

Welcome back!

As we return to in-person events, one certainty remains constant: our commitment to the well-being of Washington State Convention Center's (WSCC) clients, attendees, and staff. To this end, the WSCC Safety First Plan provides the guidelines and protocols all are expected to follow at WSCC.

We trust this advance communication provides an opportunity to understand and adapt to our modified operating environment, providing peace of mind. You, as show management, are responsible for ensuring your event's attendees understand and abide by all health and safety protocols.

The specific guidelines and protocols required in this document are subject to change depending on the size and type of event, as well as any restrictions in place at the time of the event. We follow the Centers for Disease Control and Prevention (CDC), state, county, and city health and safety guidelines and protocols; links to these documents can be found at www.wsc.com/safetyfirst. Please work directly with your WSCC Event Manager (EM) to discuss current protocols and how they may impact your budget.

We assure you we will make every effort to maintain a healthy environment for your event, and we ask for your support; each of us plays a role in healthy and safe operations. This document is intended to describe actions WSCC will take, as well as requests of our clients and attendees.

WSCC has developed guidelines for the following focal areas to help us all navigate during the pandemic:

1. Building Entry
 2. Mask Requirement
 3. Cleaning, Disinfecting, and Infectious Disease Prevention
 4. Personal Hygiene
 5. Event Flow and Physical Distancing
 6. Development of COVID-19 Symptoms During an Event
 7. Contact Tracing
 8. ADA Considerations
 9. Food and Beverage
 10. Exhibits
 11. Audiovisual and Video Production
- More Information:**
Link to current guidelines
Additional resources available by request

For purposes of this document, 'attendees' includes all people on-site related to an event, including vendors, attendees, exhibitors, contractors or any others.

1. Building Entry

WSCC staff and its service partners are strongly encouraged to perform a voluntary self-health screen before leaving home to come to work. Also, before entering the building, they must complete a daily mandatory verbal health screening by responding to questions from the WSCC Security Control Officer or designee and be subject to a temperature check. Staff understand they are not to come to work if they are not feeling well and will be sent home immediately if they become ill at work.

What to expect at WSCC:



- Advance health screening of attendees is strongly encouraged, but not required. Any health screenings are at your discretion, liability, and may be subject to specific legal obligations such as HIPPA regulations.
- Based on your show attendance, we will prepare a crowd management or queuing plan. Any labor fees will be included in your staffing estimate.
- Although WSCC has many exterior entrances, your event will have designated entrance and exit points. Building entrances that connect to the parking garages may be locked; attendees may need to walk to the garage exit and use the sidewalks to navigate to the designated event entrance. Your EM will advise you of your specific ingress/egress plan.
- Public (non-event) access to the building is currently prohibited. Only event attendees and show staff with credentials displayed will be permitted to enter the venue.

What we ask of show management:



- Plan logistics ahead of time, and budget for off-site registration location or mail credentials to attendees in advance of your event.
- Attendees must be pre-registered and arrive at WSCC with their event credentials (badge, ticket, etc.) displayed.
- Have a plan for if someone arrives without their event credentials.
- Make it easy for attendees to maintain physical distance while queuing outdoors.
- Ensure attendees have been informed of event-related health and safety protocols, including any health screening, before they arrive at WSCC. This includes WSCC's, the event's and any other guidelines that may impact event operations.

2. Mask Requirement

A mask should cover your face from the bridge of your nose to under your chin. In addition to non-medical disposable masks, a good cloth mask has a double or triple layer of washable, breathable fabric that helps keep the wearer from spreading potentially infected droplets into the air. Per the CDC, bandanas, single-layer gaiters, or masks with exhalation valves do not provide adequate protection and are not a suitable substitute.

What to expect at WSCC:



- Everyone is required to wear masks while in and around the facility, including on sidewalks while queuing, and in Ellis Plaza and garages. WSCC staff may wear specialized personal protective equipment for specific tasks.
- Masks are not required during meals when physical distance can be maintained.
- State guidelines require a COVID-19 Program Supervisor to be on-site during your event. WSCC will provide a dedicated contact to respond to compliance issues during the course of your event. Show management will identify a specific person on their team who can respond decisively to any compliance issues onsite. It is recommended that this person not be the main event contact, so they can remain available at all times for compliance questions or concerns.

