



# OPEN FOR BUSINESS

## 2021 MCCORMICK PLACE MOVING FORWARD

AT MCCORMICK SQUARE



MCCORMICK PLACE®  
C H I C A G O



MCCORMICK SQUARE

# INTRODUCTION

The purpose of this plan is to demonstrate what steps will be taken to reactivate McCormick Place to tradeshows and conventions.

The goal is to demonstrate to event organizers and guests that attending tradeshows and conventions are safe.

To achieve the goal of a smooth and safe reactivation, this plan is divided into six parts:

## ENVIRONMENTAL HYGIENE

Cleaning the facility to the highest standards

PG 3

## FOOD SERVICE

Providing safe and enjoyable food

PG 15

## CUSTOMER JOURNEY

Understanding the anatomy of our events to create social distancing and new capacities

PG 18

## WORKFORCE

Equipping our workforce and job site to serve our customers

PG 31

## TECHNOLOGY & EQUIPMENT

Exploring the new role for technology and equipment

PG 37

## PUBLIC AWARENESS

Communicating the new ways we will be doing business

PG 39

# VENUESHIELD™

McCormick Place is managed by ASM Global who directs Aramark/Globetrotters to provide housekeeping services

- ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- Aramark, as a national company, has also established cleaning protocols which are already in use at McCormick Place.
- Additionally, McCormick Place is one of the first convention centers in the country to agree to independent, third-party verification of its cleaning protocols from **Global Biorisk Advisory Council (GBAC)**.



Nothing is more important than to demonstrate a clean and safe facility in which to do business. In order to achieve that trust, the following steps must be taken:

- Deep Clean the building to be prepared to receive events at McCormick Place
- Keep it Clean by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



CLEAN  
HIGH-TOUCH  
SURFACES



PROVIDE  
ACCOUNTABILITY



INSTILL  
TRUST



STAFFING  
AND EMPLOYEE  
SAFETY



INDOOR AIR QUALITY &  
MECHANICAL SYSTEMS

# DEEP CLEAN PROGRAM

## BACK TO BUSINESS DEEP CLEANING PROGRAM HIGHLIGHTS

Two-step process to prepare space for occupancy

- Step 1: Removes organic material and bioburden
- Step 2: Applies EPA-approved disinfecting products with emerging viral pathogen claims

Custodial staff trained in latest disinfection techniques

Installation of hand sanitizer dispensers in public spaces

Validate cleaning process utilizing Diversey™ VeriClean™ Fluorescent Marking System

Communication guidance and tools to reassure returning employees and event organizers about building cleanliness



Diversey™ VeriClean™ Fluorescent Marking System

An infographic titled "DEEP CLEAN COVID-19 BACK-TO-BUSINESS CLEANING". The background shows a man and a woman in business attire standing in a modern office hallway. The infographic contains the following text:

**CREATE A CLEAN ENVIRONMENT FOR RETURNING EMPLOYEES AND OCCUPANTS**

Before returning to operations, companies and organizations must ensure that buildings are clean for reentry. Organizations should act now to prepare both their spaces and their messaging to employees, visitors, and other occupants. Gaining trust will be paramount before staff enter buildings. New approaches to cleaning should ensure space is clean and create confidence among occupants.

The threat of COVID-19 is changing how routine cleaning will be performed in the future. However, the first step is to conduct a deep clean.

The Aramark **Deep Clean** program is designed to *gain occupant trust*. It involves an extensive process that first cleans, then uses disinfecting products, and finally provides communications outreach tools to educate occupants. This complete program creates peace of mind for building operators and employees that space is ready for occupant return. Equally important, it creates a foundation upon which to maintain a clean environment moving forward.

Ensure your space has been cleaned with products approved by the EPA to disinfect against COVID-19.

aramark



# KEEP IT CLEAN PROGRAM

Sustain a clean environment for returning employees and occupants by using SpacecareQL+ to provide confidence that space is regularly being cleaned to the same standards as a Deep Clean.

SpacecareQL+ incorporates updated procedures, staff training, and additional disinfectant products to address the cleaning challenges and expectations of today's COVID-19 era. Enhancements include products with shorter dwell times, increased cleaning frequencies, and upgraded cleaning validation and quality control techniques.

- Daily cleaning to remove organic material and bioburden
- In addition to the current disinfectant, adding Oxivir TB (1 step cleaner disinfectant with a 1-minute contact time) for high touch areas
- Realigning workflows of existing manpower; adding porter resources for additional high touch cleaning frequency
- Diversey® VeriClean® fluorescent markers will be used to validate cleaning performance
- Enhanced communication tools targeted to colleagues and building occupants for awareness

## ENHANCED OPERATIONS

Program developed with



**Standard Program:**



**McCormick Place Enhanced Program:**



	Standard Program	McCormick Place Enhanced Program
Daily removal of organic debris	✓	✓
Regular use of healthcare-grade disinfectant	✓	✓
Certify staff in disinfection procedures	✓	✓
Communication talking points	✓	✓
Increase frequency of hi-touch cleaning	✓	✓
Use of Oxivir Tb Wipe (1-step cleaner disinfectant w/ 1-minute contact time)		✓
Increased cleaning frequency of high-touch surfaces		✓
Installation and maintenance of hand sanitizer dispensers		✓
Validate cleanliness using VeriClean™ Fluorescent Marking System		✓
Communications tool-kit (ex: talking points, signage, templates) to reinforce occupant cleanliness knowledge about the space they occupy		✓

# KEEP IT CLEAN PROGRAM



CLEAN  
HIGH-TOUCH  
SURFACES



PROVIDE  
ACCOUNTABILITY



INSTILL  
TRUST



STAFFING  
AND EMPLOYEE  
SAFETY

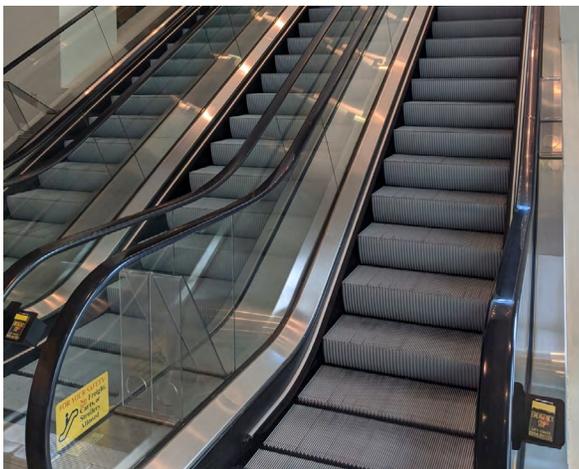


INDOOR AIR QUALITY &  
MECHANICAL SYSTEMS



## SURFACES

Two-step process that first removes dirt and bioburden, and then applies EPA-approved N list disinfecting products including Oxivir TB Wipes and Virex II 256 One-Step Disinfectant Cleaner and Deodorant



## HIGH-TOUCH AREAS

Emphasis on high-touch surfaces using product with a one-minute kill time including Oxivir TB Wipes.



# KEEP IT CLEAN PROGRAM



## VALIDATION

Fluorescent marking system technology uses black light to confirm procedures have been followed and surfaces have been cleaned.



## FREQUENCY

Increased frequency of cleaning activity is visual cue to generate and maintain guest trust.



## HAND HYGIENE

Hand sanitizers help eliminate illness-causing germs on hands.



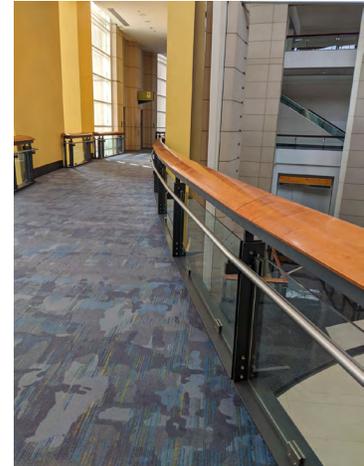
# KEEP IT CLEAN PROGRAM

## HOSPITAL GRADE CLEANING PRODUCTS



### Oxivir® Tb Wipes

Ready-to-use disinfectant cleaner wipes based on proprietary hydrogen peroxide (APH®) technology to deliver fast, effective cleaning performance. Disinfects in 60 seconds. Virucide, bactericide, tuberculocidal, fungicide, and non-food contact sanitizer. Kills MRSA and Norovirus. Meets Bloodborne pathogen standards for decontaminating blood and body fluids. Colorless with a characteristic scent.



### Virex® II 256 One-Step Disinfectant Cleaner & Deodorant

A one-step, quaternary-based disinfectant cleaner concentrate providing broad spectrum disinfection at 1:256 dilution. Use in healthcare and other facilities where cleaning and prevention of cross-contamination are critical. Bacterial, viricidal, and fungicidal. Kills MRSA and VRE. Meets blood borne pathogen standards for decontaminating blood and body fluids. Blue in color with a minty scent.



