



**VENUESHIELD REACTIVATION GUIDE COMPONENT:
WORKFORCE SAFETY**

TABLE OF CONTENTS

1 About the VenueShield Program.....	1
1.1 How to Use the VenueShield Reactivation Guide.....	1
1.2 How to Use This Workstream Pillar – Workforce Safety.....	2
2 Workforce Health & Safety Coordinator(s).....	3
3 Worker Health Screening and Policy.....	4
3.1 Team Member Health Screening at Entry.....	4
3.2 Exposure Policy.....	5
3.3 Workforce Use of Personal Protection Equipment.....	6
4 Education and Training.....	7
4.1 Prepare Venue-Specific Team Member Training Plan.....	7
4.2 Training Element - COVID-19 Information.....	7
4.3 Training Element – Staff Protocols.....	7
4.4 Implement Training.....	8
4.5 Reinforce Training with Signage.....	8
5 Event Day.....	9
5.1 Reporting to Work.....	9
5.2 Work Shift Adjustments.....	9
5.3 Staff Uniform Distribution.....	9
5.4 Staff Entry and Parking.....	9
5.5 Staff Check-in.....	10
5.6 Event-day Briefing.....	10
5.7 Inside the Workplace.....	11
5.7.1 Evaluate Event-Day Activities.....	11
5.7.2 Encouraging and Supporting Workplace Hygiene.....	11
5.7.3 Interacting with Guests.....	12
5.7.4 Breaks and Use of Break Rooms.....	12
5.7.5 Monitoring and Supporting Guest Social Distancing.....	12
5.8 Staff Equipment Return and Check-Out.....	12
6 Work Space Safety Related to COVID-19.....	14
6.1 Evaluate Reception and Common Area Spaces.....	14
6.2 Evaluate Break Room Spaces.....	14
6.3 Ensure Adequate Cleaning Schedules Throughout Staff Areas.....	14





ABOUT THE VENUESHIELD PROGRAM AND REACTIVATION GUIDE

ASM Global created VenueShield to provide ASM Global venues with the information they need to follow health and safety best practices when reopening for event activity. The *VenueShield Reactivation Guide* (Guide) will help venue managers implement VenueShield's operational best practices during the COVID-19 pandemic. The best practices are and will continue to be informed by organizations such as the Centers for Disease Control and Prevention (CDC), National Health Service (NHS), and World Health Organization (WHO). This Guide will be updated as necessary.

All ASM Global venues must comply with all applicable laws and regulations, which take precedence if there is a conflict between the best practices in the Guide and the applicable laws or regulations. It is important to note that this Guide was created under the recommended CDC guidelines for social distancing of 6 feet or 2 meters. Venues should always defer to their local governmental guidelines on social distancing requirements.

The Guide provides general direction to venue management on how to implement health and safety best practices and operate events in ASM Global's primary venues types (arenas, convention centers, stadiums, and theaters). The health and safety best practices are divided into six primary components that support the key operations for events and activities:

- Public Awareness
- Environmental Hygiene
- Customer Journey and Event Operations
- Food and Beverage Service
- Workforce Safety
- Technology and Equipment

