



COBB GALLERIA CENTRE  
ATLANTA

# safety first

## Galleria Reopening

### Purpose

In anticipation of re-opening the convention center campus, the Cobb Galleria Centre team has been regularly consulting with governmental agencies, medical experts and industry colleagues to develop a plan that prioritizes the health and safety of attendees, exhibitors, business partners and staff. We are committed to upholding the highest standards of cleanliness throughout our facility by updating or enhancing our cleaning and safety protocols to help ensure the safety and well-being of everyone who walks through our doors. Central to our commitment is a staff member who is certified in infection mitigation to oversee our program and ensure adherence to these protocols.

In developing the operating plan specific to your tradeshow, convention, meeting or social event, we ask that you familiarize yourself with the guidelines established by the Centers for Disease Control and Prevention (CDC) and the Georgia Department of Public Health. Cobb Galleria Centre plans to continue to monitor all COVID-19 developments closely in alignment with local and national agencies; and we will revise our protocols as this guidance evolves.

Updated June 1, 2020



### Employee Hygiene and Wellness

Employees will be trained, and precautions will include health screenings, face masks, gloves, frequent hand washing and staying home when sick.



### Cleanliness

Hand sanitizing stations located in common areas, as well as regular disinfecting of frequently touched locations, surfaces and equipment.



### Ventilation

HVAC system maintenance to facilitate ventilation and reduce re-circulated air.



### Physical Distancing

Signage, floor tape and reduced capacities will establish and manage distancing among attendees and employees.



### Event Planner and Contractor Guidelines

Requirements for health, safety and physical distancing inside of leased spaces to include staggered ingress and egress.



### Food and Beverage

New practices to include the elimination of self-serve buffets, pre-packaged menu options, physical distancing and cleanliness procedures.



### Audiovisual

Enhanced cleanliness, disinfecting and physical distancing procedures.



### Parking

Cashless payments only; attendants will wear face masks and gloves.

# Galleria Safety First Reopening



## Employee Hygiene and Wellness

Cobb Galleria Centre is committed to ensuring that our facilities are as safe as possible. The following Safety First Guidelines will illustrate the measures we have taken to help protect the health and well-being of our employees and guests:

- Cobb Galleria Centre will monitor federal, state, and local public health communications about COVID-19 regulations, guidance, and recommendations and regularly update our employees as this information evolves.
- Employees will be evaluated daily before beginning work for signs of illness, such as a fever over 100.4 degrees Fahrenheit, a cough, shortness of breath or difficulty breathing, chills, muscle pain, sore throat, or new loss of taste or smell.
- Employees are required to stay home if they are sick.
- Employees will inform their supervisor if they have a sick family member at home with COVID-19.
- Employees showing symptoms consistent with COVID-19 will be isolated and sent for medical attention or self-quarantine pursuant to CDC guidelines.
- Employees with COVID-19 illness or exposure will not be allowed to return to work until they have met the CDC return to work criteria.
- Employees who are guest-facing or who come in direct contact with guests, will wear cloth face masks and gloves. All employees who prepare or handle food will be required to wear a face mask, gloves and hairnets/hats while preparing food or in any food preparation areas.
- Employees will be required to complete thorough training regarding the updated hygiene standards and practices. The areas of training will include proper personal hygiene steps to protect themselves and cleaning protocols.
- Employees will be required to wash their hands according to CDC recommendations, which include:
  - ▶ Before and after work shifts
  - ▶ Before and after breaks
  - ▶ After blowing their nose, coughing, or sneezing
  - ▶ After using the restroom
  - ▶ Before eating or preparing food
  - ▶ After putting on, touching, or removing face masks, gloves, or face shields.
- Employees will practice routine cleaning and disinfecting of frequently touched objects and surfaces such as workstations, keyboards, and telephones and refrain from using each other's phones, desks, offices, or other work tools and equipment when possible.
- Employees will receive regular communications advising them of any ongoing developments and the protocols the company has put in place to manage COVID-19.



## Cleanliness

Cobb Galleria Centre will follow the Centers for Disease Control and Prevention (CDC) Guidance for Cleaning and Disinfecting [www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html](https://www.cdc.gov/coronavirus/2019-ncov/community/cleaning-disinfecting-decision-tool.html) to develop, implement, and maintain a plan for regular cleaning. Guest sanitizing stations will be added in common areas throughout the convention center and specialty shops. Locations, surfaces, and equipment that are occupied and frequently touched, such as the ones listed below, but not limited to, will be regularly disinfected using products approved by the CDC.

- Escalator handrails
- Door hardware
- Restrooms
- Portable radios – earpieces will not be shared
- Loading dock
- Kitchen
- Food pantries
- Ice machines
- Vending machines
- Concession stands
- Parking deck elevators and access control equipment





## Maintaining a Healthy Environment

Cobb Galleria Centre will adhere to routine maintenance on HVAC systems including, but not limited to the following:

- Increase ventilation speeds
- Disable demand-controlled ventilations (DCV).
- Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation.
- Improve central air filtration to the MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
- Routinely change filters to ensure they are within service life and appropriately installed.
- Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.



