



COX
BUSINESS
CONVENTION
CENTER

COVID-19 Venue Safety Plan



INTRODUCTION

As the focus on COVID-19 shifts from total containment strategies to exploring the reopening of economies and lifestyle pursuits, Cox Business Convention Center (CBCC) has developed its own COVID-19 Safe Plan, with guidance from the Tulsa County Health Department and in conjunction with ASM Global’s industry leading VenueShield program, to enable the venue to reopen to fans in the safest way possible.

Cox Business Convention Center is managed by ASM Global on behalf of the City of Tulsa. ASM Global is the world’s leading venue management and services company. This enables CBCC to tap into the expertise and experience of a global network of over 325 facilities while developing its COVID-19 Venue Safety Plan to continue bringing event experiences to life for the Tulsa community.

CBCC has drawn on VenueShield to prepare its customized, comprehensive plan for the reopening of the convention center. In doing so, it has considered the guidance provided by state and local officials, as well as National Health Authorities.

Cox Business Convention Center (CBCC) provides over \$30 million in economic impact to Tulsa annually and hosts visitors from around the country. The downtown Tulsa venue has been recognized as an EXHIBITOR “2020 Center of Excellence” and deemed a top 20 convention center in North America, as well as winning “Best Meeting Site in Oklahoma” (ConventionSouth Magazine) and “Best Event Venue” (Tulsa People) in 2020 reader’s choice award programs. Offering over 275,000 square foot of event space, CBCC is able to provide conference attendees with a seamless flow while allowing CBCC to host large events, sports events, and social galas concurrently. Owned by the City of Tulsa, CBCC is part of Vision 2025-a project to grow economic and community infrastructure for future generations. The venue is managed by ASM Global – the world’s leading venue management and services company – and offers in-house catering, floral, security, box office, bar and concessions, and technical services.

ASM Global subject matter experts have partnered with experts, health officials, and industry leaders in environmental hygiene, sanitization, and fulfillment on all facets of the VenueShield Program.

The program is designed to provide an evolving approach to the unique aspects of ASM Global-managed venues and is guided by input from the company’s venue experts around the world, representing every venue type.

VENUESHIELD

The VenueShield Program has been designed to incorporate the most advanced safeguards and protocols to serve everyone who enters the convention center. It is built on 6 key pillars and has been used as the platform for the development of Cox Business Convention Center’s COVID-19 Safe Plan:

CUSTOMER JOURNEY

Each stage and touchpoint our clients and visitors move through as part of their planning and attending an event has been considered when developing a COVID-19 safe environment. Venue operating principles cover the attendee experience, including:

1. What to expect when using public transport to attend an event
2. Health and safety procedures on arrival and departures
3. External and internal signage
4. Venue capacities; changes to the meeting, conference, and exhibition experience
5. Food and beverage service updates
6. Minimizing queues and crowding and if required maintaining social distancing protocols
7. Enhanced hygiene and sanitation practices

ENVIRONMENTAL HYGIENE

Hygiene protocols combined with government guidelines include:

1. Provision of sanitation stations throughout the venue
2. Cleaning, disinfecting of, and monitoring high touch areas such as elevators, escalators, handrails, door handles, etc.
3. If required, implementing social distancing queuing and operational planning in all restrooms
4. Capacity restrictions in restrooms

5. Increased cleaning and disinfecting of all touch surfaces at the entry/exit points to venue
6. Implementing cleaning protocols for the delivery and receiving of items at the loading docks
7. Prominent advisory signage on hygiene throughout the venue
8. The air quality of the environment in which we operate is of paramount importance; therefore, increased measures during this period have been implemented

SAVOR... FOOD & BEVERAGE SERVICE

Food and beverage services operating principles incorporate the following elements:

1. Increased cleaning and sanitation
2. Food Safety Management certification
3. Plated service
4. Retail service
5. Catering delivery methods
6. Contactless payments
7. Packaging
8. Training

TALENT (STAFF)

Education for team members is vital to inform behavior and help manage health and safety requirements. Training on the following areas will be delivered in preparation to reopening and regularly delivered:

1. Health assessments

2. COVID-19 safety training
3. Event-specific COVID-19 safety briefings
4. Monitor and measure team members’ feedback and implement improvement
5. Social distancing

TECHNOLOGY AND EQUIPMENT

We are incorporating technology that will further enhance each client and visitor’s experience beginning from their event planning phases, arrival, during events, and post event:

1. Contactless payments
2. Contactless ticket validation
3. Food packaging

PUBLIC AWARENESS

The convention center will roll out a comprehensive public awareness campaign to encourage public ownership of the new protocols that will be in place to increase compliance and cooperation. Platforms will include:

1. Mainstream and social media messaging
2. Signage
3. Venue websites
4. Event Planning Guide
5. Ticketing information
6. Assist clients with event messaging regarding protocols

ESSENTIAL VENUE INFORMATION

In developing the Cox Business Convention Center’s COVID-19 Venue Safety Plan, our protocols and procedures were reviewed thoroughly in light of changing governmental regulations, international guidelines, the ASM Global VenueShield Environmental Hygiene Program, and in consultation with leading industry bodies.

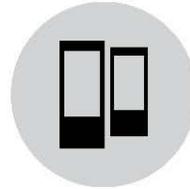
Detailed below here are the areas of operation which have been upgraded with extensive COVID-19 safety measures:



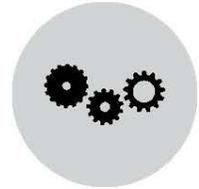
**PLAN
YOUR TRIP**



**ON
ARRIVAL**



SIGNAGE



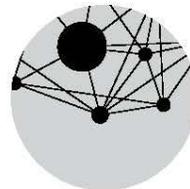
**VENUE
CAPACITY**



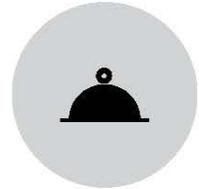
**AV
SERVICES**



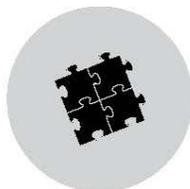
**ENVIRONMENTAL
HYGIENE**



**TECHNOLOGY
AND EQUIPMENT**



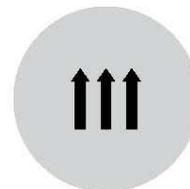
**FOOD
SERVICE**



**ADDITIONAL
SERVICES**



**EDUCATION
AND TRAINING**



ACCESSIBILITY



ACCREDITATION

1 CUSTOMER AND GUEST JOURNEY

The core of the Cox Business Convention Center re-opening plan is focused on the health & safety of those who use the facility. The journey of all customers begins at arrival and continues whether your event is in one of our ballrooms, exhibit halls, or meeting rooms. Provided in this plan are examples of reduced capacities in meeting spaces, social distancing, food service, and environmental hygiene.

