



Orlando

**Orange County
Convention Center**

The Center of Hospitality

ORANGE COUNTY CONVENTION CENTER RECOVERY AND RESILIENCY COMMITTEE GUIDELINES

The Orange County Convention Center (OCCC) Recovery and Resiliency Committee is closely monitoring policy changes from the Centers for Disease Control and Prevention (CDC), Orange County Government, and state mandates to make changes to this working document as necessary from recommended protocols. This program has been developed in consultation with Orange County's Health Services Department and will be updated accordingly.



ORANGE COUNTY CONVENTION CENTER RECOVERY AND RESILIENCY COMMITTEE GUIDELINES

At the Orange County Convention Center (OCCC), we care deeply about our employees, community, clients and guests. When we modified operations in March, we did so in the best interest of our community and clients.

Currently, Orlando is well positioned relative to many other regions. The strong support of the tourism, leisure, hospitality sector, and International Drive District, coupled with our world-class theme parks, places our community at an advantage. Our collaboration and adherence to the current [CDC Guidelines](#), and [Orange County Economic Recovery Task Force](#) has enabled the OCCC to incrementally host modified events.

This plan presents what we will do to keep our guests, employees, and community safe. Each division and Service Partner may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitization methods, in consultation with Orange County's Health Services Department.

We will continue to refine and update this plan with the OCCC Recovery and Resiliency Committee as our experts provide us more advice and we will work with each client to review their event and attendee guidelines.



ORANGE COUNTY CONVENTION CENTER RECOVERY AND RESILIENCY FIVE STEP PROGRAM

The Orange County Convention Center (OCCC) presents the following guidelines to keep our guests, employees, and community safe during scheduled trade shows, conventions and events as we incrementally host modified events.

The OCCC will implement a five step program for a phased approach:

1. Follow Mayor Jerry L. Demings' Economic Recovery Task Force recommendations for economic resiliency.
2. Observing reduced occupancy at the OCCC, physical distancing measures and following event gathering recommendations under the [current CDC](#), county, and [state guidelines](#).
3. Adherence to the phased approach of [regional gating criteria](#) before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the OCCC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. Center employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves is uncomfortable; but it allows the OCCC to host events and increases the safety of our guests and employees.



HEALTH AND SAFETY GUIDELINES

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all OCCC employees and Service Partners.

Physical Distancing

The OCCC Event Manager will work with the Event Planner on the guidelines for specific event participants, trade shows and conventions. In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators or moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Non-contracted spaces will be monitored by security. No handshakes.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, entrances, stairs, elevator, escalator landings in OCCC public spaces.

Public Spaces and Communal Front of the House Areas

The OCCC Environmental Services staff conducts daily cleaning of all door handles throughout the campus. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, and elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, dining surfaces, all seating areas and tables.

Front of the House Signage

Health and hygiene reminders will be placed throughout the property including the proper way to wear, handle and dispose of masks. Table cards and electronic signs will also be used for messaging and communication.

Back of the House Areas

The frequency of cleaning and sanitizing will be increased in high traffic back of house areas, with an emphasis on the employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices, kitchens, service desks and training classrooms.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, appropriate use of gloves (in positions deemed appropriate by medical experts), hand washing guidance, appropriate sneezing and coughing protocols, and reminders to not touch their face.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the OCCC, we will work with the Florida Department of Health to follow the appropriate actions recommended.



EMPLOYEE'S RESPONSIBILITIES

OCCC Employees are vital for an effective sanitation and health program.

Employee Health Concerns

Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any of the symptoms of COVID-19 on property are instructed to immediately notify their manager.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including environmental services, food and beverage, event operations, exhibitor services and security.

Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the OCCC will be provided with a facemask and be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined, including Environmental Services and any public area attendants and Security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger divisions will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.



OCCC SANITATION AND CLEANING PROTOCOLS

The top priority for the OCCC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for exhibit halls. The OCCC uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Cleaning Systems

The OCCC is using ozonated water as a cleaning agent on an as needed basis in meeting rooms. With 13 systems on hand, the OCCC's green cleaning ozonated water systems utilize oxygen as a disinfectant. Compared with chlorine, the most common liquid disinfectant chemical, ozone acts as a stronger and faster disinfectant agent in destroying viruses and bacteria -the liquefied ozone is used as a cleaning agent for deep cleaning the carpets and scrubbing exhibit hall floors. This process will be enhanced by the use of foggers and used to fog out restrooms, offices and high traffic meeting spaces.

