

GBAC STAR™ Event / Convention Center Template

Introduction

In the Event / Convention Center guidance, GBAC outlines the process by which a facility designated to host meetings with and without exhibits should conduct the process from start to finish and event.

It is recognized that some of the requirements and guidance may be considered restrictive measures as we initially re-start businesses. The GBAC STAR™ requirements and guidelines provided for different businesses and activities will change and be updated based on social distancing requirements and recommendations.

GBAC will continue to monitor information from international health associations and regulatory agencies, communicating changes, requirements and recommendations as the situation changes. GBAC will communicate to GBAC STAR™ Facilities via the GBAC STAR™ Newsletter and the GBAC STAR™ Communications networks.

As you review this document note that the Custodial Services Professional and Disinfection Technician may be the same person, or the facility may have different teams to fulfill these roles. The work processes and training for each role are different.

Note 1: The GBAC STAR™ program is an accreditation program wherein a facility or a contractor and their staff may be trained and certified as GBAC certified technicians and operators.

Note 2: It is recognized that in most facilities a service contractors will service the show floor areas and the facility may service the common areas of the property. This program is designed so that there is no disruption of services as both contractors and facilities will have GBAC trained technicians on staff.

Space usage considerations

Facts: gross footage is defined as the footage including the exhibit halls used total footage, lobbies and meeting rooms and outdoor areas “total gross footage” (TGF). The attendance used is the total attendance registered who attended. Many register and don’t show up, and in a 3 day show no more than 75% of that number are attending in the TGF area at one time.

- The spacing recommendation is to use Total Gross Footage (TGF) including entire exhibit hall in use, lobbies, registration & meeting rooms. Divided by the attendees = person per foot (PPF)
- Consider that social distance rules are 6 feet so a logical minimum is 36 SQ FT PPF.
- Adjusting PPF to allow 20% for space occupied by exhibitors equipment would increase to 42.3 SQ FT PPF.
- Seated mass gatherings like concerts are different than exhibit events where attendees are moving from one event to the next like museums.
- These social distancing safe guards can be enhanced by barriers and personal protective equipment such as face masks.

General Considerations

Hand Sanitization - Hand wipes, alcohol hand sanitizer and hand sanitizer stations

Hand sanitizer station locations – examples include but not limited to:

- At every entrance one or more station depending volume;
- During Pre and Post Event activities, it may be more effective to provide individual alcohol hand sanitizer to all workers, event management personnel and exhibit personnel. Hand sanitization stations may get in the way of set up and tear down activities.
- All public corridors – 1 every 200 feet, with a minimum of 1 per aisle.
- Meeting rooms – as a general guidance 1 for every 50 people scheduled in the room.
- Lobbies – 1 per 5000 sq feet of lobby space.
- At the entrances of all Food and Beverage locations;
- At all elevator banks;
- At employee time clocks and entrances, employee dining area based on use.
- Needs at locations may be modified based on use records. These units must be replenished frequently. It is recommended that stations are checked every 2 hours during the event and adjusted based on usage.

Social distancing - GBAC will continue to monitor information from international health associations and regulatory agencies, communicating to GBAC STAR™ facilities when required, recommended or optional. Through GBAC communication networks, opportunities to discuss strategies and idea of how to achieve social distancing goals will be provided

When social distancing is required the venue or the Event Security Contractor should implement controls to assist in accomplishing the goals of social distancing. Strategies such as but not limited to:

- Signage shall be placed throughout the venue asking everyone to keep a respectful social distance from others.
- Limit the number of people in some spaces. (SEE PPF Persons per foot)
- Adding floor markings to aid in queuing at the Lobby, Registration Desk and Exhibitor Booths; and
- Spacing of seating and tables where applicable.

Signage throughout the venue – The Event Manager, Event Security Contractor shall maintain a list of signage associated with their GBAC STAR™ program. The list should include the locations and description of what signage is at each location. This is to ensure that the signage is in place and maintained during the event. With a list it is easy to audit during the event. Examples but not limited to:

- Event Signage - GBAC STAR™ Facility
- Rules and recommendations for the day, include use or no use of PPE
- Social distancing and face mask reminders
- Handwashing reminders in restrooms
- Don't touch your face reminders
- Notify Event Security With Concerns, and
- GBAC STAR™ Facility logo to remind people that this is a GBAC STAR™ Facility.

Temperature Monitoring Program – When required temperature monitoring stations at venue entrances and employee entrances may be automated or by security officer.

Wearing of Gloves and Masks – As described by current directive. When required masks will be required to be worn by all conference attendees, exhibitors and support staff. The wearing of gloves may also be required for certain activities. The event management and/or venue shall be prepared to provide when required.