1.1 Arrival & Departure Experience

1.1.1 Public Transportation

- The use of public transportation by customers will vary from event to event as well as the proportion of guests utilizing the different modes of available transportation. New trends will likely emerge because of COVID-19.
- The COVID-19 protocols adopted by each transportation provider will influence the confidence customers have in utilizing public transportation and the numbers each mode is able to carry. These factors in turn will influence the number of customers likely to attend an event and the waves in which they will arrive.

1.1.2 Arrival & Departure

- Entrances will be assigned based on event location within the convention center
- There are five main entrances spread out throughout the facility to reduce crowding at entrances
- Event space doors will be opened at peak times to reduce touching of surfaces
- Floor graphics will be placed indicating safe social distancing reminders
- Opening and ending times of sessions staggered when possible to reduce crowds in public spaces
- Access to loading dock spaces will be staggered to enforce social distancing where possible and practical

1.1.3 External & Internal Signage

VenueShield signage with COVID-19 reminders regarding masks, sanitization, and social distancing will be placed throughout the venue depending on the location of the events in progress.



1.1.4 Venue Capacities: Changes to Meeting, Conference, and Exhibition Experience

The Event Manager will discuss specific requirements for room sets ensuring that they align with current state and local guidelines. In order to provide the safest environment, CBCC has updated venue capacity information to be in line with current social distancing requirements. Our team is dedicated to working to developing event solutions that allows clients to reach their objectives while meeting or exceeding health & safety requirements.

Seating	Standard	Socially Distanced	Aisles
6' Round Tables			9' between tables Min. 12' cross aisles
6' Square Tables			9' between tables Min. 12' cross aisles
Classroom Tables			7'6" between tables Min. 12' cross aisles
8' Tables			7'6" between tables Min. 12' cross aisles
6' Tables			7'6" between tables Min. 12' cross aisles
Theatre Rows			6' between chairs Min. 12' cross aisles
Theatre Rows (Family Unit of 4)			6' x 10' taped boxes Min. 6' between boxes
Theatre Rows (Family Unit of 6)			6' x 14' taped boxes Min. 6' between boxes

Meetings & Conferences:

- Monitoring of attendance to support event space capacity and event specific diagrams developed by the Event Manager to meet event requirements
- Hand sanitizer stations at the entrance to each event space
- Multimedia and live streaming can be incorporated by the ASM Tulsa Technical Services team
- COVID safe cleaning and disinfecting measures between each session as time allows
- Recommendation of contactless/touchless registration

Exhibitions

- Monitoring of attendance to support event space capacity and event specific diagrams developed by the Event Manager to meet event requirements
- Dedicated exhibition entrance
- Signage will communicate instructions on COVID-19 safe behavior and information for exhibitors and attendees including the following:
 - No handshaking
 - No giveaways or booth snacks
 - Appointments assigned to attendees
 - No live hands-on demos
- Hand sanitizer stations throughout the exhibit area
- Reduced gathering of crowds and queues by use of floor decals, stanchions, and signage

Ticketed Events

- Contactless ticketing validation
- Reduced gathering of crowds and lines by use of floor decals, stanchions, and signage.
- Ticketmaster, the venue's ticketing agent, will adopt the policy of only issuing mobile tickets to all customers. This will provide the following benefits:
 - Contactless entry
 - The ability to share tickets seamlessly and securely
 - The ability to identify all ticket holders
 - Customers able to store tickets in their digital wallet
 - Ability to update and control ticket content in real time
 - Allowing for push notifications for the latest information to ALL patrons
- CBCC will create ticketing manifests to account for the locally mandated social distancing requirements
- Minimal box office windows will be utilized to assist patrons with ticketing issues or inquiries on the day of the event only
- Use of magnetometers and/or handheld wands is mandatory during ticketed events and will be employed to maintain the security of the venue; the following safety measures will be implemented for this process:
 - Magnetometers will be spaced to ensure proper social distancing can be maintained during the screening process
 - Security staff using wands will wear appropriate personal protective equipment (PPE) and ensure the wand does not come into contact with guest
 - Wands will be sanitized on a regular basis
 - A secondary screening location to be established for guests who fail to clear the initial screening
 - Staff members charged with additional screening of guests will be equipped with the necessary PPE and have access to a handwashing station as a follow up to a more thorough screening
 - A hand sanitizer station or hand washing station will be provided for staff performing the screening process.
 - If bags must be handled by staff, the following hygiene protocols should be in place:

- All staff required to check bags should be provided with gloves, face coverings, and hand sanitizer or access to a handwashing station
- All touch points will be wiped or sanitized frequently
- Bag check process will be set up to accommodate social distancing

Outside Activities

- Promotional or sponsor activation programs will be minimized or cancelled to prevent congregation of crowds and decrease additional touch points
- Any activations that are approved will be static in nature and not encourage public participation
- COVID-19 safe signage will be strategically placed around the venue to encourage social distancing and remind patrons of proper hygiene measures to include washing hands and using hand sanitizer

Audio Visual and Technology Services

- Ensure all equipment is cleaned and sanitized prior to use
- Equipment that is handled by multiple people throughout the event will be cleaned and sanitized regularly; these items include but are not limited to:
 - Handheld, lapel, headset, and lectern microphones
 - Laptops and other computer devices
 - Presentation remotes
 - Lecterns, seats, and side tables
- All equipment will be cleaned and sanitized at the close of each event day

Materials Handling

Workers should maintain 6 foot social distance whenever possible. However, maintaining social distancing in confined spaces, such as inside a trailer, may not be possible and the general need for distancing should not cause other unsafe working conditions.

Loading Dock & Equipment Deliveries

- Social Distancing measures
 - Stagger vehicle unloading to enforce social distancing where possible and practical
 - When possible, use a fork lift in the truck to bring the equipment to a less enclosed space to unstack
- Environmental hygiene measures
 - Provide proper PPE, which should be worn at all times
 - Drivers should remain in truck cab or be provided PPE
 - Provide access to hand sanitizer or a hand washing station

1.1.5 Food & Beverage Service Updates

COVID-19 is a respiratory disease spread from person to person, not a foodborne disease. The World Health Organization (WHO) and the Center for Disease Control (CDC) advises there is currently no evidence that COVID-19 is transmitted through the consumption of food or beverages or through contact with food packaging materials. The following measures have been taken to ensure the enhanced safety of food and beverage safety regardless:

- **SAVOR...** will take all practical steps to prevent contamination of food production and service areas
- CBCC and **SAVOR...** has reviewed the following food service methods with additional COVID-19 safe modifications:

- Plated service
- Buffet service
- Coffee breaks
- Retail service
- Catering Sales Managers will work with clients on specific food & beverage needs to reach event objectives while meeting health & safety requirements

1.1.6 Enhanced Hygiene and Sanitation Protocols

- Patrons will be directed to follow local and state guidelines, in conjunction with the event organizer, when wearing face coverings and/or gloves while attending events
- Hand sanitizer stations will be abundantly accessible and always within sight located near and around high-touch surfaces and gallery spaces, restrooms, concession stands, and entrances to event spaces

