



Convention Center Guidelines

Prepare. Respond. Recover.

The cleaning industry's only outbreak response and recovery accreditation.

About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, the GBAC® STAR facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit www.gbac.org.

About ISSA

With a variety of members including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its member

with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line.

Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit www.issa.com or call 800-225-4772.

Introduction to Convention Center Guidelines

The GBAC® STAR

Convention Center Guidelines document is intended to provide process and procedural options for infection prevention, cleaning, and disinfection for events, convention centers, symposiums, and meeting spaces.

These are guidelines to assist Convention Centers with GBAC STAR Accreditation.



The GBAC STAR Accreditation program is performance based. To achieve GBAC STAR™ accreditation, facilities must demonstrate compliance with the Program's elements. Some of the topics addressed within the program are:

- ☑ Risk assessment strategies
- ☑ Personal protective equipment
- ☑ Emergency preparedness and response protocols
- ☑ Establishing and maintaining a cleaning, disinfection, and infectious disease prevention program that minimizes risks associated with infectious agents such as SARS-CoV-2, flu, MRSA, norovirus and more.
- ☑ Ensuring those responsible for infection prevention, cleaning and disinfection are properly trained.

In General, GBAC STAR guidelines will be updated based on scientific understanding, public health advice, personal protective equipment (PPE) recommendations, indoor air quality considerations, as well as other recommendations that can be implemented to be consistent with your business needs.

GBAC will continue to monitor information from international health associations, organizations, and regulatory agencies, continue to communicate changes, requirements and recommendations as a situation evolves. GBAC will communicate via GBAC STAR communications networks such as the GBAC STAR Report, email blasts, GBACtv and the <http://www.gbac.issa.com/> website.

It is recognized that, in many convention centers, a service contractor may service the show floor areas and the facility may service the common areas of the property. These guidelines are designed to ensure there is no disruption of services. Establishing and maintaining a cleaning, disinfection, and infectious disease prevention program assists in clarifying rolls and responsibilities.

Risk Assessment is the responsibility of the facility or its designee. The risk assessment and/or official requirements determine areas and objects to be cleaned/disinfected. Persons performing cleaning and/or disinfection activities should enter an area wearing personal protective equipment (PPE) identified in the site's Risk Assessment as appropriate.



Introduction to Convention Center Guidelines

TABLE OF CONTENTS

Introduction to Convention Center Guidelines	1
General Considerations	6
Documentation	6
Signage	6
Temperature Monitoring Program	6
Indoor Air Quality (IAQ) Considerations	7
Physical Distancing	8
Strategies for Physical Distancing	9
Wearing of Gloves and Masks	9
Hand Sanitization	10
Hand Sanitization Stations	11
Public Self-Serve Water Stations	12
Floor Care	12
General Guidelines for Events	13
Pre-event and move-in activities	13
Pre-Event Disinfection Strategies	13
During Event Activities	14
End of Day Activities (for duration of event)	14
All Areas of the Venue	14
Exhibit Floor, Public Spaces, and Meeting Rooms	15
Post-Event Activities	16
Disinfection	16
Final Floor Care	16
Specific Spaces Considerations	16
Lobbies	16
Public Restrooms	16
Common Hallways	16
Elevators and Elevator Lobby Areas	16
Escalators	16
Meeting Rooms	16
Cafés, Restaurants, and Bars	17
General Considerations	17
Nightly Cleaning of Specific Areas in Cafés, Restaurants and Bars	18
Disinfection	18
Ballrooms	18
Back of House / Heart of the House	18
Quick Reference Guide	19

General Considerations

Note: The following general guidance may apply to pre-, during- or post-event activities.

Documentation

Documentation is an important part of the process. All cleaning/disinfection activities should be documented in the events/facility's documentation system. The risk assessment, audits and inspections, cleaning and disinfection protocols, including the use of PPE, need to be documented.

Signage

The event manager, event security contractor, and venue - as appropriate - shall maintain a list of signage associated with their GBAC STAR program. The list should include the location and description of signage placed at each location. During an event, a list such as this will provide a smooth and efficient audit when verifying signage is in place and being maintained.

Because signage must be in place before the event is opened, signage setup should



Temperature Monitoring Program

When recommended or required, temperature monitoring stations at venue and employee entrances may be implemented. These can be automated or implemented by a security officer with a temperature-scanning device. Communication is essential and clear instructions on requirements should be provided in advance (e.g., no entrance for individuals with elevated temperatures).