What we ask of show management:



- Ensure your attendees adhere to the mask requirement.
- Develop a contingency distribution plan should attendees arrive without a mask. WSCC will not provide masks for attendees.
- If an attendee does not comply with face mask guidelines, the remediation process is as follows:
 - WSCC Staff will ask the attendee to comply with the requirement.
 - If the attendee continues to refuse to wear a mask, staff will escalate to your EM and/or their supervisor. The EM will notify you and/or your designee, who will enforce the protocol or ask the attendee to leave the venue.
 - In the unlikely event of further non-compliance, WSCC Security may also respond to the situation.

3. Cleaning, Disinfecting, and Infectious Disease Prevention

WSCC has achieved the Global Biorisk Advisory Council (GBAC) STAR™ accreditation. GBAC, a division of the worldwide cleaning association ISSA, was created specifically to deal with pandemics such as we are experiencing today with absolute effectiveness and integrity. While WSCC has always strived for a high level of cleanliness throughout the facility, this extension of knowledge has further enhanced our abilities to clean and sanitize.

What to expect at WSCC:



- Cleaning products utilized consist of those on the Environmental Protection Agency (EPA)-approved list for use against COVID-19 and other infectious agents.
- Frequent cleaning and disinfecting routines, with an emphasis on restrooms and high touch areas, are followed during event hours, and deep cleaning and disinfecting will take place between event days and events.
- We use electrostatic disinfectant sprayers to disinfect larger spaces efficiently.
- Custodial staff will disinfect meeting rooms and office spaces to GBAC standards once each day, usually at midday.
- WSCC will provide a limited quantity of disinfecting wipes for show offices and registration areas.

What we ask of show management:



- Pre-plan with your EM any necessary agenda modifications and budget estimates.
- Self-clean offices or registration workstations between standard cleaning times.
- If you request supplemental disinfection between sessions, allocate 45 minutes between functions in meeting rooms and 60 minutes between functions in ballrooms for cleaning and disinfection. Standard refresh fees will apply for supplemental cleaning.

4. Personal Hygiene

For some attendees, your event at our Center may be the first large gathering they will be attending in quite a while. To help the attendees feel safe, welcome and comfortable, we will work with you to make it easy to maintain a high level of personal hygiene.

What to expect at WSCC:



- WSCC provides hand sanitizer stations near building entrances and in high-traffic areas such as meeting room entrances, lobbies, and escalator/elevator landings.
- Touch-free hand sanitizer dispensers are used when possible, with scheduled inspections to ensure they are adequately supplied.
- Restrooms are regularly and thoroughly disinfected during event hours. They feature touch-free soap dispensers, sink faucets, toilet fixtures, urinal fixtures, paper-towel and toilet paper dispensers.
- WSCC provides basic hygiene and health protocol signage throughout the venue. Upon request, we can provide our signage design files for your modification and use.

What we ask of show management:



- Advise attendees to wash/sanitize hands frequently as advised by CDC guidelines.
- If our standard sanitizer unit locations are insufficient for your needs, you can arrange supplemental hand sanitizer units inside contracted event spaces at show management's expense.

5. Event Flow and Physical Distancing

During the event planning stage, we will work with you to establish plans based on the type and size of your event, and current health and safety guidelines.

What to expect at WSCC:



- Directional hallways and passageways may be established for foot traffic, and separate routes will be designated for entry and exit into the building, meeting rooms, and other shared spaces where possible.
- Simultaneous events are not allowed to occupy shared spaces. WSCC will allocate specific zones for each event with separate access, restrooms, etc.
- Signage with health and safety reminders will be posted in highly visible front- and back-of-house locations to reach attendees, WSCC staff and service contractors.
- Entrances, exits and directional pathways are clearly marked.
- Room sets can be arranged to achieve recommended physical distance between attendees, and to not exceed Fire Marshal-mandated occupancy limitations.
- Public seating areas are modified and/or removed.

What we ask of show management:



- Develop physical distancing plans and administrative controls, e.g., breaks between sessions and schedule adjustments, to minimize congestion for ingress and egress, vendor/exhibitor move-in and move-outs, and any other special needs.
- Modify layout requirements for trade show, exhibit, and sponsor components.
- Advise attendees to practice physical distancing while moving throughout the facility.
- Establish supplemental signage plans if event signage beyond the generic WSCC safety signage is needed. Our team will work with you to offer ideal signage placement locations for client-supplied signage. Upon request, we can also provide our signage design files for your modification and use.
- Consider using technological solutions when possible to reduce face-to-face interactions or printed material hand-outs.
- Conduct pre-event training for staff and hired vendors to enforce physical distancing.
- Encourage attendees to sit in the same chair within the event space for the duration of the event.