1.1.7 ADA Accessibility

- Any space or queuing system that reduces points of ingress or egress must ensure continued ADA accessibility and entry to the venue
- Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure
- Supply of assistance equipment (wheelchairs, etc.) will be sanitized before and after each use
- Dedicated restrooms with specific sanitation requirements

1.1.8 Emergency Exit Plans

- The goal of maintaining 6 foot social distance, when local rules require it between people, will be a secondary consideration if there is a clear and imminent danger requiring an emergency evacuation

1.2 Public Circulation

1.2.1 Common Areas and Galleries

- Guests will be reminded of social distancing rules in common areas and galleries through extensive signage and floor decals
- When possible, specific entrances will be designated based on event location within the convention center to minimize people movement around the entire venue
- High-touch areas will be frequently sanitized as soon as doors are open using products approved by the applicable health authority

1.2.2 Entrances

- When possible, patrons will be directed to the entrance closest to their event location to minimize unnecessary circulation within the venue; in order to help achieve this, entrances will be marked with directional signage and floor markings.

1.2.3 Public Restroom Access

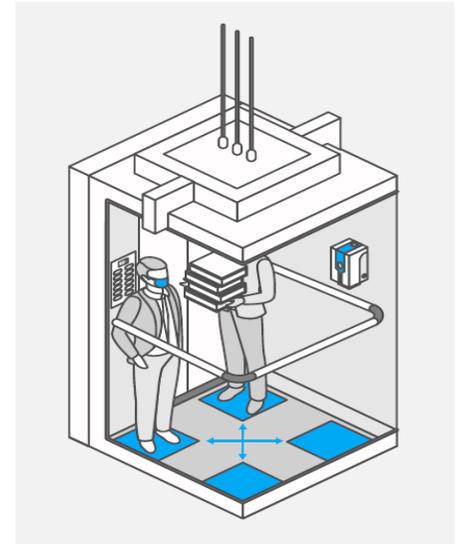
- Public restrooms in the venue will be equipped with foot pulls to reduce contact
- Portable queuing systems will be installed outside high use restrooms with appropriate spacing between rows and distance markers placed on the floor to assist queuing
- Appropriate signage will be placed to remind patrons to maintain social distancing and the relevant hygiene messaging
- In circumstances where urinals and hand sinks are closer than 6 feet, every second unit will be taken out of use

1.2.4 Accessible Restrooms and Baby Change Stations

- Accessible restrooms and baby change stations will be maintained by an attendant at a minimum of every hour from the start of the event to sanitize all touch points
- Disinfectant wipes will be provided to sanitize surfaces between uses

1.2.5 Elevators

- Capacities will be limited to two to four persons at a time
- Elevators will be prioritized for accessible guests and accessible employees
- Signage defining capacities as well as hygiene guidelines will be placed at all elevator entries and within the elevators themselves
- Social distanced queuing will be provided at each elevator
- Hand sanitizer will be placed at each elevator lobby adjacent to call button
- Alternative access by stairs will also be provided to minimize queuing and congestion



1.2.6 Escalators

- Social distanced queuing will be placed at the top or bottom of each escalator to control access
- Signs advising guests to maintain appropriate social distancing between riders will also be in place
- Hand sanitizer stations will be placed at the top and bottom of each escalator

1.2.7 Drinking Fountains

- These have been reopened based on the recommendation of the Tulsa County Health Department

1.3 Procedures and Protocols for Dealing with a Suspected Case of COVID-19

1.3.1 Key Features

- The Coronavirus (COVID-19) produces predominately respiratory symptoms
- Incubation from exposure to illness is thought to be up to 14 days
- Transmission appears to be isolated to droplets from respiratory secretions
- COVID-19 appears to be easily transmissible through droplets

1.3.2 Case Identification

- Patients deemed at risk are identified as within the past 14 days:
 - Come in contact with a confirmed or probable case
 - Persons who have recently travelled interstate or overseas
 - Passengers or crew who have travelled on a cruise ship
 - Healthcare, aged, or residential care workers with direct patient contact
 - People who have lived in or travelled through a COVID-19 hotspot
- Clinical features at risk are identified as experiencing the following symptoms:

COVID-19 Venue Safety Plan



- Fever (>100.4) or history of fevers
- Respiratory symptoms (cough, shortness of breath, sore throat)
- Other reported symptoms of COVID-19 include fatigue, loss of smell, loss of taste, runny nose, muscle pain, joint pain, diarrhoea, nausea/vomiting, and loss of appetite
- Patients with the above features should self-quarantine until tested negative; if you suspect it - get it tested!

1.3.3 Procedure

- Patients presenting to medics and self-reporting a concern of COVID-19 or fitting the above criteria are to be managed as follows:
 - Patient is fitted with a surgical mask if they do not already have one. They are then isolated from the public, instructed to wash their hands.
 - Staff assessing are to wear masks, Gloves, Gowns and Safety Glasses always and rotate every 10mins
 - Patient is to go directly to their own private vehicle and report to their physician immediately.
 - Under no circumstances is public transport to be used.
- Cox Business Convention Center management is to be notified immediately of COVID-19 case presentation
- Room decontamination policy is then to be followed by the venue

2 ENVIROMENTAL HYGIENE

As the operator of over 325 venues worldwide, ASM Global has been able to draw on its extensive network of venues and experts to develop its VenueShield Hygiene and Sanitation Protocols which will be applied to meet the requirements of the event. These procedures meet or exceed the CDC's health guidelines & requirements.

Furthering our existing high standards of cleanliness and sanitizing protocols, CBCC has introduced routine measures (constant), operational measures (during events), and deep clean measures.

2.1 Hygiene and Sanitation

2.1.1 Clean Venue

- The venue will have highly visible and clearly signed sanitizer dispensers at every access point throughout the venue.
- Staff will be trained in latest cleaning and sanitizing techniques.
- The venue will ensure gloves, masks and any other Personal Protective Equipment will be issued to the relevant staff and additional stocks will be readily available throughout the venue at convenient locations.
- The use of PPE will vary depending upon the Operational Group and their function within the venue.

2.1.2 Cleaning Processes

As part of the Hygiene and Sanitation Protocols, consideration for the following has been made in the implementation of procedures:

- All staff will be required to wear the appropriate PPE when cleaning any part of the venue
- The use of hydrochlorous acid in an electrostatic sprayer will be utilized provided by the Tulsa Area Emergency Management Agency (TAEMA) on the following high touch points and high traffic areas on 2-hour intervals. These areas include, but are not limited to:
 - Elevators
 - Escalators
 - Restrooms
 - Public spaces
 - Door handles and push pads
 - Door latches
 - Hand rails
 - High use benches (such as reception, security benches, and desktops)
 - Pens and pencils at sign in points
 - Swipe card access readers, finger scanners and touch screens
 - Fridge doors/handles in staff kitchens and break rooms
 - Dressing rooms
 - Tasting room
 - Show offices
 - Storage areas
 - Staff offices

2.1.3 Cleaning Products

In addition to the process of cleaning we have worked with our suppliers to ensure that we are utilizing the proper products to clean and disinfect surfaces appropriately. Products used to are listed below:

Spic and Span 3 in 1 Disinfecting All-Purpose Spray & Glass Cleaner

Powerful 3-in-1 formula helps improve productivity by simplifying cleaning and replacing three products with one for less inventory. Spic and Span offers remarkable cleaning performance as a disinfectant*, hard surface cleaner and glass cleaner.