Medical emergency response plans should include responding to ill guests, exhibitors, and employees; an isolation room should be considered.

be included as part of pre-event activities. Examples for signage when required by local, regional, or national public health authorities or when required by risk assessment might include but are not limited to:

- Rules and recommendations for the day, including use or no use of PPE.
- Physical distancing reminders.
- Mask reminders.
- Handwashing reminders in restrooms.
- “Don’t touch your face” reminders.
- Notify event security about concerns.
- GBAC STAR Facility signage to remind people that this is a GBAC STAR Facility.

Indoor Air Quality (IAQ) Considerations

Indoor air quality controls play a key role in mitigating the spread of infectious diseases that are transmissible through droplets and aerosols. The United States Environmental Protection Agency (EPA) has developed a list of recommendations and principles to help aid in improving indoor air quality.

It is important to create an action plan for clean indoor air that includes a risk assessment done on IAQ, a plan for continuous improvement, and routine HVAC inspections and maintenance.

The action plan should include a strategy for optimizing fresh air ventilation, enhancing air filtration, and cleaning. It is also important to communicate the action plan to staff members to increase awareness and commitment to improving IAQ.

There are several considerations for air filtration and ventilation to optimize your indoor air quality controls. Here is a list of indoor air quality considerations; however, there are more detailed lists on the EPA website:

- Directional airflow out of the building or filtering the air supply to keep potentially infectious outside air from entering.
- Where possible, optimize HVAC systems to remove respiratory particles by installing the highest-rated MERV filter the system can accommodate, and increasing the air exchange rate and fresh air intake.
- Implement policies to maintain HVAC Systems, including regularly inspecting and replacing filters.
- Cleaning and Disinfecting equipment that can generate aerosols should have HEPA filters to trap any liberated agents in the exhaust system.
- Routine protocols for cleaning and disinfecting surfaces to prevent infectious agents from moving to the air from a settled surface or being picked up by uninfected workers or visitors.
- Air cleaners with HEPA filters may be used in indoor spaces where other ventilation options (e.g., HVAC, open windows) are unavailable. These should be installed by individuals with expertise in ventilation and air filtration.
- Open windows to increase fresh air circulation.
- If possible, switch to outdoor entertaining/hosting/learning environments.
- If possible, have airborne particulate matter sensors in place to monitor and assess occupant exposures and ventilation performance in real-time.

For more information on indoor air quality see ASHRAE Task Force Building Readiness guidelines.

Hernandez, M., Olinger, P. (P., (1), M. Z., (NRCM), D. S. W. S. M., (1), D. W. T., & (2), M. C. (2022, February 9). Biological air quality considerations for Non-Healthcare, as built environments. InfectionControl.tips. Retrieved March 24, 2022, from <https://infectioncontrol.tips/2022/02/10/biological-air-quality-considerations/>

Physical Distancing

Venues will follow regulatory guidance regarding physical distancing when and where it exists.

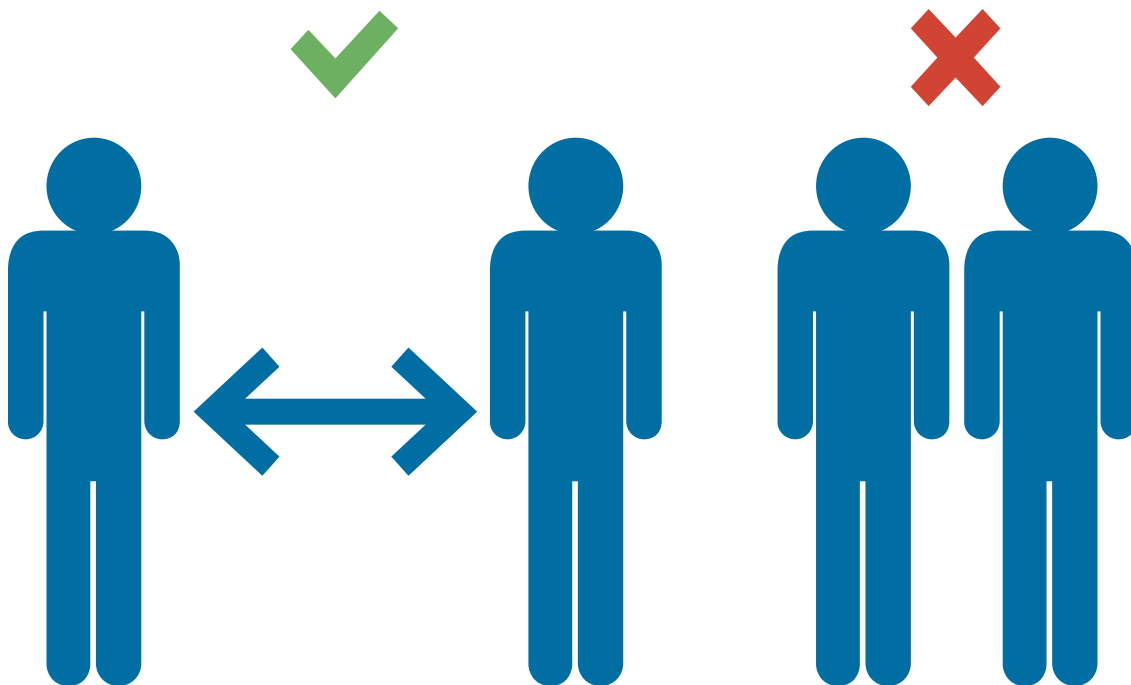
If physical distancing is required, for example, current physical distancing recommendations assume that six (6) feet between individuals is acceptable, independent of the use of masks.