## Physical Distancing

Cobb Galleria Centre will be diligent in addressing the health risks of operating in the close confines of our event spaces; therefore, establishing and managing social distancing between attendees and employees is a key component of our **Safety First Galleria Reopening**.

The following steps will be taken by Cobb Galleria Centre:

- Signage will be installed in common areas to communicate recommendations, health alerts and guidelines from the CDC. Signage topics will include, but not be limited to preventative steps, symptoms of COVID-19, social distancing best practices, and other relevant travel alerts.
- Room capacities will be re-calculated to ensure at least six (6) feet of separation from seating to seating.
- Tape marks, or other visual cues such as decals or colored tape on the floor, placed 6 feet apart, will be placed at entrances to restrooms and points of sale.
- Where practical, common area furniture will be repositioned, restricted, or removed to allow for physical distancing.
- Doors to meeting spaces will be placed in open position when possible to limit touching.
- Electronic payment terminal/credit card readers will be located farther away from the cashier, if possible, to increase distance between the customer and the cashier.



## Event Planner and Contractor Guidelines

The following precautions should be taken by the client and their contractor for all events:

- Consider having exhibitors, attendees and contractors wear face masks/cloth face coverings.
- Install hand sanitizing stations within leased space.
- For approval by the Cobb County Fire Marshal, create a floor plan that allows wider aisle ways, one-way aisles to help manage traffic, a maximum of ten (10) guests per 300 square feet of space or 35% occupancy and at least six (6) feet of separation from seating to seating.
- Assign exhibitor move-in/out times to minimize the number of people on the loading dock and engage a dock manager to marshal trucks and personally owned vehicles (POVs) to control flow of crowd.
- Install plexiglass shields on exhibitor tables and service desks.
- Install removable decals on floor at registration area for attendees to follow indicating acceptable amount of space between each other.
- Move to digital registration.
- Sell advance tickets to stagger attendee arrival times.
- Incentivize advance on-line ticketing reservations to reduce transactions and lines at registration counters.
- Discourage handshaking.
- Go cashless, if possible.



## Food and Beverage

Cobb Galleria Centre's Food and Beverage operations have been assessed and new practices will be implemented to align with best practices for safety, hygiene, physical distancing and reduce overall contact when possible. Protocols include, but are not limited to:

- Culinary employees must wear a face mask, hairnet, hat and gloves.
- Kitchens will be deep cleaned and disinfected at least once per day. Food preparation stations will be sanitized before and after each use.
- Hand sanitizing stations will be placed in food service areas.
- A Food Safety Manager will be present during food and beverage service.
- Custom banquet menus will be created that focus on simple, quality ingredients that reduce the amount of contact in kitchen prep and production areas and from ingredients that are available and can be sourced daily.
- All self-serve food and beverage items will be replaced temporarily with the following:
  - ▶ Attendant-served buffets or individually plated meals
  - ▶ Attendant-served receptions
  - ▶ Attendant-served coffee and other break functions as appropriate
- A divider will be placed between the attendant and the guest.
- Bar offerings are limited to packaged beer, wine and cocktails. No garnishes.
- Guests will hold their own identification for bartender inspection. If an employee must handle a guest's ID, the employee will then dispose/replace their gloves.
- Flatware will be prewrapped in a napkin or disposable utensils will be used.
- Dining tables will be placed six (6) feet apart and limited to ten (10) guests per table.
- Table linen will be changed after each use.
- Table pre-set service items will be removed. Single-use salt and pepper, and sugar packets will be offered.
- Plexiglass shields will be installed at concessions point-of-sale.
- Cobb Galleria Centre intends to eventually transition to a "cashless" facility.
- Vending machines will be sanitized frequently, and sanitizing station will be positioned nearby.



## Audiovisual

- Associates will use hand sanitizer throughout the day and after every client interaction.
- Associates who are guest-facing or who come in direct contact with guests, will be required to wear a face mask and gloves while on property.
- Contractor will enhance equipment cleaning protocols to all high-touch equipment such as, but not limited to, microphones, laptops, wireless remotes, keyboards, mice and communication headsets will be disinfected after each session and daily and after each session.
- Contractor will work to adapt procedures for set/strike and in-room operator technicians to maintain physical distancing.



## Parking

- Attendants will wear face masks and gloves.
- Payment options will be cashless only.

The guidelines included in **Safety First Galleria Reopening** are subject to change pending direction from the Centers for Disease Control and Prevention (CDC), Emergency Declaration Office of the Governor State of Georgia, and Georgia Public Health Department.