### KAI VAC® No-Touch Restroom Cleaning

Enhanced Cleaning Intervals for Restrooms:

- Monitoring & Full Cleaning during Operating Hours
- KAI VAC with **Hospital Grade Disinfect** Daily and mid-day for high traffic restrooms

ONLINE DEMO AT: <https://youtu.be/SV1XXeKVOeU>

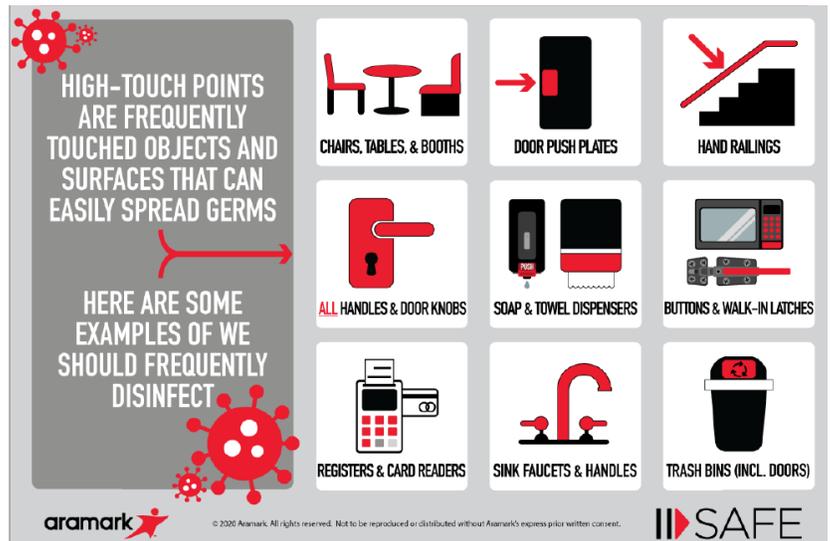


# ARAMARK TEAM TRAINING & SAFETY



Aramark is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training and safety.

- What is COVID-19 and how it will change our operation
- SPACECARE +
  - New Product & Cart Setup
  - High Touch Surface Schedules
  - Cleaning vs. Sanitation
- Safety Training and Visual Aids
  - Respiratory Hygiene
  - Social Distancing
  - PPE
- KAIVAC Restroom Cleaning



## PERSONAL PROTECTIVE EQUIPMENT (PPE) FOR CUSTODIAL STAFF



### WASHABLE PREVENTATIVE MASK

- Non-medical grade
- Reusable and launderable
- 3-Layer fabric mask with elastic ear loop
- Home launder up to 75 washes
- Following three masks per person
  - One wearing, one ready to use and one in the laundry

### BENEFITS

- Avoids costly disposable masks
- Implemented as an extension of employee uniforms
- Does not compete with medical grade masks dedicated to healthcare professionals
- Helps prevent touching nose and mouth when worn properly



For KAIVAC Operators

# BUILDING SYSTEMS & HVAC



- McCormick Place building engineers continue to verify the operation of mechanical systems and will restore all sequences, set points and schedules modified from the rollback of operations
- Air quality improvements include:
  - Increasing building intake/air change rates during occupied event hours
  - Ongoing process of replacing HVAC air filters with adequate MERV-13 filter rating.
- All air handlers and air returns were cleaned and repaired during the summer of 2020



# THIRD-PARTY VERIFICATION FOR CLEANING PROTOCOLS

- McCormick Place was one the first convention centers in the country to agree to become a GBAC STAR™ Facility
- GBAC STAR™ accreditation confirmed in August 2020
- GBAC is an independent third-party verification system to make sure that McCormick Place's cleaning protocols meet the highest standards
- More on the program follows

**Prepare  
Respond  
Recover**



Assisting facilities, institutions, companies and governments  
Prepare, Respond & Recover from pandemics

GBAC helps create safe environments for public health

# ABOUT GBAC

ISSA is the worldwide cleaning industry trade association. As a global nonprofit, we have 9,300 member companies spread across 105 countries.



GBAC, a division of ISSA (GLOBAL BIORISK ADVISORY COUNCIL) is staffed with subject matter experts with experience in academia such as Harvard, Penn State, Emory University, and USA Governmental Agencies. **GBAC was created specifically to deal with pandemics such as we are experiencing today** with absolute effectiveness and integrity.

Setting standards in training the cleaning industry & biorisk market

Making the connection between human health and cleaning

Represent more than 9,300 corporate members in 105 countries

# ABOUT GBAC

Scientific Advisory Board & Affiliations



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# ABOUT GBAC



Real Concerns:



How can we protect building occupants now and in the future?



Where are the best practices for limiting the impact of future outbreaks and pandemics?

Disinfection & Pandemics (COVID-19)

How to clean for infectious disease?

How does GBAC help organizations respond and recover from the current and future crisis?



GBAC Star provides confidence, trust, and third-party validation that facilities are safe!

# OPERATIONAL MESSAGING



## HAND WASHING

- Wash your hands thoroughly for at least 20 seconds, following local Health regulations.
- Dry with a single use towel
- If you don't have soap and hot water, use an alcohol-based sanitizer that contains at least 60% alcohol
- Provide sanitizer stations and signage by entrances, escalators, elevators, any commonly used entrance or exit from a room, including loading docks, locker rooms and employee cafe



## PERSONAL PROTECTIVE EQUIPMENT (PPE)

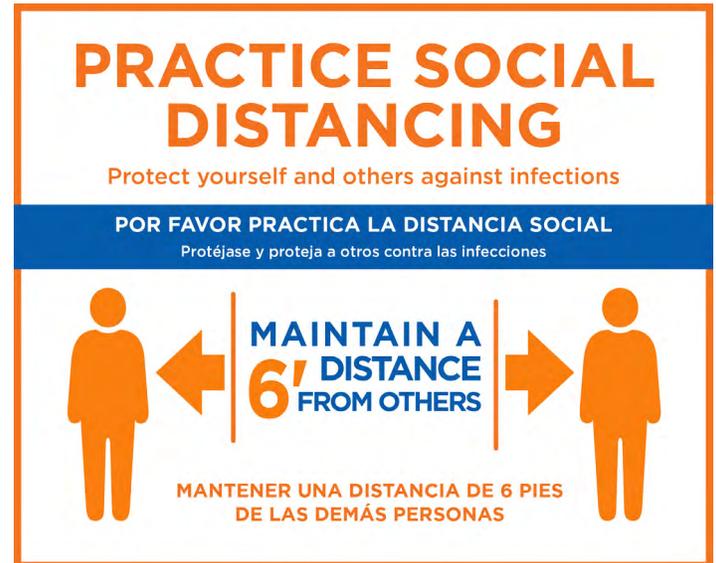
- Proper PPE helps prevent the virus from spreading
- SAVOR will supply employees with appropriate, government approved PPE once they enter the workplace
- In the United States the level of needed protection for our accounts is rated low by OSHA, our regular gloves and hair restraints are acceptable
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure
- Provide sanitizer on dock areas
- Implement 'Touchless' product delivery and provide disposable gloves to incoming delivery drivers



# SOCIAL DISTANCING

In our workplaces and dining areas we will enforce:

- Staying 6 feet (2 Meters) apart
- Preventing employees from grouping together
- Staggering breaks and meal periods
- Marking guidance spots on the floor for employees and guests to show proper social distancing
- Ensuring employees are practicing social distancing during pre-meal and stand-up operational meetings



## CATERING & RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Social distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers or sanitizer touch pads at entrance and around service areas

## NO SELF-SERVICE BUFFET STYLE SERVICE

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

# DISINFECTING SURFACES GUIDANCE

## DISINFECTING FREQUENTLY TOUCHED SURFACES

Every two hours throughout the workday, frequently touched surfaces such as door handles, elevator buttons, hand sinks, ice machines, hand railings, refrigerator & freezer handles and cart handles need to be washed and disinfected.

## DISINFECTING WORK AREAS

At the end of the last shift for the day after the food production areas have been cleaned, they need to be disinfected with an approved food surface disinfectant and allowed to air dry.



