE FOLLOWING**

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

PRINTED NAME \_\_\_\_\_ SIGNATURE & DATE \_\_\_\_\_

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

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

ASM GLOBAL VENUE SHIELD



## EXPOSURE POLICY

**With the CDC's Guidance in mind, below is ASM Global's direction on the following Team Member scenarios:**

### SCENARIO A:

Team Member with Direct Exposure to Confirmed COVID-19 Case

Team Member reports direct exposure to a confirmed case of COVID-19:

- Team Member should be advised that they should stay home and self-quarantine for a minimum of 14 days.
- The local HR Business Partner (HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Team Member should be advised that they need to notify local Human Resources if they become symptomatic and should see immediate medical treatment.

If the Team Member does become symptomatic and their doctor DOES NOT send them for a test or they DO send them, but the test comes back negative they need to immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted

AND:

- They have had no fever for at least 72 hours (that is three full days of no fever) without the use of medicine that reduces fevers

AND

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

AND

- At least 7 days have passed since their symptoms first appeared

If the Team Member does become symptomatic and their medical professional DOES send the Team Member for testing and they come back positive they need to immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted AND they follow the detailed CDC Guidelines outlined above based upon their specific circumstances.

### SCENARIO B:

Team Member with Potential Exposure to a COVID-19 Case

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

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

### SCENARIO C:

Team Member with a Confirmed Diagnosis of COVID-19

Team Member reports diagnosis of COVID-19:

- Team Member should be advised that they should stay home and seek medical treatment
- The local HR Business Partner (HRBP) and General Manager should be notified. HRBP should immediately notify ASM Global's Corporate Human Resources Department.
- Team Member must immediately notify local Human Resources and the employee cannot return to work until the 14-day quarantine period has exhausted AND they follow the detailed CDC Guidelines outlined above based upon their specific circumstances.



## RETURNING TO WORK

### TRAINING & COMMUNICATION

Trainings and on-boarding processes and communication have been updated to education and notify employees of COVID-19 related practices and other changes. These include, but are not limited to:

#### **New Employee Orientation**

- How to properly wear/dispose of a mask and gloves
- COVID-19 Symptoms
- COVID-19 Prevention

#### **COVID-19 Training for all Employees**

- How to properly wear/dispose of a mask and gloves
- Proper hand-washing techniques
- COVID-19 Symptoms
- COVID-19 Prevention

#### **Departmental On-boarding**

- Updated Standard Operating Procedures & PPE training
- Workspace & Communication

#### **Customer Service Training**

- Added segment regarding service in the times of COVID-19

#### **Employee Website**

- COVID-19 related information, including symptoms and prevention
- Human Resource policies

#### **Departmental Meetings**

- Event specific updates and processes
- Updates to SOPs and policies
- Review of existing guidelines

### BACK-OF-HOUSE SIGNAGE

#### Employee Entrance / Human Resources Boards

Signage at the employee entrance will remind the staff of COVID-19 symptoms and physical distancing and health guidelines.

#### Restrooms

Proper hand washing techniques

#### Employee Break Room

Signage includes:

- COVID-19 symptoms
- COVID-19 prevention techniques,
- Updated occupancy capacities
- Wearing a mask

#### Employee Locker Room

Signage includes:

- COVID-19 Symptoms
- COVID-19 Prevention techniques,
- Updated occupancy capacities
- How to properly wear a mask



### PERSONAL PROTECTIVE EQUIPMENT (PPE)

#### Masks

Masks will be required for all staff when in the building. Exceptions will be made for those in private offices when there is no one else present. Masks will be available for all employees should they not bring their own.

Training on proper mask use and removal will be provided to all employees, returning and new.

#### Gloves

Gloves and eye protections are also available to employees as needed.

#### Sneeze Guards/Shields

Sneeze guards/shields are in place at the reception desks as an additional precaution to guests and staff. Employees will also participate in a COVID-19 training which includes healthy communication practices.

#### Hand Sanitizer

Hand sanitizer is available through-out the back-of-house. Employee training reminds team members that use of hand sanitizer does not replace proper hand washing with soap and water.

## INSIDE THE WORKPLACE

The Lynnwood Convention Center will encourage good personal hygiene and infection control practices when team members are in the workplace, including:

### SOCIAL DISTANCING

- Provide signage and training
- Promote the option to teleconference from home when events are not occurring in the building.
- Stagger schedules to avoid shared workspace
- Increase overnight staffing when able to reduce the number of staff in the building at any one time.
- Maintain six feet of distance by:
  - Workspaces to be modified to achieve distance using screens/room dividers, rearrangement of office space, reduced employee numbers and work-from-home options
  - Create an overflow staff break area
  - Convert a small meeting space to an additional conference room for client and staff meetings
  - Implement scheduled break/lunch times to ensure reduced numbers in the break room at one time
- Excess event furniture and smallwares has been removed and placed in storage to allow to increased space for staff to prep services and execute tasks while following physical distancing guidelines.
- Freight elevator occupancy updated to a maximum of 4 with elevator etiquette signage placed on each level.
- Team meetings/pre-shift meetings and other group communication to be conducted in empty event space and/or the converted event space/conference room.