Floor Care – In addition to current protocols of floor care for both hard surface and carpet special attention to should be made to the following but not limited to:

- The use of HEPA vacuums on all carpet, followed by spray disinfection using facility approved spray technology and approved disinfectants; and
- The use of approved floor scrubbers, mops, and tools with approved chemistry on hard floor surfaces; the cleaning and disinfecting of hard surfaces floors is critical. When done right it supports the infectious disease prevention program. When done wrong it can spread contamination.

Documentation

- Documentation is an important part of the process. It is something that can be used as a measure or metric by the venue or event management.

Stage 1: Pre-Event – Move In

- **Floors** should be prepared and inspected for readiness.
- **Wearing of Gloves and Masks** – When required masks and gloves will be required to be worn by all workers, exhibitors and support staff during Move-In activities.
- **Temperature Monitoring Program** – When required a temperature monitoring program will be utilized for all workers, exhibitors and support staff during move-in activities.
- **Signage during Move-In** shall be in place describing requirements for all Move-In personnel. Requirements such as social distancing, hand hygiene and the wearing of mask;
- The venue should be spray disinfected nightly during the Move-In stage.
- **Set-up of the venue** for the exhibit includes but is not limited to:
 - Signage
- **The night before the event** is opened:
 - The venue must be cleared of debris, crates and people to allow adequate time for the contractors to clean and disinfect and prepare the venue for the event to open on time.
 - Signage for the event will need to be place during the move in stage.
 - Placement of hand sanitization stations;
 - Social disinancing floor markings where and when appropriate;
 - GBAC STAR™ signage.
 - Floor care: The use of vacumm with HEPA filters on all carpeted area; and floor scrubbers, mops, etc. on hard floor surfaces; the cleaning and disinfecting of hard surfaces floors is critical. When done right it supports the infectious disease prevention program. When done wrong it can spread contamination.
 - Last step, spray disinfectant solutions using spray systems such as but not limited to electrostatic sprayers with approved disinfectant(s). Spray disinfection, will include but not limited to:
 - Exhibits, aisles, lobbies, restrooms, and meeting rooms.

During Event

See specific area templates for both the Custodial Services Professional and Disinfection Technician provided (see below).

Custodial Services Professional

Open event times – Exhibit Floor

- Wearing approved PPE;
- Normal routine cleaning rounds should be scheduled and documented that the activity has been completed. This should be frequent (e.g. every 2 hours) during high occupancy times.
- Collect all trash
- Hand sanitization stations need to be checked that they are in place and replenished. It is recommended that stations are checked every 2 hours during the event. Frequency can be adjusted upon actual usage needs, this should be documented.
- Sanitize/disinfect high touch points.
- Replenishes all items as needed.

At the end of each day during the event – This applies to all spaces within the venue.

Custodial Services Professional

- Wearing approved PPE
- Collect all trash
- Commence with room cleaning with approved chemicals.
- Pay careful attention to all touch points
- Replenishes all items as needed
- Hand sanitization stations need to be checked that they are in place and replenished.
- HEPA vacuum carpets when and where applicable
- Use floor scrubbers/mops when and where applicable
- Document that cleaning has been completed

Disinfection Technician – Exhibit Floor

Disinfection Technician enters Exhibit Floor wearing approved PPE

Disinfection Technicians, begins spray sanitizing/disinfecting all surfaces on exhibit floor starting at either the back of the room working toward the exit door or all starting from the middle working their way out. Spray sanitation /disinfection using spray systems such as but not limited to electrostatic sprayers with approved disinfectant(s).

Surface sanitization/disinfection includes but is not limited to:

- Flooring
- Exhibit booths

- Walls (8' up)
- Doors
- Drawer and door handles
- Tables
- Chairs
- Trash cans
- All touch points
- Mark room with identifying door tag to signify room is completely clean and disinfected (Event – GBAC STAR™ card).

See Convention Center / Venues spaces below for other space recommendations.

Post Event – Daily during post event activities

- **Wearing of Gloves and Masks** – When required masks and gloves will be required to be worn by all workers, exhibitors and support staff during tear down activities.
- **Temperature Monitoring Program** – When required a temperature monitoring program will be utilized for all workers, exhibitors and support staff during Post-Event activities.
- **Spray disinfection** using spray systems such as but not limited to electrostatic sprayers with appropriate disinfectants will be conducted each night.
- **Final Floor care:** After everything has been cleared from the event floor, final floor cleaning will be conducted. This may include but is not limited to:
 - Removal of all tape
 - Sweeping of entire surface
 - Use floor scrubbers/mops when and where applicable
 - Spray sanitized/disinfected using spray systems such as but not limited to electrostatic sprayers with approved disinfectant(s).