With each person having a radius of three (3) feet space (6 feet between each other), the physical distancing space per person is around twenty-eight (28) square feet per circle. If physical distancing requirements for the event are in place, the total available space for the

event might need to be divided by the physical distancing space requirements per individual to determine the maximum allowable number of occupants per space.

Therefore, continuing with this example, the maximum number of registered attendees when physical distancing is required equals the gross square footage — which includes the exhibit hall, the lobby areas, and meeting rooms — minus ten percent (10%) of the square footage allowing for exhibits and equipment.

You then take the number of registered attendees - less twenty-five percent (25%) loss factor - and divide by the total gross square footage.



Strategies for Physical Distancing

When physical distancing is recommended or required, the venue or the Event Security Contractor should implement controls to assist in accomplishing physical distancing goals. Strategies might include, but are not limited to:

- Signage asking everyone to keep a respectful physical distance from others shall be placed throughout the venue.
- Adding floor markings to aid in queuing at the lobby, registration desk, restrooms, exhibitor booths, and any other attendee queue locations. Stanchions with 6-foot belts may also be used in these locations to designate appropriate distancing.
- Spacing of seating and tables where applicable.

Wearing of Gloves and Masks

Masks (face coverings or respirators) may need to be worn by conference attendees, exhibitors, and support staff when required by local, regional, or national public health authorities or when required by risk assessment.

Gloves may need to be worn for certain activities when required by local, regional, or national public health authorities or when required by risk assessment.

The event management, venue, or contractor may consider providing masks in appropriate sizes when required.





Hand Sanitization

Current public health guidelines outline the need for appropriate hand hygiene accomplished by hand washing and/or the use of hand sanitizers.

While handwashing with soap and water is the preferred option for hand hygiene, the number of handwashing facilities is normally limited, and the use of portable hand wash facilities might not be feasible in all locations. Therefore, access to hand sanitization stations is necessary.

Hand Sanitization Stations

Hand sanitization station locations and capacity needs must be based on occupancy needs, usage records, and user feedback. The number of units can be adjusted, based on usage records. Approved hand sanitizers may vary from country to country. The venue must be aware of what types of hand sanitizers are approved for the specific location.

The event manager, and venue - as appropriate - shall maintain a list of hand sanitization stations associated with their GBAC STAR program. The list should include the location of each hand sanitization station. During an event, a list like this will provide a smooth and efficient audit when verifying stations are in place, being maintained, and replenished.

Hand sanitizer stations should be placed prior to the event opening. Examples of the quantity and location of these stations include, but are not limited to:

- At every entrance: one (1) or more station depending on volume.
- All public corridors: one (1) every two hundred (200) feet, with a minimum of one (1) per aisle.
- Meeting rooms: as general guidance, one (1) for every one-hundred (100) people scheduled in the room, should be placed at every entrance.
- Lobbies: one (1) per five thousand (5,000) square feet of lobby space.
- At entrances of all food and beverage locations.
- At all elevator banks and escalators.



Take note of the position so as to not interrupt traffic flow.

- At employee time clocks and entrances, and employee dining areas, based on use.

Units must be replenished frequently. It is recommended that stations be checked initially every two (2) hours during the event and inspection frequency adjusted based on usage.

During pre- and post-event activities, hand sanitization stations may be in the way of set-up and tear down activities. It may be more effective to provide individual alcohol hand sanitizer to all workers, event management personnel, and exhibit personnel.

Public Self-Serve Water Stations

Local and governmental rules should be followed. A program for public self-serve water stations with touch points should be established. Use during pandemic or epidemic phases of an outbreak should not be permitted.