### RESPIRATORY ETIQUETTE

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

### HAND HYGIENE

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

### AVOID TOUCHPOINTS

- Provide 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

### BREAK/MEAL AREAS

Develop new practices on kitchen and meal preparation areas, which may include some temporary measures such as:

- Encourage occupants to bring food and beverage items from home and manage them individually
- Minimize touchpoints by removing coffee pots and the like
- Eliminate open food items
- Increase frequency of cleaning appliances such as refrigerators and micro- waves

### INDIVIDUAL DESKS/WORKSTATIONS

- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat
- Supply disinfectants in the immediate proximity (or on each desk)
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks
- Providing flexible work hours and staggered shifts to reduce the number of employees entering and exiting the building at the same time

### IN-PERSON MEETINGS

- Coach team members to critically evaluate the requirement for in-person meetings
- Limit the number of attendees at in-person meetings and limit to spaces that accommodate safe distances

## INSIDE THE WORKPLACE

### **FREQUENTLY TOUCHED SURFACES**

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases. In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, Lynnwood Convention Center will implement the following to reduce touchpoints, when possible:

#### Light/Power Switches

- Affix signage to remind occupants to keep switches on all day

#### Doors

- Affix doors in an open position

#### Chairs

- Remove unnecessary upholstered chairs
- Place notices at each chair reminding occupants to avoid or disinfect touchpoints

#### Shared Equipment

- Reduce the quantity of printers and copiers to dissuade printing
- Radios/Walkie-Talkies will be sanitized upon check out AND check in. Only share radios when necessary.

#### Supplies Storage

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

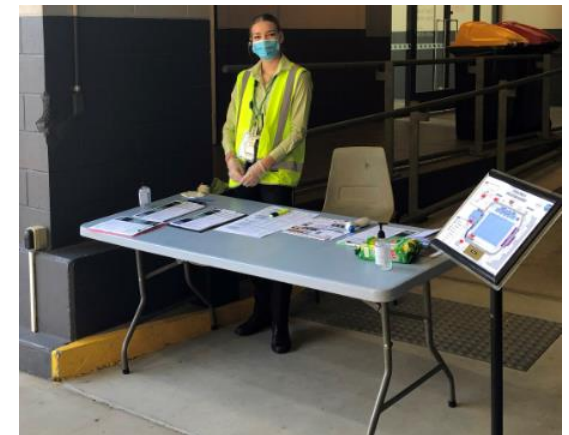
### **SHIPPING AND RECEIVING AREAS**

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



### **EXHIBITOR & VENDOR, LABOR CHECK-IN PROCEDURES**

- Follow all COVID-19 safety protocols
- Utilization of pre-screening protocols
- Designated single point of entry and exit for labor
- Check in stations with 6' queue separations
- Update signage to include reminders on a safe working environment
- Install additional locations for larger events with a higher number of workers to help with physical distancing
- Suggest staggered start times for large labor numbers to assist with egress and exit, as well as meal and break times.



## TECHNICAL CAPABILITIES

### CONNECTIVITY

The Lynnwood Convention Center is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options. We have the ability to deploy more access points to accommodate physical distancing.

### VIRTUAL HYBRID EVENTS

Support of virtual hybrid events – if there is a call for presenters/performers to be on site and to be onstage in front of an exclusively or primarily virtual audience, our internet circuits would again be very able to support these needs from a data and connectivity perspective.

### MEETING ROOM AUDIO VISUAL

- Devices to allow a presenter to wirelessly connect their own device to the monitor or screen. This eliminates the need to touch cables, common computers, or to insert USB drives
- Microphones will have disposable covers. The microphones will be sanitized before and after each event.
- Complimentary hardwired internet in room where LCC Event technology provides webcasting/web-conferencing services.
- Have webcams and other necessary equipment to make a session a webcast room as needed

### VIRTUAL TOURS

Virtual tours are available for event organizers providing both static and 360-degree images, floorplans and examples of setups and events. *See page 12 for more detail.*

## ELECTRICAL (provided by Edlen)

**Edlen is the exclusive electric vendor for the Lynnwood Convention Center. *Edlen's full Re-Opening Plan can be found [here](#).***

### EMPLOYEES IN EVENT SPACE

- Access entry screening; at venue level or at location where employee reports to work
- Daily safety/Covid protocol standup included with pre shift briefing for staff working in event space
- Management observation and validation that standards are met

### PPE & HYGIENE

- EDLEN will provide basic face coverings, gloves, face shields.
- EDLEN will provide basic surface sanitation for supplies in conjunction with venue or GBAC requirements.
- EDLEN will provide and require appropriate use of cleaning or disinfecting protocols based on current CDC recommendations for use on EDLEN gear, or high touch electrical touch points in the venue.
- EDLEN will provide adequate hand sanitizer and/or handwashing stations.