- Cleans with 50% fewer strokes saving you time and labor.
- Hospital Use Disinfectant is effective against germs*
- Requires no pre-cleaning step for general disinfection
- Included on the EPA List N: disinfectants for use against the novel coronavirus SARS-CoV-2

Comet® Disinfecting - Sanitizing Bathroom Cleaner

Comet Disinfecting - Sanitizing Bathroom cleaner powers away tough soap scum and hard water stains without scrubbing. Non-abrasive formula cleans greasy soap scum with 50% fewer strokes, saving time and labor. Effectively cleans and disinfects/sanitizes in one step, eliminating the need for multiple products when used as directed. Product delivers a remarkable clean with a pleasant, citrus fragrance.

- Included on the EPA List N: disinfectants for use against the novel coronavirus SARS-CoV-2

P&G Pro Line® Finished Floor Cleaner

Cleans to the shine and works to dissolve and remove tough ground-in dirt from finished floors, without leaving a dulling residue. Delivers shine and extends time between strips, by effectively removing grimy soils. Low “sudsing”, making it an excellent choice for use in automatic scrubbing machines.

- Removes up to 59% more particulate soils than the leading competitor
- Designed to extend life between scrub and recoat
- Makes 4x as many mop buckets as the leading competitor
- P&G Pro Line® Disinfecting Floor & Surface Cleaner II
- Combines activity of dialkyl quat with powerful cleaning agents, buffered to a neutral pH for no-rinse cleaning and disinfecting. One-step cleaner, disinfectant, and deodorizer that's effective against a broad spectrum of bacteria. Virucidal*. Fungicidal inhibits growth of mold and mildew and its odor. EPA Registration No. 1839-215-84740. *Herpes Simplex Type 1 *Influenza A/PR *HIV-1 (AIDS virus) *Vaccinia *Rubella *Herpes Simplex Type 2

Clorox® Disinfecting Wipes Fresh Scent

Clorox® Disinfecting Wipes remove germs, bacteria, kitchen grease and countless other nasties you find lurking on surfaces.

- Kills 99.9% of germs that can live on surfaces for up to 48 hours
- Kills 99.9% of Viruses* and Bacteria
- Kills Staph, E. coli, Salmonella, Strep

PURELL® Advanced Hand Sanitizer Foam

- Kills 99.99 percent of most common germs that may cause illness
- Outperforms other hand sanitizers ounce-for-ounce¹
- Clinically-proven to maintain skin health²
- America's #1 Instant Hand Sanitizer³
- SMART-FLEX™ bottle design uses 30% less material than HDPE

- Patent-pending controlled collapse technology maintains bottle shape longer while emptying
- Removable pump for easier recycling
- SANITARY SEALED™ refill helps prevent contamination

ENMOTION® GEN2 MOISTURIZING FOAM HAND SOAP

enMotion® Gen2 Moisturizing Foam Hand Soap provide rich, foaming lather and a mild conditioning formula to leave skin feeling fresh, while being gentle enough for daily use. This foaming hand soap are also USDA Bio Preferred and Green Seal Certified.

2.1.4 Building Systems & HVAC

- Building engineers continue to verify the adequate operation of mechanical systems and will restore all sequences, set points, and schedule modifications from the rollback of operations
- Air quality improvements include:
 - Increasing building intake and air exchange rates during occupied event hours
 - Ongoing process of replacing HVAC air filters
- Pre-return inspection of all Life Safety Systems

3 TECHNOLOGY AND EQUIPMENT

CBCC aims to stay at the forefront of technological advancements when delivering events, offering clients a broad range of solutions encompassing audio / visual and technology services. Technological solutions also play a critical role in streamlining and managing health and safety protocols efficiently and accurately. The venue will employ several strategies and associated technology & equipment to assist in the current environment. This includes:

TECHNOLOGY

- Temperature scanning kiosks at staff entrances; these will assist in ensuring no staff member entering has raised temperatures or fevers:
 - All parties responsible for these checks will wear appropriate PPE
- The venue's ticketing systems allow for scanning without staff physically handling or touching tickets
- All points of sale (ticket sales, catering, and merchandise) offer contactless opportunities
- Virtual site tours are available to assist with a contactless planning experience
- Use of digital signage for COVID safe messaging
- Additional overflow requirements available to easily connect multiple rooms due to social distancing in meeting rooms
- In-house support of virtual events
- The ability to deploy more access points to accommodate social distancing

EQUIPMENT

- Backpack sprayer for sanitizing surfaces
- Plexiglas barriers installed when social distancing cannot be achieved such as concession stands, security, and receptionists areas
- Stanchions will be set to assist with forming queue lines in high traffic areas

4 TALENT (STAFF)

The most important asset at CBCC are the people who work here every day to help make your event a success under any circumstances. This section of the plan outlines how employees will return to work as well as procedures for third-party contractors to access the facility. ASM Tulsa management will continue to receive information from multiple resources to modify policies and recommendations for the safety of personnel.

4.1 Staff Wellbeing

The health and wellbeing of all persons working on site is of utmost importance. This includes:

- Venue management staff
- Event security staff
- Catering staff
- Third party contractors
- Broadcast/media staff
- Law enforcement and medical staff

To minimize the risk of infection, stringent measures will be implemented to protect the well-being of staff:

- Remote or flexible work schedules (on a case by case basis) for personnel who need to continue to observe Stay-at-Home, who may have child or elder care obligations, or who live with a person who still needs to observe Stay-at-Home

due to underlying conditions, age or other factors. A determination will need to be made by the General Manager as to whether or not the member can effectively perform their duties from home. If approved, the employee will continue to follow all company rules, policies, and practices when they work from home. In addition, the following basic requirements must be met:

