



Indiana Convention Center COVID-19 Operating Plan

July 9, 2021

100 S. Capitol Avenue

Indianapolis, IN 46225

Overview

The following are health guidelines based on the mandates set forth by the Governor of the State of Indiana, the Mayor of Indianapolis, and the Marion County Public Health Department, as well as the best practices established by numerous industry groups, including the International Association of Venue Managers.

Goals

1. To create a safe and welcoming environment for everyone wanting to host or attend an event within the Indiana Convention Center
2. To work within the guidelines established by our city and state government officials while addressing our clients' needs to create valuable experiences for event attendees
3. To collaborate with our clients to build events that are safe and successful, while recognizing that each is unique and must be tailored to satisfy a client's distinctive health needs and business goals

Specifications

As we continue to operate within the guidelines set forth by city, county and state government officials, event specifications will depend on the event type. Each event is unique. As a baseline, the Indiana Convention Center (ICC) has implemented the following to promote a healthy environment and mitigate infection risks:

- I. Mandatory practices for all ICC staff, labor and contractors as outlined in the ICCLOS [Return to Workplace COVID-19 Mitigation Plan](#)
- II. Plexiglass sneeze guards at all reception areas and at all service areas
- III. Multiple hand sanitizer dispensers throughout the facility for staff and visitors alike
- IV. Masks/face coverings and physical distancing recommended for staff, temporary labor, and visitors. We will work with our clients one-on-one to determine their desired mask policy.
- V. Graphics and signage with reminders for practicing good health and safety habits installed at all entrances and throughout the building
- VI. One-way travel markers and barriers in hallways and corridors
- VII. Touchless, automatic toilets, sinks and soap dispensers in all restrooms
- VIII. Hands-free elbow door openers on all exterior and interior entry points
- IX. Hospital-grade air filters and 24/7 air circulation during events
- X. Increased cleaning and disinfection with the Clorox 360 system

Event Health Plans/Risk Mitigation Plans

Each event is unique and we pride ourselves on collaborating with our clients. If clients choose to design and implement an **Event Health Plan** we are happy to provide guidance and support. Your event coordinator/manager will work with you and your show contractors and vendors throughout the planning process to help develop your plan. These plans are intended to ensure that the health needs of attendees, clients, vendors, exhibitors and ICC employees are met and the possibility of COVID-19 infection is avoided.

The following are practices and protocols that event organizers may choose to adopt should they decide to implement an Event Health Plan:

- I. Mask or face coverings while inside the facility for attendees
- II. Health screening prior to entry for attendees
- III. Designated event-specific entrances and exits monitored by contracted event security staff
- IV. Personnel to monitor and enforce all applicable social distancing measures
- V. Space utilization plans that maintain safe physical distance between individuals

In addition to the above-mentioned guidelines, please see below additional mitigation suggestions should clients choose to implement an Event Health Plan:

- I. Ten-foot aisle ways for trade show floor plans
- II. Aisle ways going only one direction
- III. Booths of at least 10'x10'
- IV. Staggered entry for show times or multiple show times throughout the day (let us know what options you have to keep guests from overcrowding and maintaining social distancing). Examples: Alphabetical entry, A-M in the morning session, N-Z in the afternoon session
- V. Decorator cleaning standards and methods (must be pre-approved by ICC event management)
- VI. Stages and head tables large enough for social distancing
- VII. Collaboration with your event coordinator/manager to establish cleaning schedules for session room

- VIII. Online or other remote application registration process, to help avoid gathering in lobbies or in any common area
 - I. Attendee badges mailed in advance
 - II. Plexiglass dividers at registration counters
 - III. Digital self-check-in with onsite print-your-own-badge stations for attendees to grab their own badge
 - IV. Touchless payment options
 - V. Staff to wipe down/disinfect any commonly touched surfaces at registration counters or self-service kiosks
 - VI. Frequent use of hand-sanitizer and handwashing and/or individual-sized hand sanitizer bottles given to all staff and attendees
 - VII. Event-specific signage and other communications to encourage good health and safety practices (i.e. social distancing, handwashing/sanitizing, etc.)

Housekeeping

Daily

The Indiana Convention Center uses the Clorox Total 360 system, an innovative electrostatic spray for hard surface disinfecting that provides coverage at 18,000 square feet per hour. It kills 99.9% of bacteria in five seconds and inhibits the growth of mold and mildew for up to seven days. Additional products used to clean, disinfect and deodorize washable surfaces, restrooms and floors include Crew Restroom Floor & Surface Cleaner and Bio-Protect.