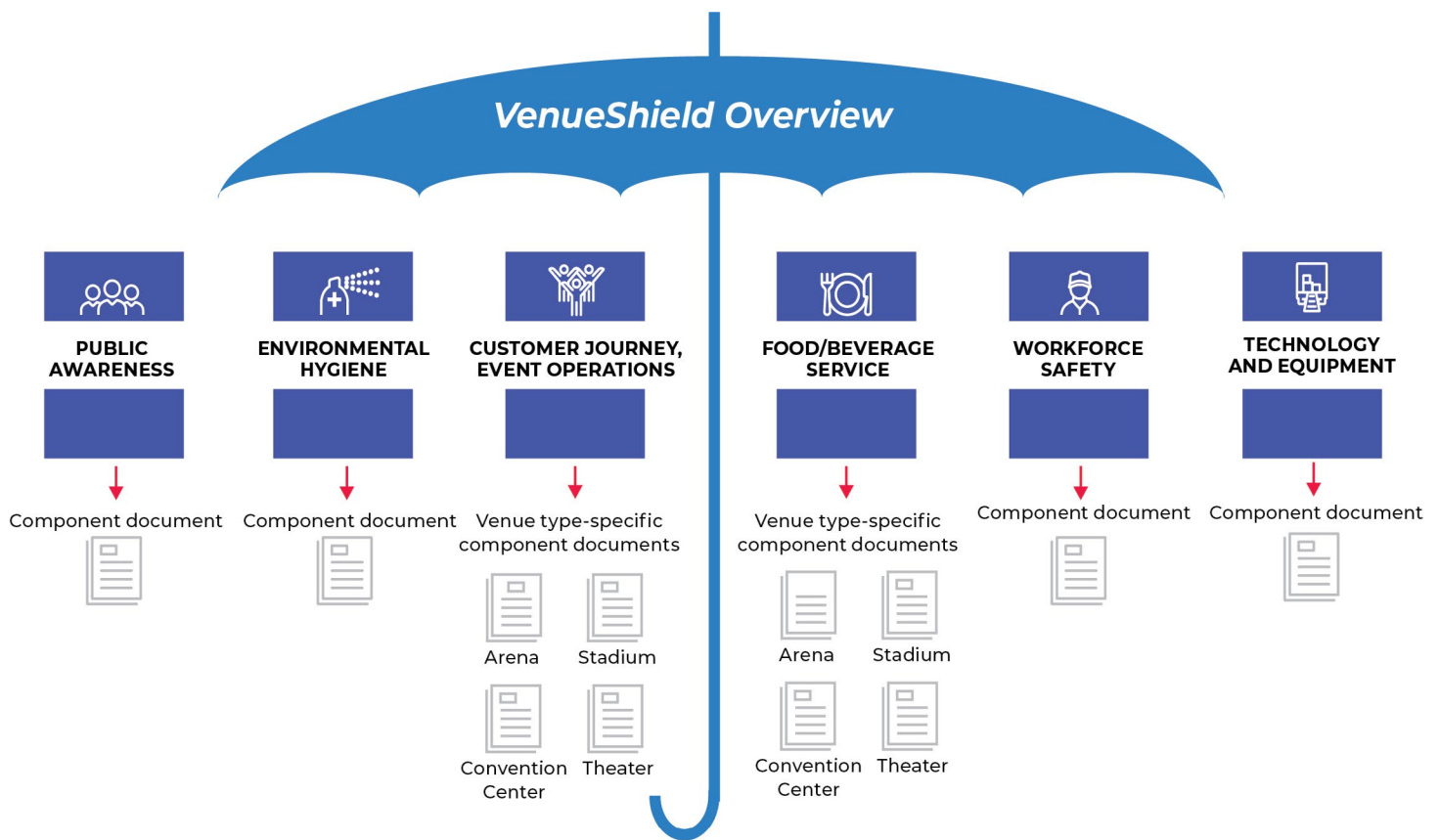
The best practices presented in the Guide are approved by ASM Global. If a venue needs to adapt a best practice to fit a unique circumstance or location, venue management should contact senior leadership of the operational division.

1.1 How to Use the VenueShield Reactivation Guide

The Guide is designed to be highly interactive and flexible, allowing venue management to tailor the contents for their specific needs as they reopen for events. The Guide is composed of an Overview that provides a summary of the six primary components, supported by documents providing detailed best practices and information for four of the components and four venue-type documents that provide similar content for the remaining two components as described below and illustrated in the figure.

- **Component documents.** The public awareness, environmental hygiene, workforce safety, and technology and equipment components are generally similar across all venue types and are supported with in-depth documents for each.
- **Venue-type specific component documents.** The customer journey and event operations component and food and beverage service component are complex and vary substantially depending on the venue type. Detailed best practices for these two are presented in four separate documents that are specific to the four ASM Global venue types:
 - Arena
 - Convention Center
 - Stadium
 - Theater





1.2 How to Use This Component – Workforce Safety

The Workforce Safety component is targeted primarily at management activities related to event part-time staff. While event staff may be involved in a wide range of activities, most will be involved in activities that require interaction with guests at the venue. In order to protect both guests and workforce talent, the activities of event workers (from check-in to departure) and the workplace environment must all be evaluated in light of the COVID-19 pandemic best practices and requirements.

As a global company, ASM Global must maintain compliance with country, region, and local public and occupational health regulations and ordinances. Regulations and ordinances may change over time as the pandemic expands and contracts. All ASM Global venues should monitor public service announcements, memos, and publications that may provide new guidance for protecting Team Members against COVID-19 as new research is integrated.

The Workforce Safety component describes the steps a venue should take to apply best practices related to workforce safety, including identifying a Workforce

Health & Safety Coordinator, revising and preparing new venue-specific protocols and training, conducting training. A detailed review of typical protocols, procedures, and workplace areas that may need special attention is included. Venues can use [“Returning to the Workplace”](#) and the contents of this Guide to create a customized Venue-specific Reactivation Plan that can be shared with staff, as needed.