Note: During Pre and Post Event activities, it may be more effective to provide individual alcohol hand sanitizer to all workers, event management personnel and exhibit personnel. Hand sanitization stations may get in the way of set up and tear down activities.

Convention Center / Venue Spaces

Venue Lobbies

Venue lobbies vary from facility to facility, from small intimate lobbies to grand scale large lobbies. Special attention must be made for several reasons including it is an areas that can get the significant traffic.

Lobby Attendant enters lobby area wearing approved PPE

- Remove all trash.
- Commence area cleaning with approved chemicals and equipment.
 - Pay careful attention to all touch points.

- At least one hand sanitization stations should be located at every hotel entrance. More than one should be considered depending volume of traffic.
 - Hand sanitization stations need to be checked that they are in place and replenished. It is recommended that stations are checked every 2 hours during high occupancy times. Frequency can be adjusted upon actual usage needs, this should be documented.
- HEPA vacuum carpets when and where applicable.
- Use floor scrubbers/mops when and where applicable
- Ensure signage or table tents are placed in lobby indicating that the Venue is a GBAC STAR™ Facility.
- Document that room cleaning has been completed.

Daily Lobby Disinfection (usually completed at night)

Disinfection Technician enters lobby area wearing approved PPE

Disinfection Technician begins spray disinfecting all surfaces in Lobby. Large lobbies may need to be sectioned off and completed section by section. Removal all non-custodial personnel while area is being treated. Spray disinfection using spray systems such as but not limited to electrostatic sprayers with approved disinfectant(s).

Lobby surface disinfection includes but is not limited to:

- Reception desk
- All doors in lobby area including entrance/exit doors
- Drawer and door handles
- Flooring
- Wallcoverings (8 feet up)
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc.

Public restrooms

Restroom Attendant enters bathroom area wearing approved PPE

- Bag all trash
- Gather all soiled linens and place in laundry bag
- Commence with room cleaning with approved chemicals.
- Pay careful attention to all touch points
- Replenishes all items as needed
- Use floor scrubbers/mops when and where applicable
- Ensure signage is in place including GBAC STAR™ and personal hygiene signage (i.e. “Remember to Wash Your Hands”).
- Document that bathroom cleaning has completed in documentation system.

Disinfection of public bathroom surfaces include but are not limited to:

Disinfection Technician enters restroom wearing approved PPE

- Restrooms should be cordoned off during spray disinfection service
- Starting at the back of the restroom, the Disinfection Technician begins spray disinfecting all surfaces in restroom.
- For each stall, doors, door handles, stools, urinals, must be spray disinfected.
- All other surfaces including but not limited to: counter tops, faucets, hand dryers, paper towel dispensers must also be spray disinfected.

Common Hallways

- Hallways are vacuumed daily using a HEPA vacuum
- Ensure hand sanitization stations are in place and full
- Hallways will be sanitized/disinfected using spray system such as electrostatic sprayers with approved disinfectant nightly.
 - Floors and touch points will be treated.

Elevator Lobbies and Elevators

Lobby Attendant enters elevator lobby and elevator wearing approved PPE

Elevator areas should be checked frequently during high occupancy times. Set a schedule and document that the activity has been completed.

- During high occupancy it is recommended that elevator lobbies and elevators are checked and cleaned every 2 hours.
- Elevators will be cleaned with high attention to touch points (e.g. elevator buttons, railings, etc.)
- Elevator lobby floor surfaces will be cleaned/HEPA vacuumed daily.
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
 - At least one hand sanitization stations should be located at every elevator entrance.
- Document that lobby cleaning has completed.

Disinfection Technician enters elevator lobby and elevator wearing approved PPE

- Elevator lobby areas will be sanitized at a minimum daily. This includes all touch points, buttons, and floors.
- Elevator Lobbies will be sanitized/disinfected using spray systems such as but not limited to electrostatic sprayers with approved disinfectant nightly at a minimum.
- Elevators will be sanitized/disinfected using spray systems such as but not limited to electrostatic sprayers with approved disinfectant nightly at a minimum.

Meeting Rooms

Room Attendant enters meeting room wearing approved PPE

- Bag all trash - excluding all unused consumable items such as: notepad paper, and other unused consumables
- Commence with room cleaning with approved chemicals.
 - Pay careful attention to all touch points.
- Replenishes all items as needed
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
 - As a general guidance 1 for every 50 people for larger meetings;
- Floor surfaces will be cleaned/HEPA vacuumed as last step prior to exiting the meeting room.
- Place tag on door that room is ready for sanitization/disinfection technician
- Document the meeting cleaning has been completed.