### EXHIBITOR SERVICES/SERVICE DESK

EDLEN will provide extra precautions at the service desk for employees and clients:

- No shared phones, laptops or radios
- Service phone number provided in advance for onsite / touchless assistance
- Plexiglas or similar sneeze guards or barriers at the desk
- Signage and clings to remind clients of physical distancing

- Implementation of paperless solutions
- Additional floor manager to roam/provide service to the floor, respond to calls for assistance.

### ELECTRIC OPERATIONS

Employee protocols will be followed for all EDLEN employees, union or non, regular employee or labor call out of the Union hall or any subcontractor for EDLEN.

- EDLEN gear will be rotated in and out of service to ensure “rest”/ disinfectant or viral decay.
- EDLEN staff will have assigned carts, and will not share phones, radios or tools in the installation or dismantling of services.
- EDLEN will set out gear that has been “rested” or disinfected, and will rotate picked up gear to the back of the line (last in, last out)
- EDLEN will not spot disinfect any installed gear – this includes power strips or charging stations. Set and go standards will apply.
- Electricians troubleshooting issues for a client will be given appropriate social distance or wear proper PPEs to protect both him/herself and the client.
- Each electrical cart will include wipes, hand sanitizer and gloves, and will have a separated location for any items that need to be quarantined or disinfected.
- Any EDLEN employee entering an exhibitors' booth/space or encountering items in that booth/space will require thorough hand sanitization.



## WEBSITE RESOURCES

An effective plan must include ways to communicate to our guests before, during, and after an event.

Increased messaging through websites and social media will be necessary. Relevant information will be added under the Lynnwood Convention Center COVID -19 webpage as well as the applicable section on the website that pertain to the updated information.

On site messaging will reinforce physical distancing and promote proper hygiene.

An effective ongoing public awareness plan will instill confidence that the Lynnwood Convention Center is a safe place to do business.

- Issue a press release for the announcement of the Center in pursuit of the GBAC facility accreditation.
- Issue a press release with post COVID-19 protocols and set up media interviews for in depth coverage on new operating framework.
- Utilize all social media channels, website, email and building signage to assist with awareness of the re-imaging protocols.

### PLANNERS GUIDE

A dedicated webpage outlines the measures being taken to ensure a safe space to meet, as well as outlines the expectations of the event organizers hosting an event at the Convention Center, along with tips and resources.

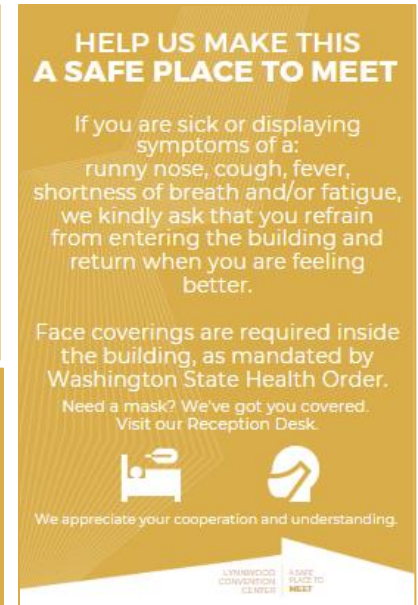
<https://www.lynnwoodcc.com/p/plan/creating-a-safe-place-to-meet>

### ATTENDEE GUIDELINES

A dedicated webpage outlines the general measures being taken to ensure a safe space to meet, as well as outlines the expectations of guests visiting the Convention Center.

<https://www.lynnwoodcc.com/p/attend/a-safe-space-to-meet>

## SIGNAGE SAMPLES





## CONCLUSION

The goal is to demonstrate to employees and customers that the event they are attending are safe.

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

### **Environmental Hygiene**

Cleaning the facility to the highest standards

### **Food Service**

Providing safe and enjoyable food

### **Customer Journey**

Understanding the anatomy of our events to create appropriate physical distancing and new capacities

### **Talent**

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 out enhanced operational protocols

Please email [wellness@lynnwoodcc.com](mailto:wellness@lynnwoodcc.com) with any questions you may have regarding our reopening process and procedures.



**LYNNWOOD  
CONVENTION  
CENTER**