- Carry out the same duties, assignments, and other work obligations at home as they do when working on ASM Tulsa premises without distraction.
 - Be readily available by phone and email to their supervisors and co-workers during their regularly scheduled hours.
 - Frequently check office voicemail and respond as appropriate or applicable.
 - Frequently check email and respond as appropriate or applicable.
 - Ensure any work documents utilized or referenced when working from home are kept confidential and secure, in keeping with our policies.
 - Not reference working from home or working flexible hours on their voicemail or email.
 - A non-exempt (hourly) employee will be required to accurately record all hours worked and have those hours approved by their manager. The manager will record the hours into the Time and Attendance program. Overtime will not be allowed or approved.
- ASM Tulsa personnel will minimize all in-person meetings. All meetings that must occur in person must allow for physical distancing of a minimum of 6' between people and include no more than 10 people total.
 - All team members will be provided initial and ongoing COVID-19 safe training on day to day procedures as well as event day procedures
 - All personnel will be required to practice physical and social distancing (minimum of 6' per CDC recommendations) at all times and are encouraged to wash hands regularly and use hand sanitizer when hand washing is not available.
 - ASM Tulsa will require employees and contractors entering the facilities to undergo a temperature check at to be determined entry points to the facilities. Employees or contractors will be sent home if they are found to have an elevated temperature of 100.4 or above.
 - Clients can submit a health & safety plan for their event to the Tulsa County Health Department for feedback and recommendations on how their plan reduces the exposure to COVID-19; for events with 125+ attendees, this will be a required step in the event planning process

4.2 Entry Process

4.2.1 Temperature Checks

Prior to coming to work

All Employees are asked to assess their health prior to coming to work. ASM asks that before coming to work, employees are to take their temperature at home. If temperature is below 100.4, the employee may come to work. If the employee does not feel well, they are to stay home and contact their supervisor, prior to the start of your shift.

Upon arrival at the venue

All workers entering the venue will be required to undergo an assessment (including temperature checks) at their point of entry. The temperature checks will be conducted at the staff security entrance point:

Temperature	Action
Less than 100.4°	<ul style="list-style-type: none"> • Provided the individual passes, they will be permitted entry
Between 100.4°F and 102.5°F	<ul style="list-style-type: none"> • Individual will not be permitted entry and asked to wait in security holding room for a 15 minute period for a second test

	<ul style="list-style-type: none"> If the temperature range is replicated, the individual will not be permitted access but may be tested for site access 24 hours later. If the temperature records as 100.4°F or less, they will be permitted to the site
Above 102.5°F	<ul style="list-style-type: none"> Individuals who record a temperature above 102.5°F (initially or during the retest) will not be permitted entry and must not return without medical clearance.

4.2.2 Personal Protective Equipment

The venue will provide PPE (masks, gloves, goggles etc.) to any staff whose job duties require them or request them by personal preference. Third party vendors and subcontractors will be responsible for providing their own face coverings. If they do not have proper face coverings, the venue will provide approved face coverings. Approved face coverings can be obtained from the security office upon check in.

Putting on a face mask:

- Clean hands with soap and water or an alcohol-based hand sanitizer before donning your mask.
- Avoid touching the inside surface of the mask.
- Visually inspect the mask to determine if its integrity has been compromised.
- Check that the straps/ear loops, nose bridge, and mask material are good condition.
- If the integrity of the mask has been compromised, do not use the mask. Please discard.
- With clean hands, secure the ties of the mask at the middle of the head and neck. If the mask has ear loops instead of ties, secure the ear loops over the ears.
- Fit the flexible band to the bridge of the nose.
- Gently stretch the mask to cover your nose and to extend below your chin.
- Adjust the mask to a comfortable position so that you can avoid future adjustments and touching your face.

Removing a face mask:

- The front of the mask is contaminated – Do Not Touch!**
- If your mask has ties, first carefully remove the bottom tie and then the top. Pull the mask away from your face without touching the front.
- If your mask has ear loops, grasp the ear loops from behind the ears and remove the mask from your face without touching the front.
- After removal, masks should be placed in a bag if sanitation will not occur immediately.
- Perform hand hygiene (wash hands with soap and water for at least 20 seconds following removal of masks).

Sanitation of face masks:

- Thoroughly clean both sides of the mask using soap and hot water. Do not use scalding hot water. Surgical masks are fragile and tear easily; please be gentle. Ensure that all surfaces of the masks are cleaned and then rinse all soap from the mask. Gently pat the surface of the mask dry with a paper towel. Spread the mask out in an undisturbed area to allow it to air dry completely.
- Homemade face masks can be laundered in a household washer and dryer. Gentle cycle and hot water/heat are recommended.
- Sanitized masks that are completely dry should be stored in a cool, dry place until needed for additional use.

4.2.3 Staff Entry

- To discourage crowding around the staff entry point, social distancing will be required before temperature checks occur
- Staff will be required to sanitize their hands following the use of any terminals

4.2.4 While on Site

While on site employees will be required to adhere to the following to minimize the risk of exposure to COVID-19:

- Wash hands often with soap and water for at least 20 seconds
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Wear a cloth face covering (guidance in section 4.2.2)
- Cover coughs or sneezes with a tissue, throw the tissue in the trash, and then wash hands. If you are not able to accomplish with a tissue, cough or sneeze into your arm.
- Maintain 6-foot distancing and discourage shared spaces including break rooms.
- Avoid gatherings (meetings, waiting rooms, etc) of more than 10 people.
- Access to break room and locker rooms should meet social distancing requirements.
- Extreme care in public spaces where kitchen appliances are used to store food and/or heat food should be wiped down after every use. Food should not be consumed in these areas or with others present.
- Minimize the number of people in an elevator at one time. Use of stairs is encouraged for those who are able.
- Employees are discouraged from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Any equipment used should be wiped down before and after each use.

4.2.5 Staff Uniforms

All event staff and security staff are provided with their own uniforms which they retain and launder

4.2.6 Staff Common Areas

- To minimize unnecessary interaction between staff in their common areas, staff will be encouraged to go immediately to their assigned positions after signing in and using the restroom
- Staff will also be discouraged from bringing bags and any items which require storage or bag searches upon entry; in some instances, this will be unavoidable as many come from other jobs however every effort will be made to avoid the need for storage
- All staff boardrooms have a maximum capacity of ten persons to provide for proper social distancing
- Break room seating will be set up for social distancing
- All high touch areas will be sanitized frequently
- Hand sanitizer stations and/or hand washing stations are available

4.2.7 Sign Out and Return of Equipment

Staff will be required to wipe down all equipment using approved cleaning methods (such as sanitizing wipes) upon sign out of equipment; they will again be required to wipe equipment and keys upon their return to security

4.2.8 Procedures and Protocols for Staff Members – Human Resources

- The HR Manager (Allen Curd) is charged with addressing COVID-19 employee issues.
- Directors will, in coordination with the HR Manager, enforce rules and policies and send personnel home when management, in its sole discretion, determines it is in the best interest of other personnel to do so, due to potential sickness or infection. We will not take disciplinary action for the first offense. Should it occur a second time, we will consider it a safety violation and appropriate action may be taken.
- If an employee is not feeling well for any reason, they are required to contact their supervisor prior to their shift and to stay home. During these challenging times, ASM Global & ASM Tulsa is TEMPORARILY suspending its progressive disciplinary process for team members who may have attendance challenges given the current circumstances. While we will try to make every effort to work with our team members during this time, if the employee's attendance becomes disruptive to the organization and our ability to conduct business, we will require the employee to take a Personal Unpaid Leave of Absence.
- Directors and managers of the various departments will ensure they have enough part time active personnel to take care of any absences that could adversely affect the ability of the organization to perform essential functions during an event or on a normal workday. When possible cross-training of employees will occur for various functional tasks within a specific department. Directors and managers will take every opportunity to use full time staff when there is not enough part time staff to work an event.