# CUSTOMER JOURNEY

- The heart of the McCormick Place reactivation plan is focused on the customers who use the facility everyday
- We have three customers for every event we manage: the event organizer, the exhibitor, and the attendee
- The life cycle of an event falls into three phases: the move-in, the event is open to attendees, and the move-out
- Outlined below is the journey all visitors will take to use our facilities. It begins at arrival to the center by either car, bus, cab, or rideshare and follows the journey to the two major assets a convention center provides: exhibition halls and meeting rooms
- Recognizing the need to reinforce social distancing and proper safety protocols this plan outlines a series of recommendations for the use of these spaces
- Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions
- As food is an integral part of any convention or tradeshow experience, we describe how catering and concessions will operate

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# ARRIVAL & DEPARTURE

1.0  
Arrival & Departure

## PARKING

- Encourage Cashless/Touch-less Payment
- Recommend Pre-Paid Parking Ticket Options
- SP+ Parking Operations
  - Use EPA registered cleaners and disinfectants
  - Maintain Safety Data Sheets for all products and follow the manufacturer's directions on the label
  - Track cleaning efforts with appropriate documentation
  - Enforce proper use of Personal Protective Equipment (PPE) as recommended by the CDC
  - Clean dirty surfaces (especially hard, non-porous) with detergent or soap and water prior to disinfection
  - Remove visible contamination prior to cleaning soft, porous surfaces, including carpet, rugs and curtains
  - Frequently clean electronics, including tablets, keyboards, remote controls and ticket machines. If manufacturer's instructions are not available, use alcohol-based disinfectants for touch screens



2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

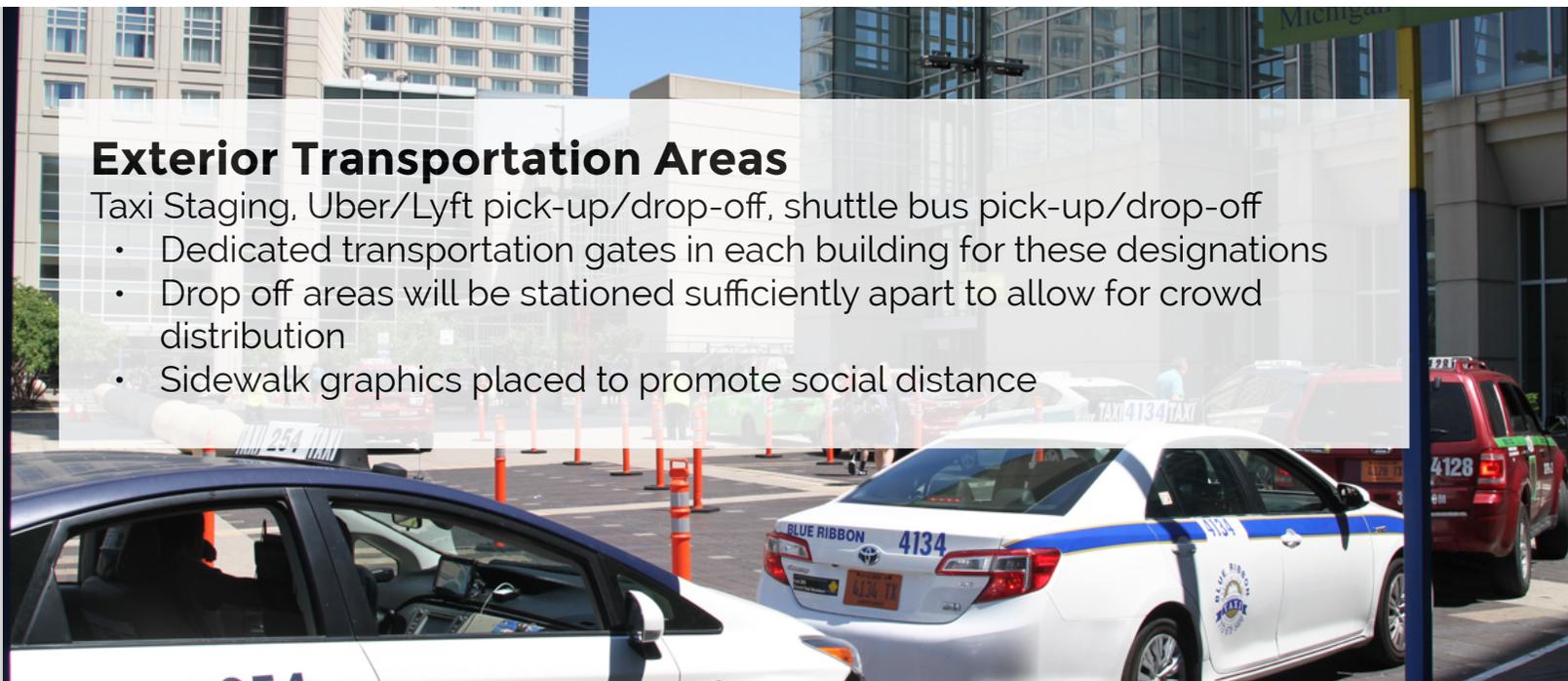
4.0  
Exhibit Halls

5.0  
Concession  
& Catering

## Exterior Transportation Areas

Taxi Staging, Uber/Lyft pick-up/drop-off, shuttle bus pick-up/drop-off

- Dedicated transportation gates in each building for these designations
- Drop off areas will be stationed sufficiently apart to allow for crowd distribution
- Sidewalk graphics placed to promote social distance



# ARRIVAL & DEPARTURE

## RECOMMENDED PROCEDURES

### ATTENDEE ARRIVAL

- Doors open at peak times so people don't have to touch
- Drop off areas stationed sufficiently apart to allow for crowd distribution
- Floor graphics and signage to indicate safe distancing
- Staggering of opening times for all sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper social distance

### REGISTRATION AREAS

- Recommend non-interface/touchless registration
- Highly encourage print-at-home or scan with phone/digital while staggering in person registration times
- Add plexiglass shields to all counters, on front and sides, to guard human interaction, especially at registration, information counters, managers stations, etc.
- Space counters so there is one counter (6") of blank space between. No more than one desk worker per counter

### BADGES

- Mail badges prior to show start or pre-printed badges
- Mobile badging technology

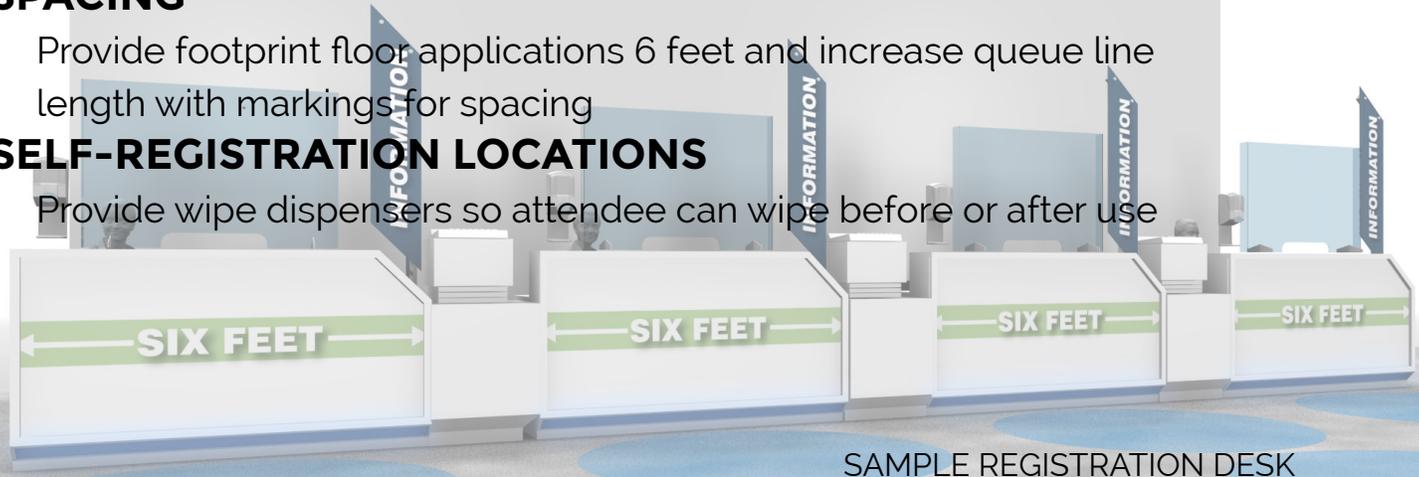
### SPACING

- Provide footprint floor applications 6 feet and increase queue line length with markings for spacing

### SELF-REGISTRATION LOCATIONS

- Provide wipe dispensers so attendee can wipe before or after use

- 1.0 Arrival & Departure
- 2.0 Public Circulation
- 3.0 Meeting Rooms & Ballrooms
- 4.0 Exhibit Halls
- 5.0 Concession & Catering



SAMPLE REGISTRATION DESK

# PUBLIC CIRCULATION

## COMMON AREAS & CONCOURSES

- Adhere to density and attendance protocols

## PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days, to maintain and focus on the highest foot traffic restrooms
- Stagger full restroom closures on event days (30 minute maximum) for a thorough cleaning midway through the day
- Overnight deep cleaning of all restrooms

## VERTICAL TRANSPORTATION - PASSENGER ELEVATORS

- Installation of hand sanitizer units inside each elevator car
- Install floor graphics in all elevator cars to promote social distancing