6. Development of COVID Symptoms During an Event

What to expect at WSCC:



- WSCC has developed the Enhanced Exposure Protocol for COVID-19 to respond quickly and effectively when an attendee develops symptoms while on-site. For symptoms related to COVID-19 (fever, cough, loss of smell or taste) the guest will be taken to an allocated isolation room for evaluation by AMR medical response (or WSCC Security if AMR is not scheduled).
- If the attendee is in medical distress, they will be transported to the hospital by emergency medical services. If it is not an emergency, the attendee will be provided with supplemental PPE and released into the care of a family member or business colleague to return to their residence or hotel.
- WSCC will facilitate clearing attendees from any affected event spaces so disinfection can occur.

What we ask of show management:



- Initiate contact tracing notifications based on the attendee's registration information.

7. Contact Tracing

What we ask of show management:



- Ensure all attendees are pre-registered and retain contact information for all attendees for 28 days following the last day of event move-out.
- Be prepared to work with local health officials should an incident occur.

8. ADA

Accessibility guidelines are in place at WSCC to meet the needs of people with disabilities.

What to expect at WSCC:



- The number of individuals riding in elevators may be limited, with priority given to ADA patrons (where appropriate); others will be encouraged to use escalators and stairs.
- All attendees will be expected to wear masks. Specific ADA requests to waive the mask requirement will need to be approved by show management. WSCC recommends attendees who cannot wear a mask for medical reasons participate in the event remotely or virtually.
- Lobby seating will be minimized to discourage gathering. Any lobby seating will be prioritized for ADA guests.
- Seat-saving signs are available for those with ADA needs.

9. Food and Beverage

WSCC's on-site caterer, Aramark, has developed a menu and guidelines to meet today's challenges. Custom menu requests are welcome and will be reviewed to ensure they can be provided safely. Please request information from your Catering Sales Manager.

What to expect at WSCC:



- Per-table dining capacity may be limited.
- Suspension of self-serve buffet style food service to be replaced by alternative service styles.
- WSCC's Safety First Menu, available on our website, offers self-contained, grab-and-go meal, snack, and beverage options with prepackaged, sustainable utensils.
- All retail food purchases will be made through cashless transactions.
- Discuss all water service options with your Catering Sales Manager including in-room and options for personal water bottle fill stations.

What we ask of show management:



- Plan for longer, staggered and/or assigned mealtimes.
- If possible, provide multiple break or coffee stations to minimize crowding.
- Allocate additional budget for incremental labor associated with physical distancing and limitations due to COVID-19.

10. Exhibits

WSCC will work with you and your contractors to develop an exhibit move-in/move-out schedule and floor plan that are compliant with fire code and current guidance. As health guidance is fluid and may change with short notice, consider planning to more stringent requirements and standards. This will mitigate potential last-minute changes as guidance is released closer to the event dates.

Please consider the information provided by the International Association of Exhibitions and Events (<https://www.iaee.com/covid19/>) as a starting point for your planning. While WSCC nor current state guidance requires these measures, they may be considered industry best practices.

What we ask of show management:



- Provide your exhibit floor plan to your EM as soon as possible, and collaborate as needed to finalize your plan.
- Ensure your selected general services contractor provides you and WSCC with their health protocols.
- Discourage cash handling for exhibitor transactions.
- Communicate directly and consistently with your exhibitors to ensure compliance with all health protocols required by WSCC and your show rules.

11. Audiovisual and Video Production

We offer virtual and hybrid meeting capabilities to extend your event's reach. WSCC's Studio Connect has been designed and built as a turnkey solution complete with all the lighting, audio, and video equipment for your recording session or live broadcast.

What to expect at WSCC:



- All production crew will abide by attendee guidelines and protocols.
- Frequent cleaning and disinfecting routines are followed during event hours, and deep cleaning and disinfecting will take place between event days and events, with a focus on restrooms and high-touch surfaces.

What we ask of show management:



- Presenters may have their masks off only while presenting and only if physical distancing can be maintained.
- AV Staff must disinfect microphones between each presenter or speaker.
- Head tables and stage seating must be arranged to comply with distancing requirements.
- Develop event-specific safety signage for videotaping location.

More Information

The most current event-related requirements and cleaning and disinfection protocol will be available in this document on the WSCC website at www.wsccl.com/safetyfirst.

Additional resources available upon request:

- Enhanced Exposure Protocol for COVID-19
- Room capacity grid
- WSCC signage thumbnail images
- WSCC signage files
- Information sheets:
 - Virtual Site Visits
 - Site Visits

Please contact your EM for additional information.

We assure you we will make every effort to maintain a healthy environment for your event, and we ask for your support. Each of us plays a role in healthy and safe operations.

safety first