4.2.9 COVID-19 Scenarios

Symptomatic employees should always stay home from work and inform their manager ASM Tulsa's HR Manager. If an employee develops symptoms within three (3) days of working on site in an ASM Tulsa facility, the employee must notify ASM Tulsa's HR Manager immediately for further direction.

SCENARIO A: Team Member with Direct Exposure to Confirmed COVID-19 Case Team Member reports direct exposure to a confirmed case of COVID-19:

- The local HRBP and General Manager should be notified
 - If Team Members has been boosted
- OR**
- Completed the primary series of Pfizer or Moderna vaccine within the last 6 months
- OR**
- Completed the primary series of J&J vaccine within the last 2 months
 - The Team Members **DOES NOT** need to quarantine after direct exposure to a confirmed case of COVID-19 unless they have symptoms. However, they must:
 - Wear a mask while at work unless actively eating/drinking for 10 days
 - Test on day 5
 - If negative, they need to provide proof to local HR and remain masked while at work until the original 10-day window has passed
 - If positive, follow guidance for Scenario C
 - If the Team Member has completed the primary series of Pfizer or Moderna vaccine over 6 months ago and are not boosted
- OR**
- Completed the primary series of J&J over 2 months ago and are not boosted

OR

- Are unvaccinated

The Team Members must:

- Stay home for 5 days
- Test on day 5
 - If negative, they need to provide proof and return to work but remain masked while at work unless actively eating/drinking until 10 days have passed since exposure
 - If positive, follow guidance for Scenario C pg. 5

SCENARIO B: Team Member with Potential Exposure to a COVID-19 Case Team Member reports exposure to an unconfirmed case of COVID-19:

- The local HRBP and General Manager should be notified
- If Team Members has been boosted

OR

- Completed the primary series of Pfizer or Moderna vaccine within the last 6 months

OR

- Completed the primary series of J&J vaccine within the last 2 months
 - The Team Members **DOES NOT** need to quarantine after contact with potential exposure to COVID-19 unless they have symptoms. However, they must remain masked while at work unless actively eating/drinking until the unconfirmed case can be confirmed
- If the Team Member has completed the primary series of Pfizer or Moderna vaccine over 6 months ago and are not boosted

OR

- Completed the primary series of J&J over 2 months ago and are not boosted

OR

- Are unvaccinated
 - The Team Members must:
 - Stay home until unconfirmed case can be confirmed OR for 5 days
 - After that they can return to work but remain masked while at work unless actively eating/drinking until 10 days have passed since exposure

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 pg. 6

SCENARIO C: Team Member with a Confirmed Diagnosis of COVID-19 Team Member reports diagnosis of COVID-19:

- The local HR Business Partner (HRBP) and General Manager should be notified. HRBP should notify ASM Global's Corporate Human Resources Department.
- The Team Member, regardless of vaccination status
 - Stay home for 5 days
 - 5-day window begins from date of positive test
- If the Team Member has no symptoms OR their symptoms have resolved and they are fever free for at least 24 hours, they can return to work after 5 days
 - **If the Team Member continues to have symptoms or they continue to have a fever, they need to stay home until their symptoms and/or fever resolves**
- While at work they need to remain masked unless actively eating/drinking for an additional 5 days

SCENARIO D: Third Party contractor or client's employee has symptoms or test positive for COVID-19

If a third party contractor or client's employee worked on site at an ASM Facility, and tests positive within three (3) days of working in an ASM Tulsa facility, it is required by ASM Tulsa that a representative from the organization informs a Director with ASM Tulsa of a positive case within their organization. ASM Tulsa has the sole discretion for policies regarding Third Party / Subcontractors working on site within an ASM Tulsa facility.

**Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation*

Please reach out to Corporate Human Resources if you have any questions pertaining to this guidance

5 FOOD & BEVERAGE SERVICE

All food and beverage will be carried out by the convention center's in-house caterer, SAVOR..., who was a participant in the creation of the VenueShield program with ASM Global.

5.1 Cleaning

- All SAVOR... outlets are maintained under the cleaning schedules in its Food Safety Program; the cleaning schedules have been reviewed as part of their COVID-19 Safe Management Plan and the frequency of cleaning has been increased where necessary
- All outlets are deep cleaned prior to and post event; in addition, SAVOR... has developed and implemented detailed cleaning schedules for all front of house spaces and non-food related workspaces to ensure regular cleaning and sanitizing of all touchpoints and all equipment

5.2 Food Packaging

- All food packaging in retail concession outlets will be single-use, disposable and, where possible, the food packaging will be fully enclosed; this will help retain the quality of the product and reduce the risk of contamination of the product while on display and being carried by the customer from the outlet to their seat
- SAVOR... has put in place a range of procedures to ensure all reusable serving ware is thoroughly cleaned and sanitized, and direct contact by staff is either eliminated or reduced; there will be no shared serving ware made available at any food service areas (such as tongs)

5.3 Product Offering

- Retail catering will be delivered via a combination of fixed food outlets, bars, and mobile kiosks
- The product offering will be reduced in retail outlets; this will speed up production, reduce customer queuing and dwell time in the outlet, and speed up the transaction time at the point of sale
- Cutlery will be single use sealed packs and condiments (sauces, seasoning, etc.) will no longer be self-serve and will be issued by the staff upon request

5.4 Delivery / Preparation

- The SAVOR... COVID-19 Safe Management Plan includes Safe Work Procedures for the cleaning and sanitizing of all logistic equipment between each delivery
- In concession stands, product will be distributed to the outlets by carts from the kitchen

5.5 Personal Protective Equipment (PPE)

- The SAVOR... COVID-19 Safe management plan includes safe work procedures for the use of gloves including the requirement for gloves to be changed regularly; all handling of food will require the staff member to wear gloves and single use gloves are made available across all the catering areas
- Masks are mandatory and will be made available to staff on request
- All staff are required to wash or sanitize their hands regularly throughout their shift, with additional staff breaks available to facilitate regular hand washing; hand sanitizer is also made available in all catering outlets including back and front of house

5.6 Service

- Queuing: designated queuing directional signage has been installed to assist with customer flow
- Circulation/Spacing: if local rules require, social distancing signage will be installed on the floor directing the customers through the general area

- Payment: all registers and equipment will be cleaned regularly throughout events, including sanitizing with alcohol wipes between transactions where customers have used the keypad
- Availability: We will have a proportional number of concessions stands open to the size of the crowd
- Stagger meal and break times to minimize crowds
- No self-service buffets of condiments
- Only Individual servings, plated with lids or boxed or Action Stations with Sneezing Guards and Attendants
- Individual bottled/canned beverages
- Use banquet cutlery rollups. No loose cutlery