## VERTICAL TRANSPORTATION - ESCALATORS

- Position hand sanitizer units at the top and bottom of each bank of escalators
- Run all escalator units (to include changing direction) throughout the day based on traffic flow to encourage social distancing

## ADA ACCOMMODATIONS

- Continue to maintain access in all ingress and egress plans into and around the facility
- Reduced capacity in room sets will still offer enough accessible seating, including companion seats, to comply with disability laws

1.0  
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2.0  
Public Circulation

3.0  
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4.0  
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# PUBLIC CIRCULATION

## HANDLING A GUEST WHO BECOMES ILL WHILE IN MCCORMICK PLACE

- If a guest visits First Aid and presents in a manner that could be COVID related, we have dedicated rooms inside the existing First Aid stations to isolate and evaluate the individual and plan for transport
- Add an additional, dedicated First Aid providers on event days to take care of ill guests leaving remaining providers to address other first aid needs
- On active event days, add additional holding rooms if demand becomes necessary

1.0  
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3.0  
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# MEETING ROOMS & BALLROOMS

## CAPACITY

- Reduce capacity per room to adhere to distancing guidelines
- Reconfigure our typical setups to new parameters around meeting space that allows for interactions with social distancing

## LAYOUTS

- Space furniture according to distancing guidelines
- Meeting room chairs will need to be set at 6' distance
- Theaters designed with 6' spacing

## PATRON FLOW

- Hand sanitizers in every meeting room and strategic public space locations
- Create entrance doors and exit doors into each room
- Ask clients to stagger start/end times in banks of rooms
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes)
- Wipe down microphones, door handles, garbage cans, and straighten chairs to maintain 6' distancing

## SHOW MANAGEMENT OFFICES & BOOTHS

- Restricted access to the interior of the office with an outside station in a ticket booth approach outfitted with plexiglass and protection
- Reconfigured offices/booths to minimize number of people being served personally
- Suggest that more information for membership renewals, ordering, association content or other items can be facilitated on personal devices

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# MEETING ROOMS & BALLROOMS

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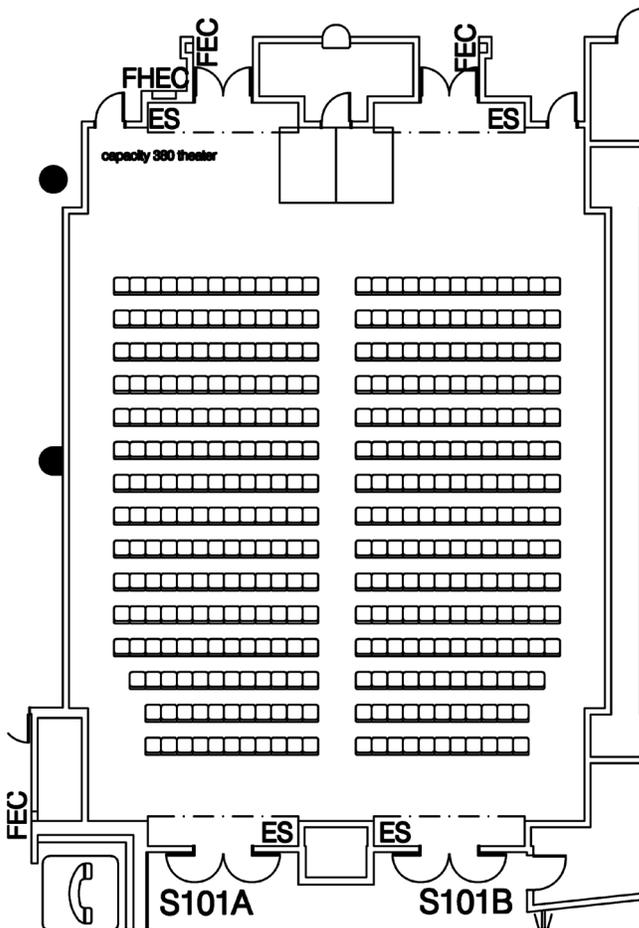
## THEATER LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

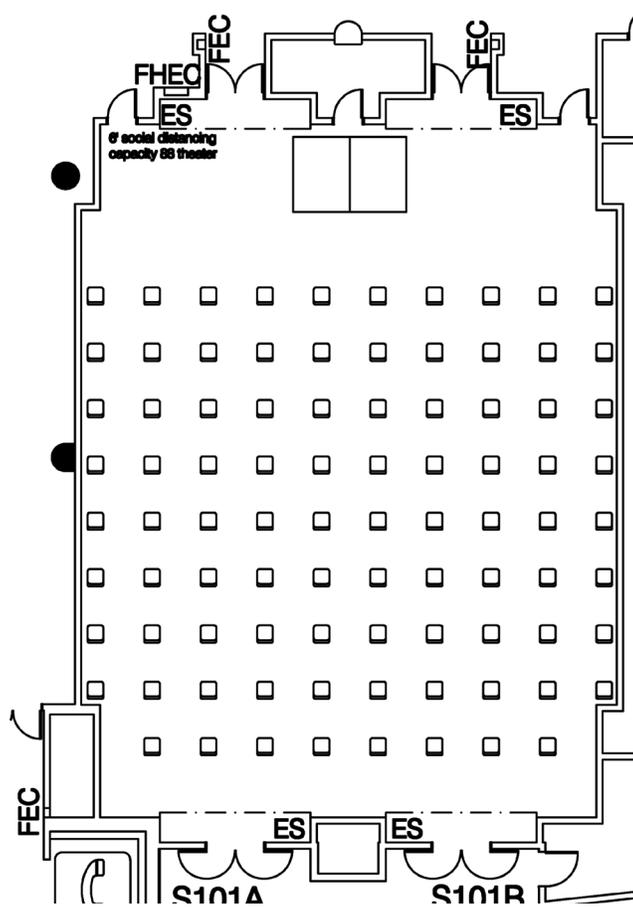
- Minimum 4' aisles between rows and around the perimeter
- Up to 20 chairs ganged together (each chair width is 1'8")
- 3'6" spacing between rows

### SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- No chairs ganged together
- 6' spacing between chairs



SAMPLE NORMAL MAX CAPACITY (380)



SAMPLE SOCIAL DISTANCED CAPACITY (88)

# MEETING ROOMS & BALLROOMS

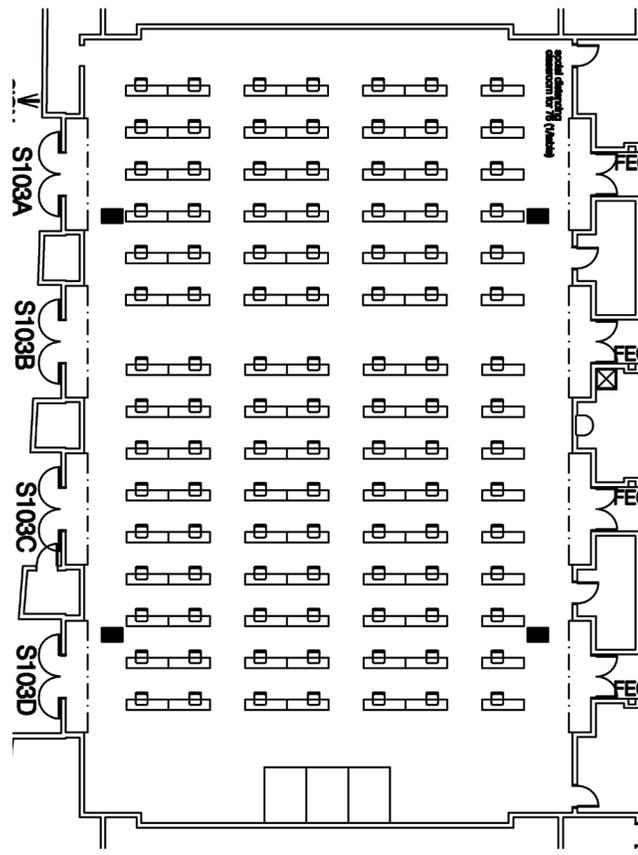
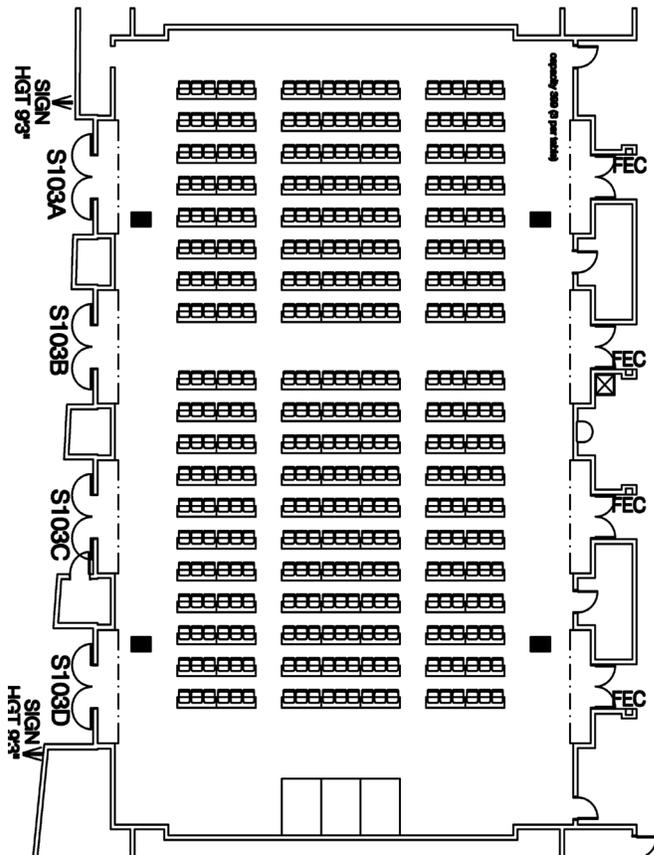
## CLASSROOM LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- 3 per table, with maximum of 4 tables set together
- 4'6" spacing between tables

### SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 1 per table, with a maximum of 2 tables set together
- 6' spacing between tables



SAMPLE NORMAL MAX CAPACITY (399)

SAMPLE SOCIAL DISTANCED CAPACITY (75)

- 1.0 Arrival & Departure
- 2.0 Public Circulation
- 3.0 Meeting Rooms & Ballrooms
- 4.0 Exhibit Halls
- 5.0 Concession & Catering

# MEETING ROOMS & BALLROOMS

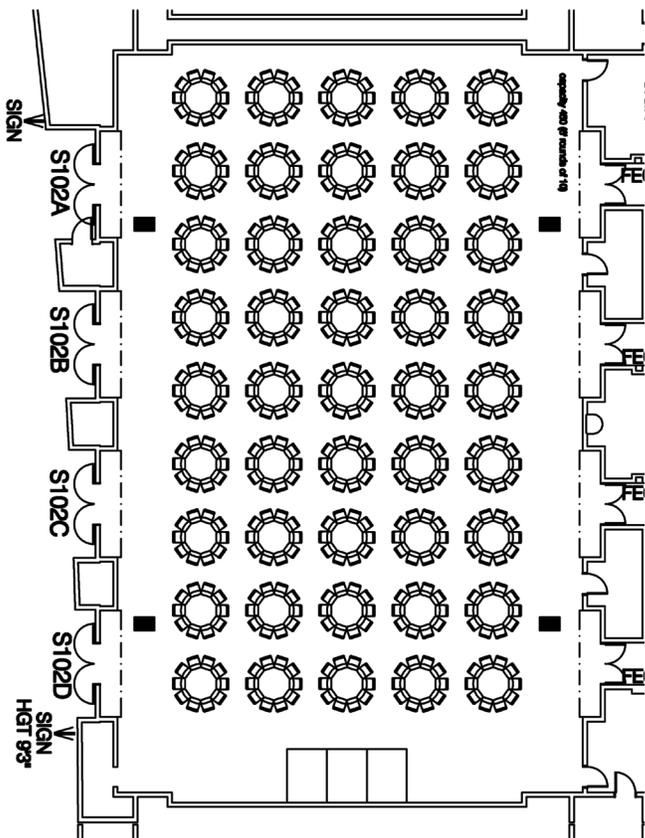
## BANQUET LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

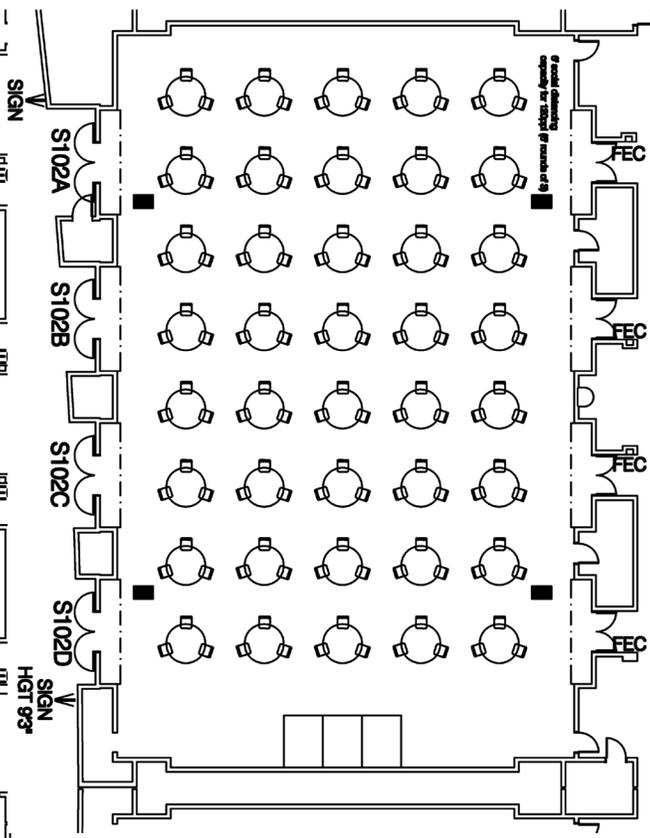
- Minimum 5' aisles between rows and around the perimeter
- 10 chairs set per round
- 5' spacing between rounds

### SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between each row and around the perimeter
- 3 chairs per rounds
- 6' spacing between rounds



SAMPLE NORMAL MAX CAPACITY (450)



SAMPLE SOCIAL DISTANCED CAPACITY (120)

1.0  
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2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
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# EXHIBIT HALLS

Areas to consider when planning your exhibit space

## CAPACITY

- Limiting attendee flow per hour or per 4-hour segment would allow scheduled visiting times to the show floor
- Segment the show days to 3 segments per day (ie: Attendee segment one: 7am-11am)
- Manage amount of attendees and exhibitors in exhibit hall/specific areas with counting and controlled entrance area
- Congestion signage to indicate when an aisle or area is too crowded
- Staggered entrance times and entrance locations based on company and show zoning
- Encourage appointments with exhibitors to manage timing and flow more effectively

## LAYOUTS

- For smaller booths - make sure that there is a 1' "buffer zone" in the front of the booth for attendees to step out of the aisle to reduce congestion
- Place dividers in middle of 20', 15' or 12' aisles to manage traffic flow and attendee intermingling
- Wider Aisles – 10' Minimum; Wider Cross-Aisles
- Buffer spaces in between booths
- Aisles should be directional and use arrows and wayfinding with social distancing reminders
- Encourage color-coded badges to scheduled times that attendees can only visit certain parts of the hall to distribute crowds.  
For example:
  - 8am to 10am (Aisles 100-500 - Blue badges; Aisles 600-1000 - Red badge; Aisles 1100-1500- Green badges)
  - 10am to noon (Aisles 100-500 - Green badges; Aisle 600-1000 - Blue badges; Aisles 1100-1500 - Red badges)

- 1.0  
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# EXHIBIT HALLS

Areas to consider when planning your exhibit space

## PATRON FLOW

- A queue line to enter exhibit hall with defined or controlled path
- Entrance units to include graphics on COVID-19 safety standards with possible speaking reel to remind attendees of regulations, similar to the airports, "Stand behind the Yellow Line"
- One Direction/One-Way aisles for Entry and Exit - only have exhibitors on one side of aisle to limit congestion
- Alternate carpet color and visual signage

## CONTRACTORS

- Labor Check in stations with 6' queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety: Instruction on proper use of masks
- Encourage team to wear a lanyard with hand sanitizer attached
- Limit number of workers riding in a cart, no sitting side-by-side
- Space out labor sign-in locations to assure it is distanced

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# EXHIBIT HALLS

Areas to consider when planning your exhibit space

## MATERIAL HANDLING

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e. forklift)
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour
- Spray down of all carpets when installed
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter
- All drivers must stay in their vehicles at delivery

## EXHIBIT BOOTH RECOMMENDATIONS:

- 8' high siderails
- Guidelines for interactions (no hand shaking)
- No giveaways or booth snacks
- Appointments or blocks of time assigned by attendee
- No performances or live demos that gather crowds
- Strict booth staff limit per net square foot
- Rental hand sanitizer units for exhibitors to place next to any hands-on contact location
- Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations to suggest proper distance for attendees to stand
- Nightly disinfecting via general spray of all exhibit areas



1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# CONCESSION & CATERING

## CATERING & RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Social distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers or sanitizer touch pads at entrance and around service areas

## NO SELF-SERVICE BUFFET STYLE SERVICE

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

[SEE ALSO, FOOD SERVICE SECTION PAGE 16](#)

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Rooms  
& Ballrooms

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# PROTECTING OUR WORKFORCE

- ▶ The most important asset for McCormick Place are the people who work here every day
- Producing some of the largest events in the United States requires a highly trained facility staff, contractors' staff, and skilled represented labor of various building trades
- This section of the plan outlines how employees will return to work
- Procedures for represented third-party employees to access the facility

## FOLLOWING BEST PRACTICES

McCormick Place/ASM Global is closely monitoring government policy changes from WHO, CDC, IDPH, CDPH guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. If there is variation in recommendations, McCormick Place will follow the most conservative approach.