Managing a Healthy Workforce

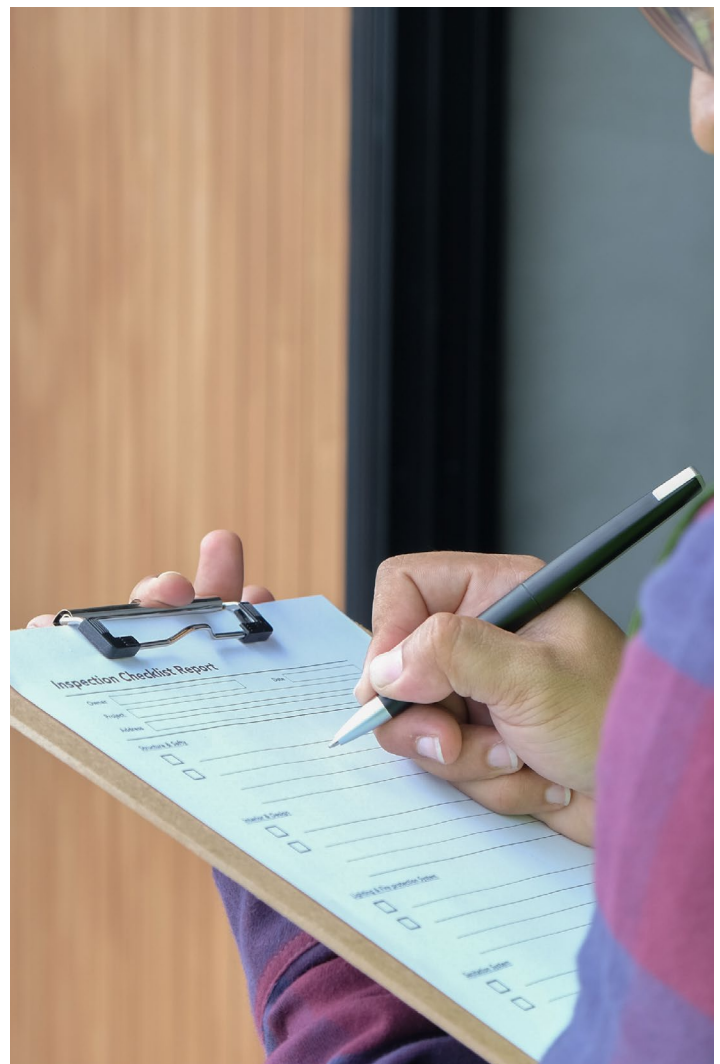
There are five key elements to minimizing the potential transmission of COVID-19: enhanced environmental hygiene, maintaining social distancing, implementing effective health screening, using face coverings (where required), and most importantly, instilling a culture of awareness. ASM Global Team Members need to work together to establish a culture of embracing keeping co-workers and venue users, partners, and guests safe. It is important that venue managers communicate the new policies and procedures clearly and regularly, and actively seek feedback on concerns, suggestions, and issues.



WORKFORCE HEALTH & SAFETY COORDINATOR(S)

ASM Global strongly recommends that each venue appoint Workforce Health & Safety Coordinator (s). This person would serve as the primary point of contact for implementing COVID-19-related actions, answering questions from staff and the public, and responding to regulatory agency requests. The Workforce Health & Safety Coordinator should be a member of the Local VenueShield Team. Workforce Health & Safety Coordinator would be responsible for:

- Communicating and helping to implement public health and safety guidelines.
- Working closely with the event organizer (promoter) and venue to develop and implement event health & safety plans.
- Ensuring that existing safety programs are modified for compatibility with new safety and health 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, handwashing, temperature checking, and disinfecting high-touch surfaces.
- Collaborating with management and event organizers/promoters to determine safety and health protocols governing how Team Members and guests can safely enter the venue.





WORKER HEALTH SCREENING AND POLICY

Each venue will need to establish and document its specific policies related to worker health screening based on local regulations and requirements and ASM Global requirements. The following sections describe ASM Global guidelines and recommended best practices.

3.1 Team Member Health Screening at Entry

Team Member Health Questionnaire. Prior to each shift, all event employees (and subcontracted personnel) should complete the ASM Global Team Member Health Questionnaire before entering the facility. Additional wellness questions may be required by the venue tenants.

[>>Click here for the Team Member Health Questionnaire>>](#)

- The Team Member Health Questionnaire should be completed daily prior to the beginning of each shift.
- The Team Member Health Questionnaire can be taken either in person upon arrival or prior to employee check-in through online platforms.
- The Team Member must present confirmation of completion as part of entry to the facility. The results are confidential and will be submitted to HR.
- Any Team Member not feeling well should be instructed to go home immediately and to follow the current self-quarantine CDC (or WHO or equivalent) guidelines and, if exposure to COVID-19 is determined, the Team Member should follow the steps outlined in the Exposure Policy (as outlined below) in order to return to work.

Temperature Scanning. Upon entering the facility, all event employees (including subcontracted personnel) should receive a contactless temperature scan before continuing into the venue.

- Temperature scanning should be performed by a trained occupational health technician, or approved personnel trained under the venue's supervision.
- Scans should be performed using either a thermal scanning device or a hand-held 'no-touch' CDC approved scanner.

If the Team Member has an elevated temperature reading detected from the initial test, the Team Member should be moved to a secondary location for another test.

- If the Team Member passes the second reading, they will be allowed to continue with the check-in process.
- If the second reading remains elevated, the Team Member should not be permitted to work and should immediately leave the property.
- The Team Member should then follow the current self-quarantine CDC (or WHO or equivalent) guidelines and, if exposure to COVID-19 is determined, the Team Member should follow the steps outlined in the Exposure Policy (as outlined below) in order to return to work.