5.7 Training

- All food handling staff are required to obtain the Tulsa County Health Department Food Handlers certification, and are trained on all SAVOR... Post-Covid Food Service Guidelines.
- All staff will be educated on each of their catering areas highlighting the new COVID-19 protocols relevant to their specific workspace

5.8 Uniforms

- Staff working in concession stands are issued their own concessions uniform and are required to launder the uniform between shifts
- Kitchen aprons are laundered and sanitized offsite and distributed to necessary staff for each event

5.9 Catering

- Catering will be prepared in the main kitchen and distributed to the relevant space
- All food will be packaged individually in disposable containers, or provided at action-style buffets with an attendant to be served in an enclosed container
- All protocols around the entry of the sterile areas of the venue will be strictly observed
- Hot food will be delivered in a hot box, which will be sanitized after each delivery
- Cold food will be distributed on covered carts or on plates covered with lids
- All staff distributing the food will wear gloves and will change them after each separate task
- Wine service to guests at the table must be done by a server. Wine bottles will not be able to be preset on the table for guests to serve themselves. Additional charges for wine servers will apply.
- Additional coffee/break stations to be added to reduce congestion at each station
- All buffets, beverage stations, etc will require an attendant, as no self-serve stations will be available to reduce high-touch points. This includes water stations and beverage refrigerators.
- Passed beverage and appetizer options are prohibited at this time. All beverages and appetizers that could have been passed will be available at stations with attendants for service.
- Communal items for food service will now be served individually, such as bread, butter, salt and pepper shakers, etc.

5.10 Backstage Catering

- Social distancing will be kept in mind while setting spaces for catered areas.
- All buffets will require an attendant to serve food to guests, which will be single-sided only and include plexi-glass shields in front of food items.

COVID-19 Venue Safety Plan



- Beverage stations will also include an attendant, including coffee machines, water stations, fridges, etc.
- All items will be served in a container with a lid, or pre-packaged.
- All plates, cutlery, cups, etc will be single-use and eco-friendly whenever possible.
- Hand sanitizer will be provided for guests and food and beverage employees to use as needed.
- We will work with clients on the delivery dressing room requirements to provide the safest environment possible.

6 PUBLIC AWARENESS

One of the key pillars of the VenueShield and Cox Business Convention Center COVID-19 Venue Safety Plan is public awareness, which allows the community and venue stakeholders to understand and buy into the measures in place. This increased buy in ensures a safe and comfortable environment for staff and patrons.

Through our public awareness strategy, we aim to condition stakeholders to the new normal for the venue and bring them on the journey to encourage both cooperation and compliance, and to create advocates for the new arrangements. To ensure all stakeholders embrace these changes, we must have clear and targeted strategies for all constituent groups. A comprehensive marketing campaign will be delivered to help inform and educate all stakeholders about the new normal for the venue’s events.

This marketing campaign will identify relevant stakeholders and relevant marketing channels to deliver a consistent message as effectively as possible to encourage buy-in and cooperation. The campaign will be timed and delivered with messages before events as well as on site at the event.

6.1 Creative

Specific content for messaging will need to be determined dependent on information required at the time.

Various channels include:

- **Owned:** social media, website, email lists, venue signage
- **Shared:** community partners and influencers, government partners
- **Earned:** media relations, influencer relations, word-of-mouth

6.2 Feedback

To ensure customer satisfaction and health and safety guidelines are met and exceeded, feedback in the form of surveys and debriefs will be used. Surveys have been sent to event planners and staff will hold post-event debriefs to ensure any issues are flagged and addressed as needed.

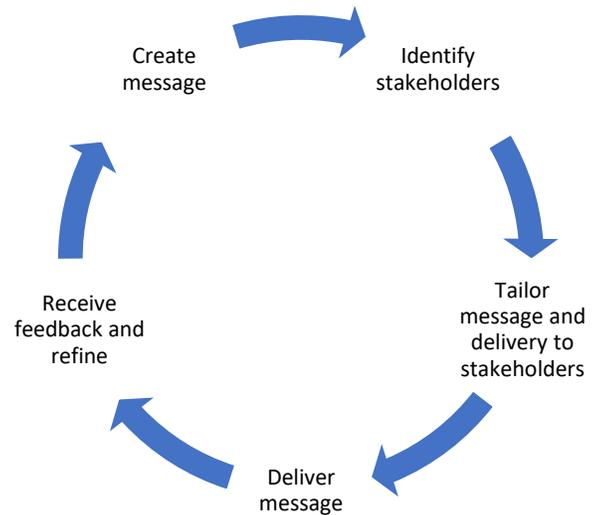
6.3 Messaging

There will be multiple messages conveyed to different stakeholders, with the consistent overarching message to be:

Crowds are returning – it will be safe and exciting – we need your help!

The three different strategies are related to the amount of detail required for each message. They will be a combination of ongoing and specific delivery:

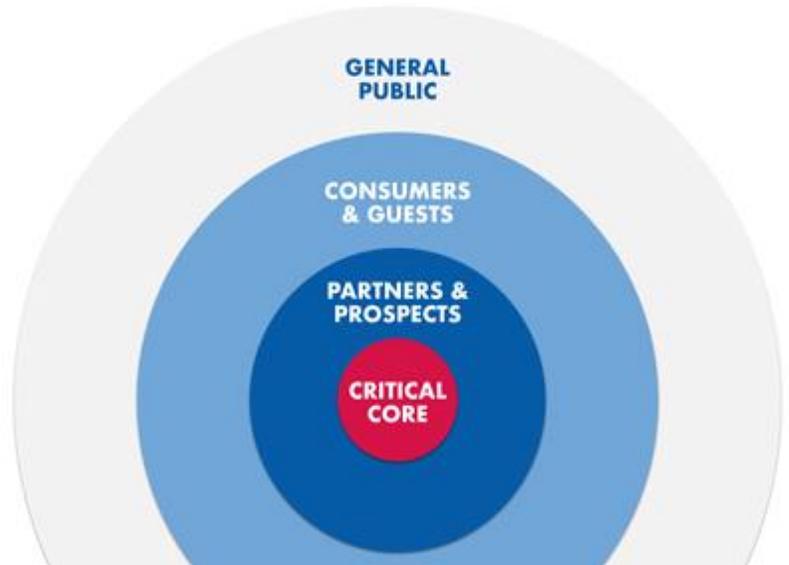
- **Broad messaging** (before event) will continue throughout the campaign; it will be on the website and explained using a blog
- **Refined messaging** (before event) will be consistent but will have relevant details for each event, such as event time, arrival times, and crowd sizes; attendee expectation and follow through on those expectations are key
- **In venue messaging** (at event) will continue throughout the campaign to include fixed and digital signage