Violet Defense

The OCCC is utilizing ultraviolet (UV) light for cleaning on an as needed basis in meeting spaces. This part of the preparedness plan includes Violet Defense, an Orlando-based company that brings clinical-level UV disinfection to meeting spaces. Violet Defense uses Ultraviolet Germicidal Irradiation (UVGI) light to kill bacteria, germs and viruses. This product will be used to sanitize offices, meeting rooms and restrooms throughout the OCCC.

Industrial Grade Scrubbing Machines

The OCCC utilizes industrial powered machines to sanitize and scrub exhibit hall floors across the West and North-South Buildings. The M30 Ride-On Sweeper-Scrubber and Tennant T12 Ride-On Floor Scrubber machines deliver exceptional sweeping and scrubbing technology and is used to clean exhibit hall floors after every event. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad -without the use of harsh cleaners.

Hand Washing Areas

There are 1,134 restroom sinks at the West Building and the 728 restroom sinks at the North-South Building that are equipped with germicidal antibacterial soap. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All OCCC employees have been instructed to wash their hands, or use hand sanitizer when a sink is not available.

Hand Sanitizing

In addition to the 56 Purell hand sanitizer stations at the West Building and 42 stations at the North-South Building, the OCCC is also incorporating environmentally friendly solutions into their sanitation strategy, by securing an additional new line of hand sanitizers. There are 30 new Durisan hand sanitizing stations, made by a Florida-based company, offering a water-based, non-toxic and an efficient long lasting formula, releasing no harmful chemicals into the environment.

OCCC Administration Office

Employees will utilize very well-spaced workstations to ensure separation between employees whenever possible.

OCCC SERVICE PARTNER SANITIZATION POLICIES

Additional protocols are under review and will be added and modified as developed for all Service Partners including LMG, FedEx, Centerplate, Smart City, Bags, etech, Universal Orlando Resort and SeaWorld Orlando. For ease, information on Visit Orlando's Guest Services Desk will be included at the conclusion of the Service Partner section.

CENTERPLATE FOOD & BEVERAGE

Guidelines can be found online [here](#).

Cleaning & Sanitizing Protocol

- a) Centerplate will continue to monitor and plan for its return to work. All equipment will be sanitized daily.
- b) Centerplate will follow all mandated CDC, state, and local guidelines and/or restrictions for service stations, service carts, beverage stations, counters, handrails, dining tables, bar tops, stools and chairs and trays to be sanitized
- c) POS terminals will be sanitized between each use and before and after each shift.
- d) Centerplate has employee screening upon arrival for all staff which includes the state mandated questionnaire.
- e) Centerplate has created a Centerplate Corporate Response Team with support from all facets of its operations focused on safety, purchasing and servicing guests in a new environment, and preparing to return to work.
- f) Centerplate has a full time sanitation manager currently on the team and will work closely with local health department teams to implement necessary local and county safety measures.
- g) Centerplate has been securing PPE equipment for team members to ensure they have the right safety measures in place when they return to work.
- h) There are new menus featuring a wide selection of individually packaged meals.
- i) Centerplate plans to offer new presentations, service styles, and new vessels.
- j) Centerplate plans for sanitizer stations at all point of service and banquet service locations.
- k) New receiving protocols are being implemented as directed by state guidelines.

LMG

AUDIOVISUAL PROVIDER

Cleaning & Sanitizing Protocol

For LMG, a phased approach laid out by the government must be followed. This document contains specific guidelines for LMG, LLC for Phase 1.

Employee, Attendee and Vendor Health and Safety

The health and safety of our employees, attendees and vendors is of utmost importance. Key areas of focus will be:

- Social distancing and protective equipment (PPE)
- Sanitation and disinfection of common and high-traffic areas

LMG, LLC Event Production Company Phase 1 Guidelines and Best Practices:

1. Physical/Social Distancing/PPE

- a. All crew will wear masks. Masks will be provided to anyone without one or as requested.
- a. Technicians will ensure that their workspaces are a minimum of six feet apart both side-to-side and front and back from any other technicians.
- b. Any crew loading or unloading trucks will maintain a six-foot distance as they push individual cases.
- c. Project Managers or lead technicians will make decisions around safely handling equipment or cases that require more than one person to move or lift it into position.
- d. Employees and technicians will not sit next to each other on battery-powered carts or in vehicles like trucks and vans. Any individual carts or scooters will have disinfecting wipes at all times and will be wiped down before and after each use.