3.2 Exposure Policy

The following table outlines the ASM Global exposure policy for three 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

ASM Global Exposure Policy

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

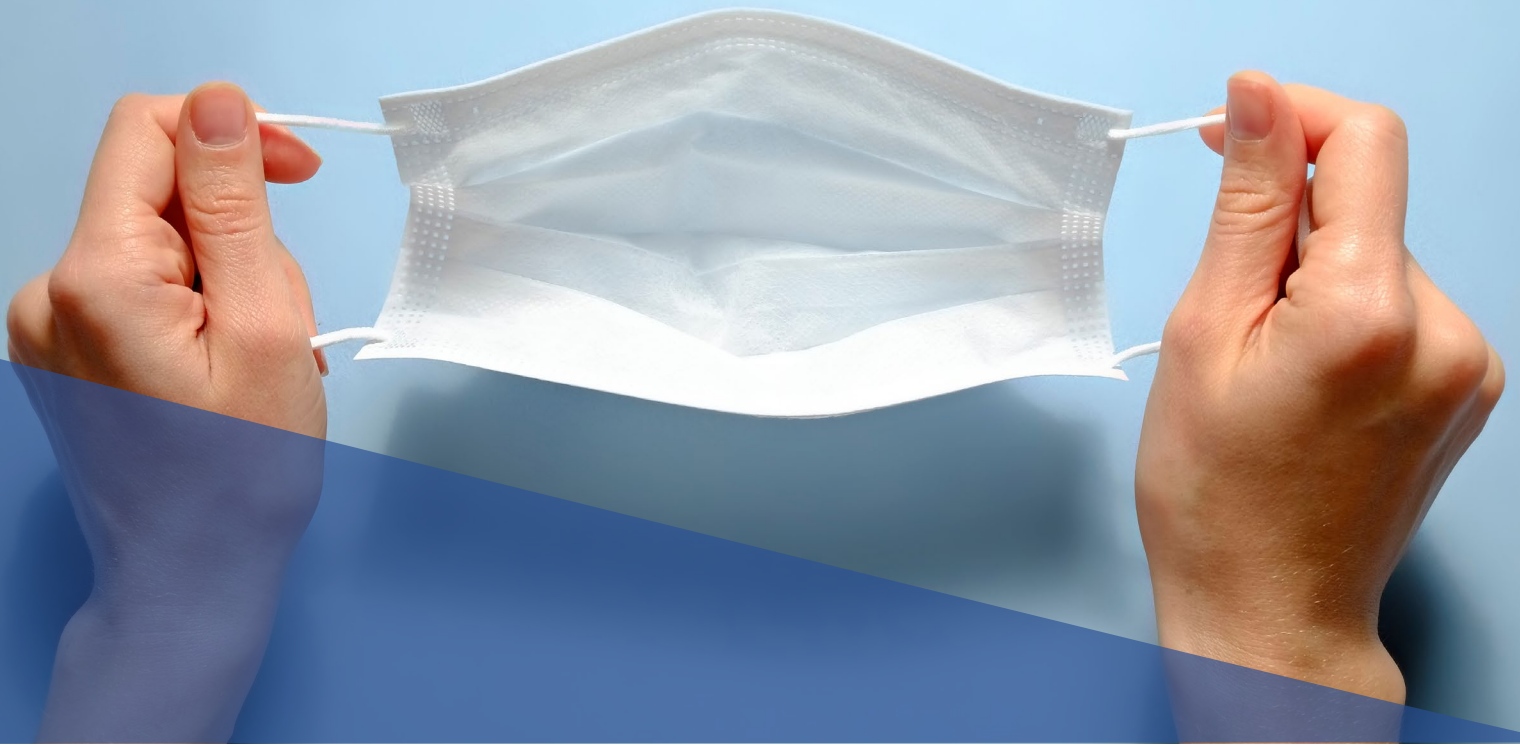
Action: Self-quarantine	(1) Advise the Team Member to stay home and self-quarantine until test results are received on the unconfirmed case.
	(2) Notify the local HR Director, General Manager, and local Infection Mitigation Protocol Coordinator. The HR Director should immediately notify ASM Global's Corporate Human Resources Department.
	(3) If the unconfirmed case tests positive, follow SCENARIO B (Confirmed Case) guidelines.
Action: Return to work when/if	If the unconfirmed case tests negative, the Team Member may be placed back on work schedule.

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

Action: Self-quarantine	(1) Advise Team Member to stay home and self-quarantine for a minimum of 14 days.
	(2) Notify the local HR Director, General Manager, and local Infection Mitigation Protocol Coordinator. The HR Director should immediately notify ASM Global's Corporate Human Resources Department.
	(3) Advise the Team Member that they need to notify the local HR Director if: <ul style="list-style-type: none"> 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: Return to work when/if	If the Team Member remains non-symptomatic OR they become symptomatic but fall under (3a) or (3b) above, employees may return to work when the following conditions are satisfied: <ul style="list-style-type: none"> • 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

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

Action: Self-quarantine	(1) Advise the Team Member to stay home and seek medical treatment.
	(2) Notify the local HR Director, General Manager, and local Infection Mitigation Protocol Coordinator. The HR Director should immediately notify ASM Global's Corporate Human Resources Department.
Action: Return to work when/if	If the Team Member has a confirmed diagnosis of COVID-19, they may return to work when the following conditions are satisfied: <ul style="list-style-type: none"> • 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



3.3 Workforce Use of Personal Protection Equipment

ASM Global will provide appropriate personal protection equipment (PPE), such as face coverings, gloves, and personal hand sanitizers, to its workforce to minimize the risk of COVID-19 exposure. Face coverings will be required for all workers while at the venue. Gloves may be required for some activities.