**What is COVID-19?**  
A Guide for Facility Managers

- > **Coronaviruses** first discovered in 1960s
- > **COVID-19** is the respiratory disease caused by the 2019 Novel Coronavirus now known as SARS-CoV-2
- > **Symptoms** of coronavirus infection can range from mild in most cases (fever, cough, shortness of breath) to serious (pneumonia, kidney failure, even death)
- > **Spreads** via droplets produced by coughing or sneezing or through contact with contaminated surfaces

**How to Prevent the Spread of COVID-19**

- Wash hands** with soap and water, or sanitize hands with alcohol-based hand sanitizer when hand washing is not possible.
- Cover coughs/sneezes** with a tissue, and then throw the tissue in the trash.
- Avoid contact** with people showing signs of illness, and stay home if you feel ill.
- Clean and disinfect** surfaces with products that have an EPA-approved emerging viral pathogen claims for use against SARS-CoV-2.
- Wear a facemask** if you have symptoms of COVID-19 to prevent the spread of the disease to others.

**COVID-19 Prevention Tips for Facility Managers<sup>2</sup>**

- Educate your cleaning staff** about COVID-19 and encourage them to stay home when sick.
- Ensure your cleaning staff** has access to the right cleaning supplies.
- Train staff** how to properly clean and disinfect high-touch areas to minimize the risk of transmission.

1, 2 CDC 2020. 3 EPA 2020. <https://www.epa.gov/epaospr/epaospr/covid-19>. Reprinted 9/2020.

Go to the [CDC website](https://www.cdc.gov) for the most up to date information on COVID-19.

# ASM GLOBAL EMPLOYEE FACE COVERING POLICY

While keeping a physical distance of at least six feet from other people, practicing good hygiene measures (e.g., frequent hand washing, avoiding touching the face, covering coughs and sneezes), and staying home when ill are the best known protections against COVID-19, wearing a face covering that covers the nose and mouth can help protect others.

**In order to help ensure the health and safety of the McCormick Place campus community and the public, face coverings are required to be worn by ASM Global Employees when:**

- Entering or exiting the building
- Punching in or out for your work day
- Indoors when other people are present; this includes common areas such as hallways, stairways, restrooms, breakrooms and elevators
- Outdoors when keeping a six-foot distance from others may not be possible

Employees are not required to wear face coverings when:

- Working in a private and enclosed office space that is not shared with any other individual
- Eating or drinking in a common dining area or break room that has been designated and approved for employee breaks with physical distancing protocols marked and observed

For the purposes of this policy, a face covering means any cloth face covering, such as facemask, bandana or scarf, that covers the nose and mouth, and ties around the ears or the back of the head. It must be secured under the chin and fit snugly against the sides of the face.

Additional accommodations will be determined on a case-by-case basis with the human resources department. Employees may be required to provide documentation to substantiate their need for an exception or accommodation.

We expect everyone who comes to campus to observe our health and wellness protocols. We must all work together to help stop the spread of the virus. Failure to comply with face covering requirements may result in denial of access to designated areas or participation in programs or activities, and/or discipline in accordance with applicable policies.

# WORKPLACE GUIDELINES

## TEAM MEMBER WITH CONFIRMED DIAGNOSIS OF COVID-19: DISINFECTING

- All areas used by the sick Team Member (such as offices, bathrooms, common areas, electronic equipment) will be immediately closed off upon our notification of positive test results
- After a minimum of 24 hours the areas will be cleaned and disinfected
- Once the areas have been appropriately disinfected, they can be opened again for use

## PHYSICAL AREAS

Note: 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.

## RECEPTION & COMMON AREAS

- Control building ingress and egress to promote ongoing safety and precautionary measures at those points.
- Training reception personnel on safe interactions with guests
- Registration of all guests
- Maintaining social distancing
- Re-arrange furniture to promote social distancing
- Hand sanitizer in stairs, elevator lobbies and all other building common and high traffic areas

## SIGNAGE

- Install signage at multiple, relevant locations in the entry sequence
- Explain building access rules and other protocols that impact how occupants use and move throughout the building.
- Wayfinding signage or floor markings to direct foot traffic and ensure safe social distancing

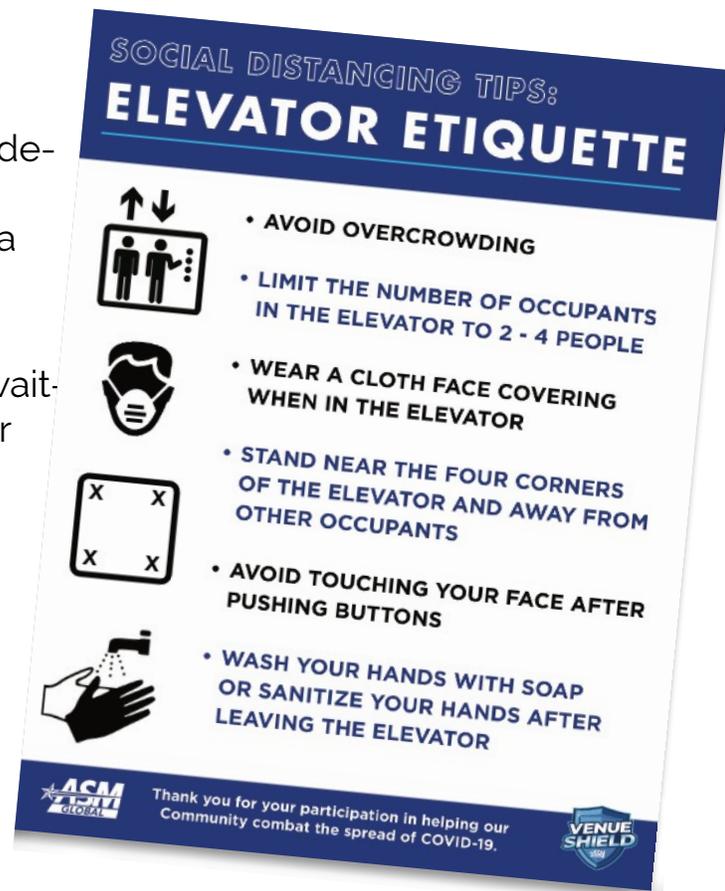
# WORKPLACE GUIDELINES

## PPE & CLEANING:

- Providing face coverings for all employees
- Monitor and review of existing cleaning guidelines and adjust or enhance as needed for cleaning paths of travel and high touch area

## ELEVATORS / ESCALATORS

- Social distancing queue management for waiting passengers with signage inside elevator cars displaying healthy use protocols - this may include floor stickers to establish distancing zones and describe where and how to stand



## FREQUENTLY TOUCHED SURFACES

- Reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases.
- Removal of shared collaboration tools to encourage the use of personal devices
- Remove unnecessary fabric upholstered chairs
- Affix notices to each chair reminding occupants to avoid or disinfect touchpoints
- Secure supplies storage and designate specific personnel to manage stock and distribute items