2. Sanitation/Disinfection

- a. Hand sanitizers and cleaning supplies will be distributed to the entire crew and refilled as needed throughout the event.
- b. A Sanitation Technician will be designated and will be responsible for following sanitation and disinfection guidelines and will perform and assist in performing and cleaning procedures required.
- c. Any shared equipment like microphones, tablets or intercom will be disinfected before and after each event and before and after being delivered from person to person.
- d. All physical elements on stage including but not excluding podiums, lecterns, chairs, tables and stands will be disinfected between events and between individuals.
- e. Technician work areas and tables should not be covered in tablecloths or other soft goods and should be cleaned before and after each event or between crew changes.
- f. Touch screens, monitors or other equipment that must be touched or handled during the course of a workday must be disinfected before and after each event.
- g. All equipment will be sanitized and disinfected following outlined procedures upon its return to our warehouse or to a cross rental vendor.



FEDEX BUSINESS SERVICES

Guidelines can be found online [here](#).

Cleaning & Sanitizing Protocol

To ensure proper sanitation of devices and tools team members use on a daily basis, the following best practices will be implemented. When possible, assign team members to perform specific duties (e.g., phone duty, processing shipments, quality checking orders, packing) to avoid multiple team members interacting with devices.

CASH & CHECK HANDLING

The U.S. dollar and check payments will continue to be accepted at all locations. Team members should use hand sanitizer or wash their hands immediately after handling cash or checks.

For intermittent handling of cash (customer transactions), team members should perform hand hygiene immediately after handling cash (both soap and water or hand sanitizer), whichever is available.

For cash handling longer than customer transactions (e.g., cash countdown and till reconciliation), gloves should be worn. Once complete, carefully remove the gloves and perform hand hygiene by washing hands with soap and water.

- As much as possible team members should be assigned a specific till and workstation
- When a team member uses a workstation or device that is not assigned to them, they must thoroughly sanitize the device and/or area after use
- Team members should perform hand hygiene (soap and water or hand sanitizer) when handling cash during till reconciliation and following customer transactions

SELF SERVICE

All locations with self-service stations and supplies, have move caddies and tape guns to a non-customer area of the store. All supplies and the caddy must be wiped down using disinfectant wipes or non-acid disinfectant cleaner.

Supplies to be provided to customers upon request. Wipe down items prior to handing to a customer and wipe down again when items are returned or brought back behind the counter.

Proactively assist by encouraging customers /stationing customers at various self-service stations utilizing as much open space as possible, position customers at various self-service copy machines not stationed next to one another. Areas identified on floor 6 feet apart and limit of 10 in store at one time.



SMART CITY INTERNET TELECOMMUNICATIONS

Guidelines can be found online [here](#).

Cleaning & Sanitizing Protocol

Smart City Networks will follow all CDC, state and local guidelines when it comes to sanitizing and cleaning. Each employee will utilize well-spaced workstations to ensure separation between employees. Each workstation will be sanitized daily to ensure a clean and sanitized work environment. All rental equipment will be sanitized before, between and after each use.

- Hand sanitizers and cleaning supplies will be distributed to the entire Smart City team and refilled as needed.
- Any shared equipment like telephones, radios and testing tools will be disinfected before and after each event, as well as before and after being transferred from person to person.
- Any equipment being delivered to a customer, or picked up by a customer, will be cleaned and placed in a sealed bag for safe transfer.
- Any equipment installed for a customer will be cleaned by the team member upon delivery.

Employee, Attendee and Vendor Health and Safety

The health and safety of Smart City employees, attendees and vendors is of the utmost importance. Key areas of focus will be:

Staff Protocols

- All staff members will wear masks when directly interacting with others. Masks will be provided to anyone without one or as requested.
- Daily no-contact temperature checks/thermal scanner for all staff members will be logged.
- Sanitation and disinfection of common and high-traffic areas will take place.

Social Distancing

- Mandatory signage at entry and common employee areas regarding self-assessment and social distancing will be posted.
- Social distancing for all seating areas, including:
 - o Workstations arranged with a minimum six-foot seating apart. No face-to-face layouts.
 - o Breakrooms (remove tables or designate where employees can sit)
 - Separate break times by 10 minutes to allow time to wipe seats, tables and all surfaces used (such as refrigerator, vending machines, microwave ovens, etc).
 - No more than 10 employees at a time can be in a break room with social distancing applied.
 - o Specific doors to enter and exit will be designated for all spaces to ensure flow is in one direction.
 - o Staggered work schedules will be implemented, so no one arrives or leaves at the same time.