Face Coverings. The face coverings provided by ASM Global should be worn by all event workers at all times, but particularly whenever individuals are within 6 feet (2 m) of each other. Best practices for the use of face coverings include:

- Wash hands before putting on a face 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
- Wash cloth face coverings after each use and wear other masks according to the manufacturers’ specifications

Gloves. Workers should be trained on the proper use of gloves, including frequency of disposal and handwashing based on the worker’s specific duties, to avoid spreading the virus in high-touch areas. Refer to the Environmental Hygiene component for [SOP 02.02.13.01](#), which describes additional information on PPE best practices.

Face Coverings

Who needs to wear a face covering?

- ALL event-day employees, subcontractors, and vendors
- Face coverings must be worn at all times, in all locations

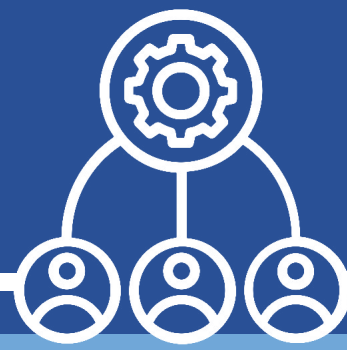
How will I be able to purchase face covering?

- ASM Global will provide face coverings to all of its event-day employees upon entry
- Subcontractors will be responsible for providing coverings to their own workers

What type of face covering should be worn?

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





EDUCATION AND TRAINING

All event workforce staff must undergo training on COVID-19 and the venue-specific protocols and operations under the COVID-19 restrictions for the safe return of crowds. The training can be included as part of a scheduled annual training or offered separately. All staff will need to complete the training prior to working any shift at the venue to ensure they are all briefed on new protocols and expectations.

4.1 Prepare Venue-Specific Team Member Training Plan

Each venue should prepare a venue-specific Team Member training plan that includes information about COVID-19 and how to protect against its transmission, as well as detailed instruction about updated protocols for all activities from parking and ticketing, to ushering and departure. To make sure the training plan includes all pertinent content, it should be developed and/or reviewed by a team composed of the Workforce Health & Safety Coordinator, Local VenueShield Team, Human Resource Department, and Venue General Manager.

4.2 Training Element - COVID-19 Information

The venue-specific training should include detailed information about COVID-19 and best practices for reducing its transmission. ASM Global recommends that venues have COVID-19 information presented by a health care professional or the designated Workforce Health & Safety Coordinator so that any questions or concerns can be addressed during the training. Topics should include, as they pertain to each venue:

- Signs and symptoms of COVID-19
- Basics of Protection
 - Social distancing
 - Face coverings
 - Hand hygiene
- Worker Health Screening and Policy
 - Health screening at entry

- ASM Global Exposure Policy
- Proper use and disposal of PPE

4.3 Training Element – Staff Protocols

Team Member training should explain in detail all protocol changes developed in response to the COVID-19 pandemic, as described in this Workforce Safety component, and as specified in venue-specific materials developed in response to this Guide. In addition to the best practices in this Workforce Safety component, the training plan should include any other pertinent protocols as outlined in the Venue-specific Reactivation Plan (specifically the Customer Journey portion), which will include additional information on best practices related to reducing the risk of COVID-19 transmission.

Training topics should provide details of the venue's operational processes in response to the COVID-19 pandemic and may include the following, among others:

- Parking protocols
- Enhanced access control and security protocols
- Admission protocols including registration and ticketing
- Expectations regarding social distancing between staff-staff and staff-guest
- Guest circulation through the venue
- Protocols for using public areas and restrooms
- Protocols for using elevators and escalator
- Food and beverage operations
- Room capacity restrictions
- Enhanced cleaning processes and expectation of Team Member participation in maintaining safe workspaces
- Appropriate method of managing a guest who presents with COVID-19 symptoms

4.4 Implement Training

All Team Members should be required to take the training developed in response to this Worker Safety component on reducing the transmission of COVID-19 in crowd situations. Venues may want to consider the following best practices for implementing the training:

- Conduct small group training onsite before allowing staff to officially return to individual workspaces
- Distribute applicable PPE during or before the training so that staff can receive proper instruction on use of provided equipment
- Include a mechanism for feedback and use ongoing training to evaluate and improve training

4.5 Reinforce Training with Signage

The most effective training will result if all training is reinforced via back-of-house messaging, prominent signage, and ongoing reminders. Signs posted at strategic locations throughout the venue will support maintaining a healthy workforce. All signage must comply with VenueShield branding guidelines.