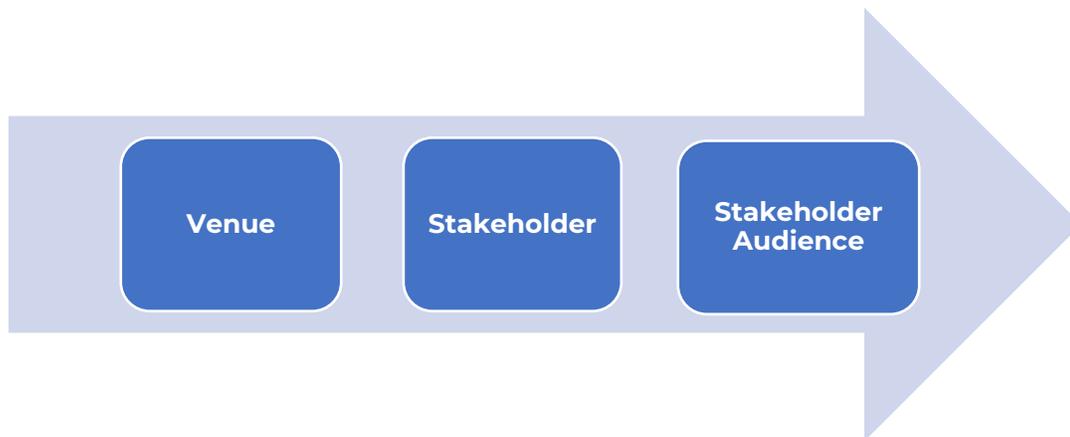
6.4 Stakeholder messaging

Stakeholder messaging refers to the different channels and timing we use to deliver specific messaging to our various stakeholders. Our stakeholders include:

- Local businesses
- Local residents
- TPFA and the City of Tulsa
- Third party contractors
- Sponsors
- Clients/event organizers
- General patrons
- Staff



Refined messaging will need to be circulated through all staff and partners to reinforce messaging. This messaging will need to be consistent with our overall messaging, while containing different details depending on the audience. By partnering with our stakeholders and public influencers on consistent messaging, we can ensure greater buy in and trust.



6.5 In-Venue Messaging

At Entry

In venue messaging will first be reinforced at entry points where physical signage (digital where screens are available) information regarding entry procedures will be displayed.

Messages include:

- COVID-19 safe general hygiene
- Social distancing markings and information where applicable
- Restroom / amenities information
- Non-touch ticketing when applicable

These will be reinforced prior to event and refined messaging available on the website.

Directive / Patron Flow

Once inside the venue, the pathways to the event location and information will need to be conveyed. These will include:

- Physical barriers / directive ushering
- Venue staff
- Ingress / egress procedures

Restrooms / Amenities

General patron movement to and inside restrooms and amenities will need to be conveyed including:

- Physical barriers / social distancing for stalls /urinals
- Limited capacities and inflow/outflow of toilets
- Social distancing and queuing
- Handwashing / health guidelines for COVID-19 safe hygiene
- Sanitization education

Catering

New procedures need to be messaged and communicated to patrons including:

- Contactless transactions will be encouraged
- Queuing and social distancing measures
- Updated food presentation and packaging

Staff Messaging

Ongoing messaging in place for event day staff with updates relating to updated public health policy included will highlight:

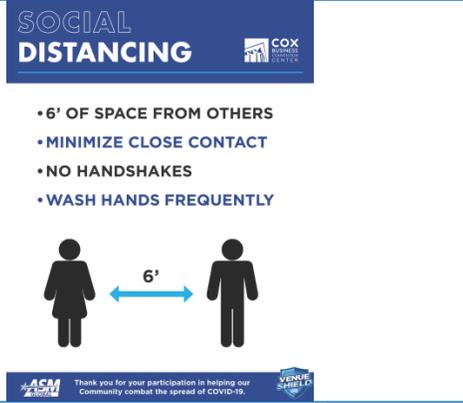
- Staff health and safety
- Company-wide initiatives
- Virus education
- Any new/updated processes and procedures



6.6 VenueShield Signage

Relevant signage will be positioned in key locations around the venue as reminders of the expectations and requirements under VenueShield:

Signage	Sample
<p>ELEVATOR SIGNAGE</p> <p>If local rules require 6-foot social distancing:</p> <ul style="list-style-type: none"> • Reminding individuals on the restrictions within elevators and where to stand • Elevator restrictions to two to four persons capacity 	 <p>SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE</p> <ul style="list-style-type: none"> • AVOID OVERCROWDING • LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO 2 - 4 PEOPLE • WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR • STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS • AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS • WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR
<p>VENUE ENTRY SIGNAGE</p> <p>Positioned at venue entry gate to as a reminder of key expectations and requirements regarding sight access</p>	 <p>TO PROTECT YOURSELF FROM COVID-19, WE STRONGLY SUGGEST</p> <ul style="list-style-type: none"> • STAY HOME IF YOU ARE SICK WITH A COUGH OR FEVER SYMPTOMS • STAY 6 FEET AWAY FROM OTHER CUSTOMERS AND STAFF AS MUCH AS POSSIBLE • USE A FACE COVERING WHILE YOU ARE HERE • WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER CONTACT WITH FREQUENTLY TOUCHED SURFACES
<p>HYGIENE STATIONS SIGNAGE</p> <p>Positioned at all locations where hand sanitizer units are located</p>	 <p>STOP THE SPREAD OF GERMS. WASH YOUR HANDS!</p>

<p>HANDWASHING SIGNAGE Positioned above sinks in all restrooms</p>	
<p>SOCIAL DISTANCE SIGNAGE Positioned around the venue</p>	
<p>CAPACITY SIGNAGE Positioned next to the entrance of rooms and the elevators</p>	

6.7 Website Messaging

Cox Business Convention Center’s primary source of information should be public facing on our website. This is the source of truth and makes it easy to refer people to this as needed. This messaging will reflect information the public will need to know. It should always be accurate and up to date with as much information on it as possible. The website should contain both the broad and refined messaging.

- Specific event pages are shared on social media in the lead up to events to ensure as many people as possible visit the website to continue familiarity with it
- Social media will be used to reinforce specific messaging such as specific event details, transportation info, etc.
- All social posts regarding the customer journey and patron information will include directive to visit relevant sources of truth (Cox Business Convention Center website, CDC Health website) for more information

CONCLUSION

We recognize the safety requirements necessary to combat the concerns posed by COVID-19 and are committed to the continued delivery of world class events in a safe venue.

The goal is to demonstrate to employees and customers that attend events at Cox Business Convention Center that they are safe. This can be achieved when proper cleaning protocols, reimagined food service, updated room set-ups promoting social distancing, clear communication, and proper environmental hygiene protocols are implemented and followed.

Cox Business Convention Center and ASM Global are closely monitoring national, state, and local guidelines on public health and will continue to make changes as necessary to our protocols and procedures.