ETECH

CONTENT ADVERTISING

Cleaning & Sanitizing Protocol

Follow the aforementioned OCCC guidelines.

BAGS

SKYCAP BAGGAGE PROVIDER

Cleaning & Sanitizing Protocol

Guidelines can be found online [here](#).

VISIT ORLANDO

VISIT ORLANDO GUEST SERVICES DESKS AT THE OCCC

Cleaning & Sanitizing Protocol

- a) Phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change Physical Distancing Protocol
- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Tailoring service will be postponed until further notice



ORANGE COUNTY CONVENTION CENTER EVENT GUIDELINES FREQUENTLY ASKED QUESTIONS (FAQS)

- 1. What are your current guidelines pertaining to upcoming conventions?**

Phase 1 of the Orange County Convention Center's (OCCC) [Recovery and Resiliency Guidelines](#), has been released as we continue to monitor policy changes from the Centers for Disease Control and Prevention ([CDC](#)), [Orange County's Economic Recovery Task Force](#), and [state](#) mandates.
- 2. Can show management have a copy of the cleaning schedule for the facilities?**

Yes, each client can receive a unique cleaning schedule for their contracted space in the OCCC a few weeks prior to their event.
- 3. Are there any requirements for meetings rooms and ballrooms in conjunction with physical distancing and health guidelines?**

At this time, the OCCC is following [CDC](#) and [state mandated](#) capacity guidelines for large gatherings. Diagrams will be designed based on a 50 percent capacity, as mandated by state's re-opening phases, specifically for ballrooms and meeting rooms.
- 4. Are there current required guidelines for our trade show during this timeframe related to any additional required space between booths, aisle width, etc.?**

No. Event management will work with each client and their general service contractor to follow guidelines for one-way aisles, booths, etc. The Center recommends following SISO and IAEE guidelines for one-way aisles and physical distancing.
- 5. Will the OCCC provide hand sanitizer stations in exhibit halls or meeting rooms?**

No, the OCCC will not be placing hand sanitizers in the exhibit halls. Show management is responsible for providing hand sanitizers for their contracted space. OCCC provides hand sanitizers in public spaces.
- 6. Do you know if temperature checks will be required for the foreseeable future for events at OCCC?**

We are exploring options. As of today, the OCCC will not be requiring temperature checks.
- 7. Does the OCCC have medical personnel on-site in the event someone is identified that needs isolation?**

Clients are required to contract with an on-site medical provider. A list of those providers is available through your OCCC Event Manager. Information regarding additional services available from local healthcare systems is available through Visit Orlando.
- 8. What will the food and beverage plan look like since the food court capacities will be smaller?**

Centerplate will customize unique F&B plans as it pertains to their events.
- 9. Will there be any rules or regulations for the public space as well?**

The Center will follow [CDC](#) and [state guidelines](#) to encourage physical distancing.



10. If a client contracts a vendor to do temperature checks or thermal imaging, would the OCCC require any paperwork from the vendor?

No, the OCCC will not require paperwork from a temperature check vendor. Show management is responsible for that vendor.

11. Is the OCCC providing thermal cameras at the facility?

The OCCC is currently not providing thermal cameras. However, the Center continues to review the effectiveness and possibilities of thermal imaging.

12. Does the OCCC have a contact with the local Health Department?

The OCCC does have contact with the Orange County Health Department. Clients are required to contract with an on-site medical provider. A list of those providers is available through your OCCC Event Manager. Information regarding additional services available from local healthcare systems is available through Visit Orlando.

13. Will the OCCC be providing face masks for event attendees?

No, the OCCC will not be providing facemasks for attendees. The OCCC requires show management provide face masks for their attendees.

14. Will public spaces be marked with 6 feet measures and directional arrows?

Yes, in select public spaces, directional signage and decals will be placed by the OCCC.

15. What is the process for planning upcoming planning visits and/or site visit?

Your sales or event manager will coordinate to schedule onsite or a virtual meeting.



Orlando

**Orange County
Convention Center**

The Center of Hospitality

OCCC.net
407-685-9800
info@occc.net