Best practices include:

- Establishing a venue-specific digital and static signage manifest containing editable text
- Inclusion of printing guidelines for both poster and letter sizes

<< VenueShield Branding Guidelines >>




Freight Elevator Protocol

- Limit the number of persons accessing elevators to a maximum of four unknown persons or a group of six associated persons
- Operator posted in elevator with face-cover/mask
- Post signs for capacity limits, Respiratory Etiquette, Hand Hygiene, and recommending face cover/mask while using elevator
- Workers should wear gloves when handling equipment and cargo to prevent surface contamination.
- Provide Physical Distancing queuing at each elevator
- Provide hand sanitizer at each elevator lobby adjacent to call button




Please wash your hands for at least 20 SECONDS



COVID-19 WARNING

We have taken enhanced health and safety measures - for you, our other guests, and ASM Team Members.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is a contagious disease that can lead to severe illness and death.

By visiting, you voluntarily assume all risks related to exposure to COVID-19.

HELP KEEP EACH OTHER HEALTHY AND SAFE.

STAND HERE, PLEASE!



DO NOT SIT HERE, PLEASE!




STOP THE SPREAD OF GERMS.

WASH YOUR HANDS!



TO PROTECT YOURSELF FROM COVID-19, WE STRONGLY SUGGEST:

- AVOID TOUCHING YOUR FACE
- WASH YOUR HANDS OFTEN WITH SOAP OR SANITIZE YOUR HANDS FREQUENTLY
- PLEASE WEAR YOUR FACE COVERING WHILE INSIDE THE BUILDING
- WE ENCOURAGE PHYSICAL DISTANCING WHEN POSSIBLE





EVENT DAY

Event-day operations will be different than they were before the COVID-19 pandemic. It will be important to communicate these changes to returning event staff so that they are aware of the changes and can help advise guests of these changes. In addition, there will be many event-day changes that will affect our Team Members themselves. These changes should be clearly communicated to our Team Members through general communication outlets and during staff training.

5.1 Reporting to Work

Venue managers should remind all staff that they will not be allowed to report to work unless they have completed the required training and pass the worker health screening, as outlined in this Workforce Safety component.

5.2 Work Shift Adjustments

In order to alleviate crowding and enhance social distancing measures in place, venues may wish to adjust work shifts:

- Consider staggering Team Member shifts based on individual event needs; staggering start times will reduce crowding at check-in
- Consider extending call times by 30 minutes to allow staff to get through screening without crowding
- Maintain flexibility during the event and adjust staffing throughout the event to avoid over-staffing and under-staffing

5.3 Staff Uniform Distribution

Distributing staff uniforms during check-in may cause undue crowding and require multiple individuals to

handle any given uniform. Best practices for uniform distribution include:

- Distribution of uniforms to event staff well before the first event
- Requiring that staff be responsible for the retention, cleaning, and proper handling of their uniform.

Venues can assist in uniform maintenance by either providing a regular uniform cleaning allowance or designating multiple dry-cleaning drop-offs for staff uniforms and paying the cleaning fees to the establishment directly.

If a venue does not adopt the uniform distribution method described above, the venue must ensure there is enough space to allow for social distancing during uniform distribution at check-in.

5.4 Staff Entry and Parking

Team Member shuttle service - In the event Team Member shuttle services are used to transport workers from off-site locations, social distancing should be practiced during the shuttling. Staff should be asked to:

- Avoid sitting next to one another – leave an empty seat in between
- Wear their face coverings while on the shuttle service

The venue should consider increasing the number of shuttles to increase seating capacity and support social distancing on the shuttles

Team Member parking areas – For venues that provide separate parking areas or where staff are parking and entering from parking lots, social distancing should be practiced at all times during entry.

5.5 Staff Check-in

All staff should complete the Team Member health screening at the venue entrance, as described in Section 3, including completing the Team Member Health Questionnaire (if not done online prior to arrival) and temperature scan.

Best practices that venues can adopt for staff check-in include:

- Discourage crowding around the staff entry point by requiring social distancing before all health screening and enforce using queue lines with separation floor markings
- Request that staff refrain from bringing bags and any items that require storage or bag searches upon entry, when possible
- Require staff to sanitize their hands following the use of any terminals
- Use one or more designated points of entry and exit for labor; install additional locations for larger events with a higher number of check-in workers to help with physical distancing in the check-in line
- Request that all staff go immediately to their rostered positions after check-in to minimize unnecessary interaction
- Post comprehensive signage with reminders of the venue's expectations of staff to help create a safe working environment using COVID-19 guidelines and best practices

5.6 Event-day Briefing

All event staff will be required to participate in the event day briefing. In addition to the presentation of event-specific information, relevant COVID-19 safety practices should be discussed and reinforced. Specifically, the briefing should emphasize that all staff should:

- Have completed the required training
- Wear a face covering at all times during the event
- Wash or sanitize their hands regularly during the event especially if handling programs, tickets, or money
- Maintain 6 feet (2 m) social distance whenever possible

The venue will need to identify locations for the briefing that allow sufficient social distancing between all individuals. If this cannot be accomplished in a single venue space, the venue may need to stagger the

briefings or use multiple rooms for briefings separated by discipline (i.e., security, guest services, ushers).