# WORKPLACE GUIDELINES

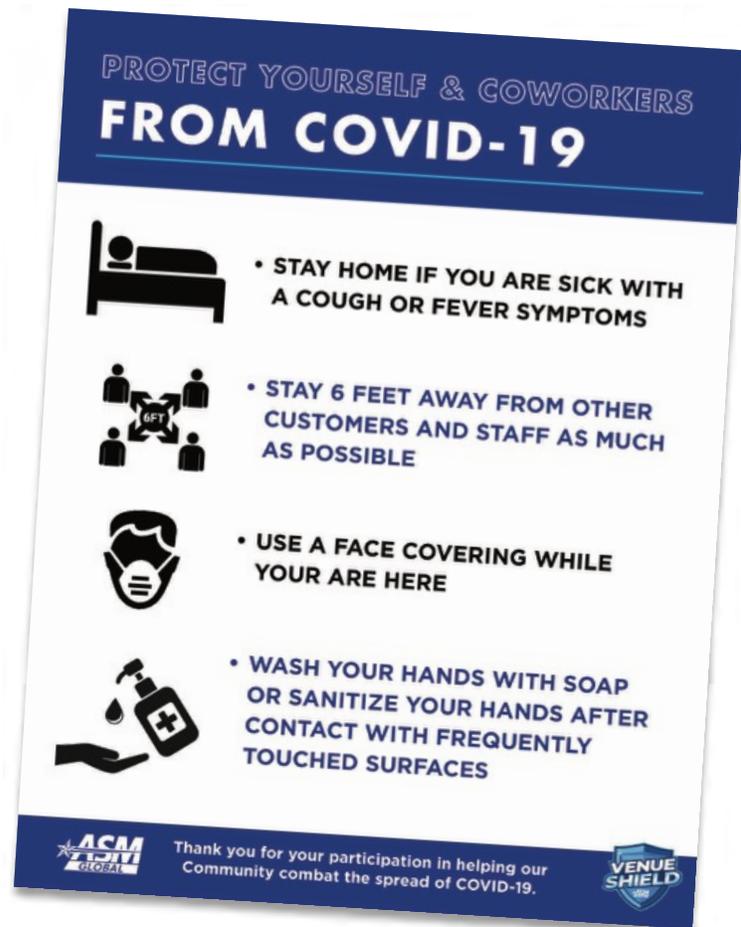
## INSIDE THE WORKPLACE

Encourage good personal hygiene and infection control practices when team members are in the workplace, including:

- Encourage the covering coughs and sneezes into a tissue and immediately throwing tissue away
- Turn away from others when coughing or sneezing
- Promote frequent and thorough hand washing
- Make hand sanitizers available in multiple locations adjacent to common touchpoints including break rooms, copier areas, etc.

## INDIVIDUAL DESKS

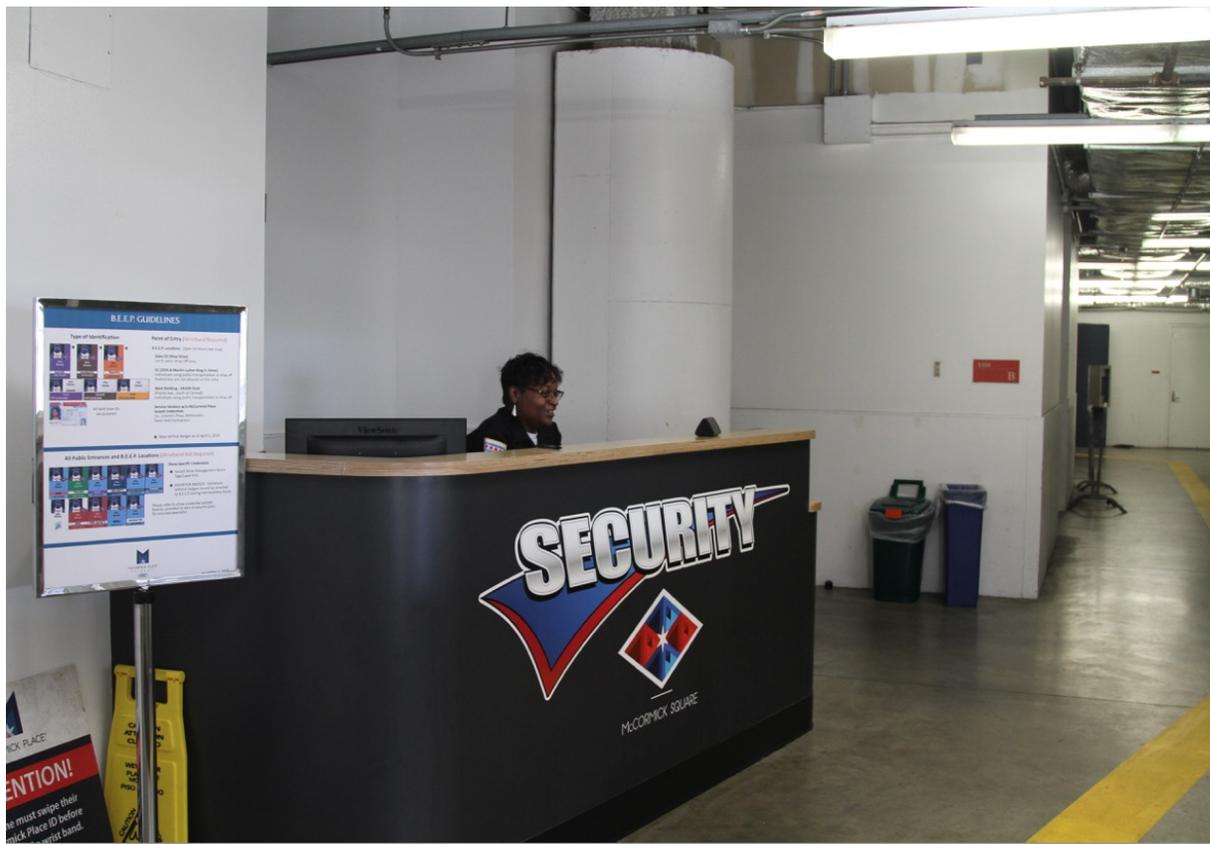
- Implement a strict clean-desk policy so that non-essential items are not stored on the desk, but rather enclosed in cabinets or drawers
- If desks or work areas are shared, advise individuals to sanitize all surfaces upon arrival at that seat. Supply disinfectants in the immediate proximity (or on each desk)
- Unless stringent cleaning protocols are enforced, and if possible, avoid sharing of desks



# LABOR CHECK-IN AT BEEP

## BUILDING ENTRY AND EXIT PROCEDURES (BEEP)

- Follow all COVID-19 safety protocols
- Create 6' distancing lines outside BEEP entrances with tape
- Update signage to include reminders on a safe working environment under COVID-19 restrictions
- Install additional BEEP locations for larger events with a higher number of workers to help with social distancing



BEEP ENTRY LOCATION PRIOR TO COVID-19

# TECHNOLOGY & EQUIPMENT

- As McCormick Place continues to operate with social distancing protocols, the need to increase technology to promote hybrid sessions will increase
- New and improved ways to promote touchless technologies for events will become the new normal
- Equipment that provides added safety and security for visitors will be needed

## TECHNOLOGY CAPABILITIES

- McCormick Place is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options
- We can support additional overflow requirements to easily connect multiple rooms due to social distancing in meeting rooms
- Support of hybrid events – if there is a call for presenters/performers to be on site but to be onstage in front of an exclusively or primarily virtual audience, our internet circuits would again be very able to support these needs from a data and connectivity perspective
- The ability to deploy more access points to accommodate social distancing
- Activation of on-site studios based on need and capability requirements

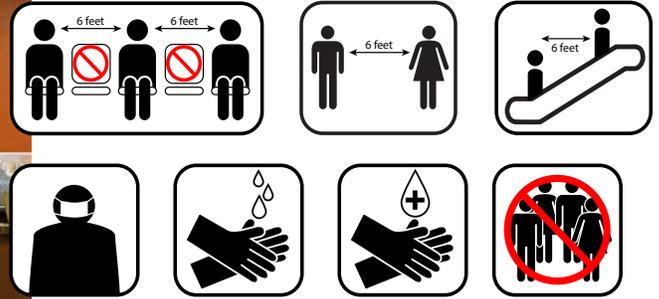


**We will work with event organizers on the best option for hybrid audiences**

# PHYSICAL EQUIPMENT

Stand Here!  
Keep a safe  
distance

Wait Here



Examples of physical signage and acrylic guard that McCormick Place will deploy

## TECHNOLOGY GAINING POPULARITY

Examples of technology that McCormick Place is monitoring for future practical application within the facility



**Robotics to reduce cost and lower social interaction**



**UV-C Light Disinfection for high-touch areas**



**Touchless Technologies to reduce high-touch surfaces**

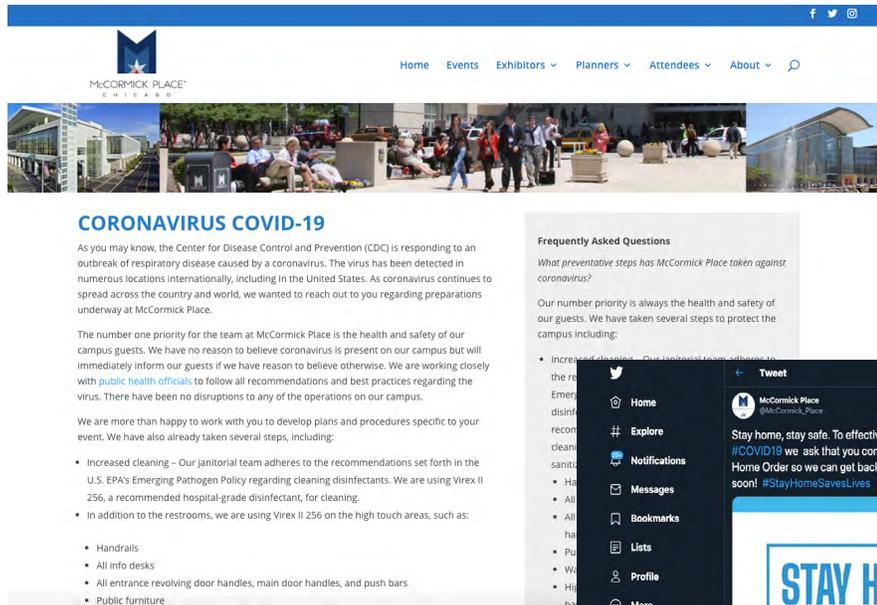


**Space Utilization Sensors to avoid unnecessary service delivery**

# PUBLIC AWARENESS

- An effective plan must include ways to communicate to our event organizers before, during, and after an event
- Increased messaging through websites and social media will be necessary
- On site messaging to reinforce social distancing and promote proper hygiene will be a must
- An effective ongoing public awareness plan will instill confidence that McCormick Place is a safe place to do business

<https://www.mccormickplace.com/coronavirus/>



Examples of COVID-19 related communication on the McCormick Place website, social and email to event organizers.