Show-by-Show

Along with the above disinfection, the ICC cleaning staff is charged with the following on a daily basis:

- I. Thoroughly clean and disinfect every restroom
- II. Routinely monitor and wipe down restrooms with disinfectant as well as respond to emergency cleaning needs (i.e. biowaste)

- III. Routinely disinfect all surfaces, including door handles, handrails, push plates, restroom partitions, restroom fixtures, tables, lobby furniture, trash cans, information centers, telephones, escalators and elevators on a 24/7 basis
- IV. Increase daily disinfecting of technology and equipment (microphones, sound and light control boards, AV equipment, etc.)
- V. Routinely clean all carpeted areas throughout the building

Food and Beverage

Centerplate-Our exclusive provider

We are happy to work with Centerplate as our exclusive food and beverage provider at the Indiana Convention Center. During this time there will be several changes to the way concessions and catered events will be offered. Also, we will modify our food service policies to include touchless points of sale (please see attached for more information). All Centerplate staff will adhere to strict guidelines regarding self-temperature screenings, use of PPE as recommended and needed and proper handwashing. In addition, sneeze guards on all concession stands and food areas are in place.

The following is a list of operational changes that Centerplate is implementing in response to COVID-19 preparedness.

- I. Implementation of hand sanitizing stations
 - a. Front of house (at points of sale, front of buffet lines and suites) and any other areas where touch traffic count may be high
 - b. Back of house (entrance and exit to kitchens, pantries and concession stands)
- II. Increased cleaning and sanitizing schedule
 - a. Dedicated staff members to sanitize and disinfect
 - b. Door handles, push plates, thresholds and handrails
 - c. Dining tables and chairs in food court areas
- III. Employee pre-screening wellness survey app
- IV. Use of PPE (personal protection equipment) recommended for staff members
- V. Point of sale barriers at all concession retail outlets

- VI. Single-use supplies
 - a. Replacing bulk condiments with single-serve items
 - b. Covered dispensers for utensils and service ware
 - c. Use of sealed containers and wrapped foods for retail and take-away
 - d. Fresh cups for refills
- VII. Elevated COVID-19 training for team members
 - a. Appointment of health ambassadors

Miscellaneous

This is an evolving process. We look forward to working with you to create a memorable experience for you and your guests at the Indiana Convention Center. Although these times are challenging, we still have attractive sponsorship opportunities to share with you:

New sponsorship opportunities

- I. Directional floor clings at entrances and skywalks (talk to your event coordinator/manager about your options)
- II. Barriers in hallways (talk to your event coordinator/manager about your options and sizes)
- III. Directional signage (lobbies, exhibit halls, ballrooms, or meeting rooms)
- IV. Hand sanitizing stations (we recommend securing additional stations to brand and supplement what we have installed)
- V. Face masks/coverings
- VI. Individual sized hand sanitizer

Visible changes

When visiting the Indiana Convention Center, you and your guests will see a difference between your past experiences and now. Our housekeeping team will be more visible in a bright green uniform. In the past, we have let them blend in behind the scenes. Now, it is our goal to have them stand out. This should make our guests feel comforted by their attention to detail.

Conclusion

In conclusion, we hope this gives you what you need to create a successful event at the Indiana Convention Center and our team is here to help you.

Next steps for you:

- I. Contact your event coordinator/manager
- II. Contact your pre-qualified decorator and have them share your floor plans with us
- III. Contact your production manager or production company and have them share your production plans with us

Let's start planning your event!

If you have any questions, please do not hesitate to contact us directly!



Indiana Convention Center

317-262-3400

Centerplate

As we welcome guests back into our facilities, Centerplate is focused on the safety of our employees, attendees, vendors, and partners.

Our Corporate COVID Response Team has remained focused on creating a safe way for our employees to return to work within each line of business in our portfolio.

As we pivot to improve supply chain pathways, our procurement teams have created a national stockpile of critical PPE (personal protection equipment), chemicals and supplies to ensure that we remain prepared to protect the safety of our customers, clients and employees. We have partnered with our vendors to ensure that our food providers are placing the same elevated focus on safety that you would expect from us. As our teams bring each facility back online, we are sharing and implementing best practices from Centerplate and Sodexo locations around the globe.

As a partner, you have always counted on us to *make it better* for our guests and employees. As we navigate this changing landscape, rest assured you can also count on us to *make it safer* as well.

We are putting a number of new practices and policies in place at ALL of our venues



Three-ply Surgical Masks & Gloves for all Staff



Increased Cleaning Schedule



Elevated Training for all Team Members



Employee Prescreening Wellness Survey App



Expanded Sanitizer Stations



New, Targeted Cleaning Solutions

**Health Ambassador
Scott Osborn**



Our Corporate Response Team has designated a Health Ambassador for each facility. This employee will receive specialized training to help direct local teams. He/She is specialized in:

- Working with the local health department
- Pre-shift safety training
- Sanitation walkthroughs

Our talented chefs are working to adapt traditional services and menus to work within our new norms. Individually packed meals, modified buffet services, specialized packaging, and adapted menus are all being created to offer clients some new options when planning meal functions.

At Indiana Convention Center and Lucas Oil Stadium, we have also added additional measures to protect the safety of our guests:

- Staff wellness screenings
- Point of sale barriers
- Wrapped silverware
- Portion controlled condiments

Visit Here for More Information

<https://www.icclos.com/icclos->


Indianapolis
INDIANA CONVENTION CENTER & LUCAS OIL STADIUM



 **Centerplate**