The following are considerations for implementing event-day briefings:

- Distribute face coverings to all Team Members upon staff arrival; all staff will be required to wear face coverings at all times
- Use video monitors positioned on the floor to display staff work assignments
- If briefings will be conducted in multiple rooms, post signage for incoming staff to ensure they can quickly find their briefing room
- Distribute event equipment (radios, IMS devices) and event information sheets by placing on folding tables for easy retrieval; ensure there are enough tables to prevent crowding as staff collected the items
- Begin the briefing process earlier than normal, allowing ample time to pass through security and health screening
- Dismiss Team Members from briefing in small groups





5.7 Inside the Workplace

As staff begin to activate their roles and carry out assigned responsibilities, they may face challenges in maintaining social distancing expectations and work hygiene related to COVID-19. The venue can support its workforce by providing face coverings, readily available hand sanitizer or hand washing stations throughout the venue, personal hand sanitizers for staff, gloves (where needed, depending on assigned task), and visual reminders (signage etc.) of venue expectations placed throughout the facility and oral reminders delivered throughout the day.

Beyond these actions, venues should consider the following best practices that can help staff take the needed actions to maintain social distancing and fulfill workplace hygiene expectations of them.

5.7.1 Evaluate Event-Day Activities

Each venue should evaluate their typical event-day activities and assignments and find opportunities to promote staff workplace hygiene and enforce social distancing in daily tasks and staff assignments. Some activities to evaluate (and related best practices) include:

Staff gathering points and common areas.

Encourage staff to avoid gathering in groups where social distancing cannot be maintained. Common

gathering areas are at entrance/exit points, break rooms, and restrooms. Venue managers should pay attention to where staff gather and take action to ensure compliance with social distancing requirements and/or expectations. Venues can post signs in these locations to remind staff of social distancing expectations. See also “Breaks and Use of Break Rooms.”

In-person meetings. In general, meetings besides the event-day briefing will be minimal. However, staff should be asked to critically evaluate any requirement for in-person meetings. If a meeting must be held, the number of attendees should be limited to the number that the meeting space can accommodate while maintaining any required social distance between individuals. If the venue has appropriate technology, team or staff meetings can be conducted using video conference rather than in-person. In-person meetings with external guests should be eliminated, if possible.

Ticketing, concierge, and other guest service activities. Staff stationed at ticketing, information areas, concierge, and concourse/lobby kiosks should be provided hand sanitizer and gloves for handling items. A supply of disinfectant wipes should also be provided to allow staff to wipe nearby workplace surfaces regularly.

5.7.2 Encouraging and Supporting Workplace Hygiene

All Team Members should be supported in practicing good personal hygiene and infection control practices while in the workplace. Some best practices that can be carried out by staff include those shown in the Workplace Hygiene Practices table below.

Hygiene Practice	Best Practice for Workplace
Respiratory Etiquette Hygiene	<ul style="list-style-type: none"> • Cover all coughs and sneezes into a tissue and immediately throw tissue away • Turn away from others when coughing or sneezing
Hand Hygiene	<ul style="list-style-type: none"> • Do not shake hands with anyone • Practice frequent and thorough hand washing • Make regular use of hand sanitizers • If hand sanitizer or hand washing stations are not available in multiple locations, such as adjacent to common touch- points including break rooms, copier areas, request additional units.
Shared Equipment Hygiene	<ul style="list-style-type: none"> • All equipment used by staff, such as radios, should be wiped with disinfecting wipes before being returned for use by someone else.
Touchpoint Hygiene	<ul style="list-style-type: none"> • Make use of disposable wipes to disinfect common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) before each use • Do not use or borrow other people's phones, desks, offices or equipment • Maintain a clean workplace to help minimize risk to yourself and others
Kitchen Hygiene	<ul style="list-style-type: none"> • 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; all staff should contribute by wiping surfaces with disinfectants when done with using items
Desk Hygiene	<ul style="list-style-type: none"> • Avoid sharing desks or work stations, if possible • Keep a clean desk or work station 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, each individual should sanitize all surfaces upon arrival at that seat. • If disinfectants are not available in the immediate proximity (or on each desk), request that they be provided

5.7.3 Interacting with Guests

In order to minimize the possibility of transmission of COVID-19, the following general best practices by staff should be applied:

- Staff should maintain physical distancing when interacting with all guests. Staff walking along the line at ingress can be allowed only if 6 feet (2 m) of distance can be maintained.
- No staff should have physical contact with a venue guest. This means no handshakes, hugs, 'high fives,' fist bumps, or fan photos are permitted.
- If needed, staff may need to use hand signals and refer to signage to communicate a message. Staff should be sensitive to any guests with hearing disabilities, particularly when face coverings are worn. The use of face shield instead of masks may be considered when working with those with hearing impairments, unless the use of the face shield causes additional communication issues.
- Staff should be courteous at all times and strive to keep conversations short.