Floor Care

The cleaning and disinfecting of hard surface floors is critical. In addition to routine protocols of floor care for both hard surfaces and carpet, special attention should be made for - but not be limited to:

- The use of HEPA vacuums on all carpet.
- The use of approved floor scrubbers, mops, and tools with approved chemistry on hard floor surfaces.
- Spray disinfection using facility-approved spray technology and approved disinfectants compatible with the materials being disinfected when required by local requirements or risk assessment.



General Guidelines for Events

Pre-Event and Move-In Activities

When required by local, regional, or national public health authorities or when required by risk assessment:

- Move-In signage shall be in place describing requirements for all personnel involved in Move-In Activities, such as physical distancing, hand hygiene, and the wearing of masks.
- When required by local regulations and/or risk assessment, masks and gloves will be required to be worn by workers, exhibitors, and support staff during Move-In activities.

- When required, a temperature monitoring program will be utilized for all workers, exhibitors, and support staff during move-In activities.

- Floors should be prepared and inspected for readiness (criteria to be determined by risk assessment and/or official requirements).

Pre-Event Disinfection Strategies

It is important to understand the difference relating to cleaning and disinfecting.

Cleaning

Removes dirt and impurities – including germs – from surfaces. Cleaning alone does not kill germs, but decreases the number of germs and, therefore, the risk of spreading infection.

Disinfecting

Kills germs on surfaces. It works by using chemicals to kill germs on surfaces but does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces risk of spreading infection.

At the end of the Move-In stage, spray disinfection (or other suitable delivery system) with careful attention to touch points and certain areas within the venue may need to be completed based on the risk assessment.

Disinfection systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s) is highly desirable. Areas for disinfection with high attention to touch points may include but are not limited to:

- Exhibits, aisles, lobbies, restrooms, and meeting rooms.
- Any off-limits items, areas, etc., need to be clearly identified.

Based on site risk assessment, other Pre-Event/Move entry and separate, single point of departure for contractors and exhibitors. In consideration:

- Staggering of the exhibitor set up times.
- Signage that includes appropriate distancing for exhibitors, contractors, and employees.

During Event Activities

End of Day Activities (for duration of events)

All Areas of the Venue

At the end of each day during the event, for all spaces within the venue (i.e. lobbies, exhibit hall, restrooms and meeting rooms), Custodial Services and Disinfection Professionals should address the following, wearing PPE:

- Conduct room cleaning with approved cleaners, paying careful attention to all touch points.
- Replenish items as needed.
- Hand sanitization stations checked that they are in place and replenished. It is recommended that stations are checked every two (2) hours during the event. Frequency can be adjusted upon actual usage needs. This should be documented.
- All trash removed.

Exhibit Floor, Public Spaces, and Meeting Rooms

Areas and objects to be cleaned and disinfected are to be determined by the risk assessment and/or official requirements. At minimum, spray disinfection with careful attention to touch points and certain areas within the venue are conducted on areas that may need to be completed at the end of each day based on the risk assessment.

- Disinfection systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s) are highly desirable. Certain touch points should be disinfected more often based on

usage (i.e., elevator buttons, tables, door handles and railings).

- Disinfection technicians begin spray disinfecting identified surfaces with careful attention to touch points on exhibit floor, meeting rooms and ballrooms, starting at either the back of the room and working toward the exit door, or starting from the middle and working their way out.
- Surface and touch point disinfection might include but is not limited to identified touch points such as:
 - Door handles
 - Switches
 - Escalator railings
 - Elevator buttons
 - Tables
 - Chairs
 - Trash cans
 - Exhibit booths (when requested or required)
 - Doors
 - Registration desk
 - Flooring
 - Walls (up to 8 feet)



Post-Event Activities

Disinfection

Disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with appropriate disinfectants will be conducted each night.

Final Floor Care

After everything has been cleared from the event floor, final floor cleaning will be

conducted. This may include but is not limited to:

- Removal of all tape.
- Sweeping of entire surface.
- Use of floor scrubbers/mops when and where applicable.
- Disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with appropriate disinfectants.

Specific Spaces Considerations

For examples that may be associated with an event/convention center, please consider these additional recommendations.

Lobbies

Venue lobbies vary from facility to facility from small intimate lobbies to grand scale large lobbies. Special attention must be made to lobbies, as it is an area that can be subject to significant traffic. Large lobbies may need to be sectioned off and completed section by section. Areas and objects to be cleaned and disinfected are to be determined by risk assessment and/or official requirements.

Public Restrooms

Surface disinfection may be incorporated into the general cleaning process as the final step.

Common Hallways

Elevators and Elevator Lobby Areas

It is highly recommended that the space is spray disinfected at least nightly. Elevator areas should be checked frequently during high-occupancy times. Set a schedule and document that the activity has been completed.