We wanted to follow up on our last note regarding coronavirus. MPEA has entered into agreements with the Army Corps of Engineers and the State of Illinois regarding use of the convention center for a temporary healthcare facility.

Last Monday, it was announced that Halls A, B, and C in McCormick Place will be used as an alternate care facility. An alternate care facility is not a field hospital, it is a location designed to have a place to stay for low to moderate-acuity patients to relieve the stress on the hospital system. In many cases, the patients will come to this location as they are recovering so that the space in the hospitals can be used for those who have more serious cases. This also may be used for people with mild symptoms who are unable to be at home.

We've described this as an unprecedented public health emergency many times. We never imagined a day when convention centers, parks, and other public spaces across the country would be used as temporary healthcare facilities. As difficult as this is, we are grateful that McCormick Place can step-up to serve our community at this critical time. We know that lives are at stake and, as a campus, we are committed to doing what is needed to help our public health officials as they manage this situation.

This is an extremely challenging time for our city, state, and country. Like all of you, the team at McCormick Place is working to do everything we can to help with this public health crisis. Our commitment to you during this crisis has been that our top priority is to ensure the health and safety of our guests. We can't do this without your help. We are committed to you during this crisis. We can't do this without your help. We are committed to you during this crisis. We can't do this without your help.

has subsided, the entire alternate care facility will be broken down. Illinois Emergency Management Agency (IEMA) is required to tear down the alternate care facility at the end of the event and clean, restore, and decontaminate our property before we can return the premises back to MPEA. IEMA is also required to provide guidance from the Chicago Department of Public Health or Illinois Department of Public Health showing our property is free of any COVID-19 contamination and appropriate for occupancy as convention space. McCormick Place will be consulting with outside public health and safety experts, in addition to the three currently contracted infection control firms, who can provide guidance specific to COVID-19 as well as other public health concerns.

We will continue to keep you updated on future developments and want to thank you for your support. We are committed to health and safety as we navigate this crisis. We hope that all of you, and your family, and colleagues stay safe and healthy. If you or your Event Manager should have any questions, please contact us.

Sincerely,

*Larita Clark*  
Larita Clark  
Chief Executive Officer  
Metropolitan Pier & Exposition Authority

*David Causton*  
David Causton  
General Manager  
McCormick Place

*David Whitaker*  
David Whitaker  
President & Chief Executive Officer  
Choose Chicago

# SAMPLE MESSAGING

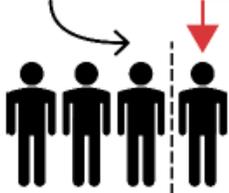


Social distancing is the practice of reducing close contact between people to slow the spread of infections or diseases. Social distancing measures include limiting large groups of people coming together, close buildings and cancelling events.

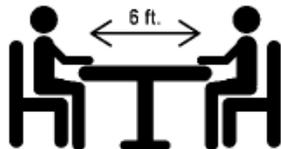
Ask these questions:

1. What conditions support social distancing in offices, café/restaurants & retail?
2. What behaviors can you encourage to reduce close personal contact?
3. How can you help slow the spread of respiratory infections?

## Conditions that can support social distancing in offices, cafes, restaurants and retail outlets



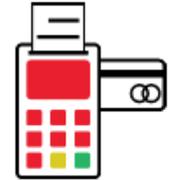
Reduce number of people  
*Staggered breaks, work days and start times*



Space seats 6 feet apart  
*Remove furniture if needed*



Alternative service type  
*Grab & Go, Takeaway, Drop off service*



Reduce total transaction time  
*Use card payment/contactless*

## Slow the spread of respiratory infections. Promote;



Good hand hygiene



Good respiratory hygiene

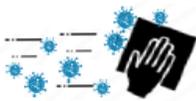


Effective home / workplace hygiene



Cancel nonessential visits or appointments, reschedule it.

### Good workplace hygiene is important:



Prevent the spread of a virus on surfaces



A virus may survive for hours or days depending of the surface



Contact with contaminated surfaces can spread a virus

### Particular attention should be paid to surfaces frequently touched by hands:



Handles/doorknobs on doors



Faucets/hand-wash sinks



Handrails



Telephones

### Cleaning and disinfecting is important:



Reinforce cleaning procedures / schedules



Use correct chemicals & follow manufacturer's instructions



Remember contact time is important for chemicals to work effectively

# SAMPLE MESSAGING

## What is COVID-19? A Guide for Facility Managers



- > **Coronaviruses** first discovered in 1960s
- > **COVID-19** is the respiratory disease caused by the 2019 Novel Coronavirus now known as SARS-CoV-2
- > **Symptoms** of coronavirus infection can range from mild in most cases (fever, cough, shortness of breath) to serious (pneumonia, kidney failure, even death)
- > **Spreads** via droplets produced by coughing or sneezing or through contact with contaminated surfaces

## How to Prevent the Spread of COVID-19<sup>1</sup>



**Wash hands** with soap and water, or sanitize hands with alcohol-based hand sanitizer when hand washing is not possible



**Cover coughs/sneezes** with a tissue, and then throw the tissue in the trash



**Avoid contact** with people showing signs of illness, and stay home if you feel ill



**Clean and disinfect surfaces** with products that have an EPA-approved emerging viral pathogen claims for use against SARS-CoV-2



**Wear a facemask** if you have symptoms of COVID-19 to prevent the spread of the disease to others

## COVID-19 Prevention Tips for Facility Managers<sup>2</sup>



**1. Educate your cleaning staff** about COVID-19 and encourage them to stay home when sick



**2. Ensure your cleaning staff has access to the right cleaning supplies**



**3. Train staff how to properly clean and disinfect high-touch areas** to minimize the risk of transmission

Go to the **CDC website** for the most up to date information on COVID-19.

1, 2 CDC 2020 Novel Coronavirus, What You Need to Know, <https://www.cdc.gov/ncez/nCoV/2020-02-05/>, accessed March 12, 2020

# SAMPLE MESSAGING

## SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE

-  • AVOID OVERCROWDING
-  • 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

Thank you for your participation in helping our Community combat the spread of COVID-19.



## PROTECT YOURSELF & COWORKERS FROM COVID-19

-  • 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

Thank you for your participation in helping our Community combat the spread of COVID-19.



## HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS.**



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



**WASH YOUR HANDS WITH SOAP AND WATER** after disposing the soiled mask properly into a bin.

## REMOVING PROTECTIVE GLOVES



1. Pinch and hold the **outside** of the glove near the wrist area.



2. Peel downwards, away from the wrist, turning the glove **inside-out**.



3. Pull the glove away until it is removed from the hand, holding the **inside-out** glove with the gloved hand.



4. With your un-gloved hand, slide your finger's under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.



5. Peel downwards, away from the wrist, turning the glove **inside out**.



6. Continue to pull the glove down and over the **inside-out** glove being held in your gloved hand.

# CONCLUSION

The purpose of this plan is to demonstrate what steps will be taken to reactivate McCormick Place to tradeshows and conventions.

The goal is to demonstrate to event organizers and guests that attending tradeshows and conventions are safe.

To achieve the goal of a smooth and safe reactivation, this plan is divided into six parts:

## ENVIRONMENTAL HYGIENE

Cleaning the facility to the highest standards

## FOOD SERVICE

Providing safe and enjoyable food

## CUSTOMER JOURNEY

Understanding the anatomy of our events to create social distancing and new capacities

## WORKFORCE

Returning our at-home workforce to the job site to serve our customers

## TECHNOLOGY & EQUIPMENT

Exploring the new role for technology and equipment

## PUBLIC AWARENESS

Communicating the new ways we will be doing business