5.7.4 Breaks and Use of Break Rooms

The venue should consider scheduling staggered break times to ensure the break room areas are compliant with social distancing standards and to allow for cleaning of high-touch areas in between break periods. Best practices for staff activity related to breaks and break rooms include:

- For shifts that are below the threshold for requiring major breaks, request that staff eat prior to arrival for their shifts
- Post signs on all entrance /exit doors and within the room requesting that all staff wash or sanitize their hands both before and after meals
- Request that Team Members support environmental hygiene by wiping down commonly used shared equipment (refrigerators, microwaves, vending machines doors) after use, if a cleaning attendant is not present; provide cleaning materials throughout the room
- Require that Team Members immediately return to their assigned post following their break and not congregate in the break room

5.7.5 Monitoring and Supporting Guest Social Distancing

Concourses, concessions, fixed seats, and similar.

Some venues may designate Team Members to support monitoring social distancing in places throughout the venue. These staff members should be made aware of:



- Venue areas where guests are prone to gather, such as concourses, concessions, and seats
- Venue policies, local government requirements, and best practices related to social distancing so that they can advise guests of ASM Global and venue policies

Elevators and escalators. At some venues, day-event staff may be asked to support and enforce physical distancing in guests waiting to enter elevators or ride escalators. These staff members should be made aware of:

- Best practices related to social distancing to advise guests when they enter the elevator/escalator
- Details of the venue's cleaning process for these high-touch areas in order to answer guest questions

Staff should have access to disinfecting wipes so that they can support regular cleaning of items such as elevator panels and buttons.

5.8 Staff Equipment Return and Check-Out

At the end of the event, all equipment must be returned, and staff need to check out. In order to support social distancing and hygiene during the check-out process, venues should consider implementing the following best practices:

- Stagger the staff dismissal times if at all possible.
- Request that employees who were not issued equipment at check-in leave immediately after checking out, either electronically or at the check-out station
- Request that employees who were issued equipment return to the designated collection area and disinfect their equipment before returning it. The venue should provide:
 - Disinfectant wipes for staff to use for disinfecting equipment
 - Drop-off boxes that do not require touching



WORK SPACE SAFETY RELATED TO COVID-19

The best practices in this section are actions that should be taken by venues to complement the changes in protocols described in Section 5 to support worker safety. In all cases, public safety codes, building codes, applicable laws, and security requirements must not be compromised to reduce the potential for physical contact with items in the workplace.

6.1 Evaluate Reception and Common Area Spaces

The venue should evaluate reception and common areas to determine whether modifications are needed in support of worker safety. Review the Customer Journey and Operations component for work space considerations related to entrances/exits and controlling crowds in common areas. Related specifically to day-event staff, venues should evaluate whether furniture may need to be rearranged to promote social distancing between staff and guests in reception areas and other common areas.

6.2 Evaluate Break Room Spaces

Break areas are high touch and high-use areas for workers and require careful evaluation to ensure promotion and support of social distancing expectations of staff. Actions the venue may need to take to provide for and support social distancing in the break room include:

- Calculate the number of optimal allowable seats in each break room considering 6-foot (2 m) social distance guidelines. Limit the number of chairs, or space chairs appropriately, for the space capacity. Post the capacity of each break room or area and use signage to ask that staff not reposition chairs or tables.

- Use a breakroom set-up that consists of 5-foot rounds with a maximum capacity of 3 people per table. Alternatively, request that Team Members sit only on one side of each table.
- Ensure that all break areas are thoroughly cleaned prior to every event and cleaned intermittently while in use, between staggered break periods, ideally every 30 minutes.
- When meals are provided, provide prepackaged meals; do not provide buffet service.
- Install a hand sanitizer station or hand washing station in each break area; post signs on all entrance /exit doors and within the room requesting that all staff wash or sanitize their hands both before and after meals.

6.3 Ensure Adequate Cleaning Schedules Throughout Staff Areas

The venue should review all existing cleaning schedules for staff areas and work spaces. Adherence to the cleaning schedules should be monitored and adjusted or enhanced as needed, especially for common areas and areas with high-touch items.

Provide disinfecting materials to all staff. To enhance on-going event-day disinfecting of high-touch items in the venue, provide staff with sprays or wipes to use as they perform their assigned activities on event-day. Such disinfecting activities should not replace regularly scheduled and dedicated cleaning that occurs at the venue.



Prioritize regular cleaning of high-touch areas and items. Venue may want to apply the following best practices for high-touch surfaces.

Surface	Best Practice for High-Touch Surfaces
Light and Power Switches	<ul style="list-style-type: none"> • Affix signage to remind occupants to keep switches on all day • Provide disinfectant dispensers nearby
Doors	<ul style="list-style-type: none"> • Affix doors in an open position to avoid the need for hand use
Collaboration Tools	<ul style="list-style-type: none"> • Removal of shared conference phones to encourage the use of personal mobile phones or laptop softphones for teleconferences • Removal of whiteboard pens and erasers to encourage individuals to bring and manage their own • Provide whiteboard cleaning solution and disposable wipes adjacent to every board
Chairs	<ul style="list-style-type: none"> • Remove unnecessary fabric upholstered chairs • Affix notices to each chair reminding occupants to avoid or disinfect touchpoints
Shared Equipment	<ul style="list-style-type: none"> • Reduce the quantity of printers and copiers to dissuade printing • 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)

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