Escalators

Escalator areas should be checked frequently during high-occupancy times. Set a schedule and document that the activity has been completed.

Meeting Rooms

Meeting Rooms are to be cleaned and disinfected after each use. If the meeting room is disinfected by a separate disinfection technician or equivalent position, some form of communication (such as a sign or door tag) should be used to indicate that the room is ready for sanitization/disinfection.

Meeting room areas and objects to be treated are to be determined by risk assessment and/or official requirements.

Cafés, Restaurants and Bars

General Considerations

Frequent cleaning and disinfection should be conducted, and Indoor Air Quality considerations should be implemented.

Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area, or bar. Depending on the size of the restaurant, other station locations should be considered. They must be replenished as needed. It is recommended that stations are checked every two hours during high-occupancy times unless usage records indicate more or less frequent checks.

Wait staff, porters, bus staff, wait assistants, and bartenders must clean, sanitize, and disinfect using approved cleaners and disinfectants in accordance with venue policy. Wait staff, porters, bus staff, wait assistants, and bartenders should be trained on infectious disease awareness and protocols. Restaurants and bars should continue to clean and disinfect in accordance with facility protocols with special attention to the following:

- Table placement is at least 6 feet apart (when physical distancing requirements are in effect).
- Linens are replaced and washed between customers.
- Wait staff and servers wear masks when physical distancing is in effect or when local requirements or restaurant rules require.
- If non-disposable menus or check presenters are used, they must be disinfected after each use.
- Hand washing stations shall be available for all staff in the back of the house.
- Food handlers should wear gloves when preparing food.
- Based on situational risk assessment, disposable utensils may be used when and where applicable. When not utilizing disposable utensils, flatware must be wrapped or in a roll-up.
- Based on situational risk assessment, personal use condiments may be provided.

Nightly Cleaning of Specific Areas in Cafés, Restaurants and Bars

Disinfection

Special attention to the approved chemistry list must be taken into consideration in areas where food is prepared and served.

Ballrooms

Ballrooms are a combination of restaurants and meeting spaces — Recommendations for both spaces should be followed for ballrooms.

Back of House / Heart of the House

Back of house could be kitchens, storage rooms, corridors, service corridors, tee-up food, triple deck warmers with food, loading docks, locker rooms, and employee restrooms.

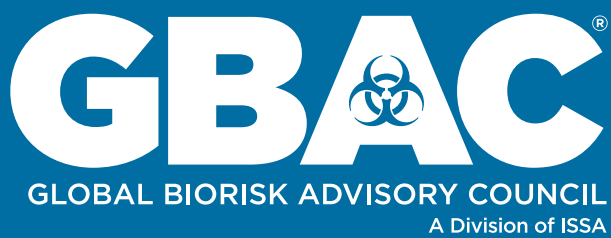
Routine cleaning and disinfection policies and procedures must be established for all spaces in the “Back of the House/Heart of the House” and a list of “Heart of the House” spaces should be developed specific to each venue.

- At a minimum, spray-disinfect all spaces every 24 hours in food preparation areas, service stations, locker rooms, employee restrooms, cafeterias, and snack bars.
- When required, a temperature monitoring program will be utilized for all employees and contract support staff. This can be accomplished by automated temperature-monitoring stations at employee entrances or implemented by a security officer with a temperature-scanning device.
- When required, masks will be worn by all conference attendees, exhibitors, and support staff.
- Wearing gloves also may be required for certain tasks and/or positions.

Quick Reference Guide

The table below can be used as a reminder of the items to be considered for infection prevention, cleaning, and disinfection programs.

Quick Reference Guide <i>Items to consider for infection prevention, cleaning/disinfection programs</i>				
	Pre-Event and Move-In Activities	During Event	End of Day During Event	Post-Event
Spray disinfection all areas at a minimum, at the end of each day	✓	✓	✓	✓
High frequency touch points	✓	✓	✓	✓
Stagger set ups/break downs	✓			✓
Signage for appropriate distancing	✓	✓		✓
Routine cleaning rounds		✓	✓	✓
Remove trash	✓	✓	✓	✓
Hand sanitization stations checked		✓	✓	
Replenish items as needed	✓	✓	✓	✓
Floor care-HEPA vacuum, etc.	✓		✓	✓
Wear PPE	✓	✓	✓	✓
Final Floor Care, remove tape, sweep, floor scrubbers, etc.				✓
Documented	✓	✓	✓	✓



1-800-225-4772 (North America)

1-847-982-0800 (Outside North America)

gbacstar@issa.com