Disinfection Technician enters meeting room wearing approved PPE

Disinfection Technician, begins spray sanitizing/disinfecting all surfaces in meeting room starting at the back of the room working toward the exit door. Spray sanitation using spray systems such as but not limited to electrostatic sprayers with approved disinfectant(s).

Meeting room surface disinfection includes but is not limited to:

- Flooring
- Walls (8' up)
- Closet doors (open)
- Drawer and door handles
- Podium
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phone, TV Controls, etc.
- Work from back of room to exit door.
- Mark room with identifying door tag to signify room is completely clean and disinfected (Event – GBAC STAR™ card)

General considerations for restaurants, Cafés and Bars

Restaurants, cafés and bars should continue to clean and disinfect in accordance with property protocols with the attention to the following:

- Wait staff, porters, bus staff, wait assistants, bar tenders; clean, sanitize and disinfect using approved disinfectants in accordance with hotel policy.
- Linens are replaced and washed in between customers.
- Table placement is at least 6' apart (while social distancing requirements are in effect);
- All menus and check presenters are disinfected after each use. *Consideration of having disposable menus and not using check presenters.*
- Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area. Depending on the size of the restaurant/bar, other station locations should be considered.
- Wait staff and servers wear masks when social distancing is in effect.
- Wait staff should wear gloves when serving food.
- Disposable utensils should be used when and where applicable.

- Frequent cleaning and disinfection should be conducted.

Restaurant Attendant nightly cleaning enters restaurant / bar / kitchen / café /food prep areas wearing approved PPE

Restaurants, Cafes and Bars

- Document restaurant cleaning has started in hotel documentation system.
- Bag all trash
- Using approved chemicals and equipment commence restaurant/bar cleaning in accordance with the hotel restaurant/bar cleaning policy.
 - Pay careful attention to all touch points.
- Replenishes all items as needed
- Hand sanitization stations need to be checked that they are in place and replenished as needed. It is recommended that a review cycle is scheduled, such as every 2 hours during high occupancy times.
 - Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area, on bar. Depending on the size of the restaurant, other station locations should be considered.
- HEPA vacuum carpets when and where applicable
- Use floor scrubbers/mops when and where applicable
- Ensure signage is in place indicating that the Hotel is a GBAC STAR™ Cleaned and Disinfected Hotel.
- Document that restaurant/bar cleaning has completed in hotel documentation system.

Kitchen

- Bag all trash
- Using approved chemicals and equipment commence kitchen cleaning in accordance with the venue cleaning policy.
 - Pay careful attention to all touch points.
- Replenishes all items as needed
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
- Use floor scrubbers/mops when and where applicable
- Ensure hygiene signage is in place such as hand washing reminders and SOPs.
- Document that kitchen cleaning has completed in hotel documentation system.

Food Prep Areas

- Document Food Prep Area cleaning has started in hotel documentation system.
- Bag all trash
- Using approved chemicals and equipment commence Food Prep Area cleaning in accordance with the hotel Food Prep Area Cleaning policy.
 - Pay careful attention to all touch points.
- Replenishes all items as needed
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
- HEPA vacuum carpets when and where applicable

- Use floor scrubbers/mops when and where applicable
- Ensure hygiene signage is in place such as hand washing reminders.
- Document that Food Prep Area cleaning has completed in hotel documentation system.

Disinfection Technician enters restaurant / bar / kitchen / café / food prep areas wearing approved PPE (nightly)

Disinfection Technician begins spray sanitizing all surfaces in restaurant/bar/kitchen/café/food prep areas. Spray sanitization, using spray systems such as but not limited to electrostatic sprayers with approved sanitizer(s)/disinfectant(s). *Special attention to approved chemistry list must be taken into consideration in areas where food is prepared and served.*

Restaurant / Café / Bar surface sanitation includes but is not limited to:

- Flooring
- Wallcoverings (8' up)
- Doors
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc.
- Work from one side of the room to the opposite side of the room
- Prep kitchen only needs to be done at the conclusion of use.

Ballrooms – Are a combination of Restaurants and Meeting Spaces – Recommendations for both spaces should be followed for Ballrooms.

To be Completed

Back of the house/Heart of the House– kitchens, storage rooms, corridors, service corridors, tee up the food, triple deck warmers with food, loading docks, locker rooms, employee restrooms.

- Follow all routine cleaning procedures
- At a minimum spray disinfect all spaces every 24 hours
- Temperature Monitoring Program – When required temperature monitoring stations at employee entrances may be automated or by security officer.
- Wearing of Gloves and Masks – When required masks will be required to be worn by all conference attendees, exhibitors and support staff. The wearing of gloves may also be required for certain

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