

Ms. Julie Ann Schmidt 100 N. 3<sup>rd</sup> St. Phoenix, AZ 85004 June 1, 2021

RE: 2021 National Sheriffs' Assoc. National Conference

Dear Ms. Schmidt,

Thank you for completing the Special Event COVID Pre-Application and communicating with our team regarding the 2021 National Sheriffs' Assoc. National Conference to be held at the Phoenix Convention Center on June 22 - June 25, 2021. Approval of an operating permit does not mean your guests, or your staff, are not at risk from the COVID-19 pandemic. There is no pathway we could outline that would establish with 100% certainty that no one will contract the virus. Additionally, the City of Phoenix accepts no liability, and declines to indemnify anyone electing to attend this event. Finally, the plan needs to include a waiver that includes the City of Phoenix.

Our understanding of the event is as follows:

- Very detailed check-in process for contact tracing and crowd control
- Appreciated attention to movement and scanning efforts.
- Masking as a requirement, even for those who are vaccinated.
- Ventilation within the space is adequate.
- Health questionnaire every day.
- Scan at every session.
- Designated areas for consumption of food and beverage.

However, there were a few items that should be addressed:

- Cleaning products should be EPA registered antimicrobial cleaning and disinfecting chemicals for use against COVID-19.
- Delegate COVID compliance officers and give them authority to remove non-compliant guests who repeatedly refuse to wear a mask properly.

The City of Phoenix is approving the event scheduled on June 22 – 25, 2021. While we are approving your submitted plan we reserve the right to re-evaluate that approval if there is evidence that you are not complying with the protocols set forth in your plan or if there is a sudden and dramatic increase in the COVID-19 infection rates within our community."

Sincerely,

Inger Erickson

Deputy City Manager



### **Special Event COVID Pre-Application**

All public and private events requiring an operating permit shall first complete and submit this pre-application regarding the event's COVID-19 practices and procedures. This application is intended to provide insight into the event, and it's planned operations, procedures and considerations for the response to COVID-19. The provided information will be used in the review and evaluation process. This application does not replace any other event permit application required by any other agency/department. If this application is approved the event must still submit for and obtain all necessary event permits and licenses. This application provides no guarantee the event can be held.

See attached

	Event	t Informatio			
Name of Event	2021 National Sherif	rs' Asso	oc. Natior		
Event Address	100 N. 3rd St., Phoe	nix, AZ	85004	Stati	onary Event? Moving? (parade, etc)  ✓
Name of Venue	Phoenix Convention C	enter			
Date(s)/Time of	Start Date (0/2-2 En	d Date	Start Time		End Time
Operation	6 <del>/18/21</del> to 6/25/21		7:00am		<sub>to</sub> 11:59pm
Contact Familiar	Name		Phone		
with COVID Procedures & Plans	Julie Ann Schm	idt	763-26	3 <b>7</b> -3	3836
Contact Email	jschmidt@sheriffs.org				
Attendance	Anticipated Number of Attendees 1500-2000	Public Eve			Open to All? Ticket-RSVP?
Social Distancing	Provide plan and documentation on See attached  Provide plan for temperature checks	for attende	es. See attache	d 🖺	
Plan and Layout	Layout (attach plan showing event la COVID setup and proposed setup, if See attached •		side events, inclu	ıde all se	ating and food areas). Show pre-
Venue Details	Square Footage of Event Space: 15 Indoor ✓ Outdo	•	Both		
Arrangement	Seating   Standing	Receptio	n 🔳 Bootl	ıs 🍱	Other
Occupant Load	Maximum Occupants with No Resti	rictions	Social Dis 5,607	stancing	Occupant Load
Barriers/Security	Provide plan on how barriers or que See attached • Event Security?	lines for cro		e impler	_
Cleaning & Disinfection	Provide plan for reducing touch points See attached	nts and how	surfaces will be	cleaned a	and disinfected.
Cleaning and Disinfect	ion Product(s) EPA approved against C	OVID-19?	Yes 🗏		No 🗇
What type of CDC COV See attached	/iD recommend signage and messaging	g will be prov	vided around ve	nue? Pro	ovide examples.
Outside Vendor Provid	ling Cleaning & Disinfection Service?		Yes 🔳		No 🗖

Applications may be faxed to 602-495-7429, submitted in person weekdays 8 am to 5 pm at the address below, emailed to applications.pfd@phoenix.gov or mailed to the address below. For application questions please call: 602-262-6771

For more information visit www.phoenix.gov/fire/prevention



If yes, provide company i	information (Name, address, phone, contact, email):	
	leaning & disinfecting in public space.	
Shepard Exposition	on Services to provide cleaning & disinfecting in contracted event space.	
	On-Site Preparation? Yes  No	
Food Service	Consumption on-site? Yes No 🗆	ŀ
	If yes, provide plan showing how CDC and State guidelines for food dining will be implemented.	
Seating for Food Consum	See attached motion?	
-	150-200	
Yes 🖪 No 🗍	If yes, now many?	]
	Existing/Built-In  Portable	
Restroom Facilities	How will handwashing and/or hand sanitizer be provided, include cleaning schedule for restrooms?  See attached	
	Describe what physical barriers, such as sneeze guards and partitions be provided at all points of sales	?
'	See attached	
Merchandise &	Ticket Sales on Site? Yes  No  No	
Payments	Ticket Scanning at Entrance? Yes \( \square\) No \( \square\)	
	Queue lines for Scanning Yes  No	
	Ticket sales available prior to event?  Yes  No	
	What process is in place for symptom and temperature checks prior to start of shift?	
Event Staff	What training has staff received on all COVID safety protocols?  Consider using Interim Guidance for Businesses and Employers as a guide.	
	See attached   See at	
	Event sponsored /provided transportation (shuttle, private bus, scooter, etc.)? Yes  No	
Transportation	How is the promoter recommending attendees to arrive to and from the event?	
Transportation	How is cleaning in accordance with CDC guidelines, being achieved?	
	See attached   See attached	
	The following attachments are required as part of this resume.	
	✓ Social Distancing Plan	
	✓ Event Layout (include all seating and food areas)	
	✓ Barriers/Security/Que Line Plan	
	✓ Cleaning & Disinfection Plan for all Touchpoints and Surfaces	
	✓ Samples of COVID Safety Signage & Messages (include mask requirements)	
Attachments	✓ Food Service Preparation & Service Plan	
	✓ Handwashing/Sanitation Plan	
	Physical barriers for Points of Sale Plan	
	•	
	✓ Event Staff Shift Checks	
	Transportation Cleaning & Disinfecting Plan	

Applications may be faxed to 602-495-7429, submitted in person weekdays 8 am to 5 pm at the address below, emailed to applications.pfd@phoenix.gov or mailed to the address below. For application questions please call: 602-262-6771

For more information visit www.phoenix.gov/fire/prevention





The Phoenix Convention Center's (PCC) re-opening plan engages five strategies to ensure the safest conditions possible for future events.

- 1. Follow CDC recommendations for physical distancing.
- 2. Follow CDC recommendations for personal protective measures.
- 3. Remove touch points whenever possible.
- 4. Engage in a process of constant cleaning and disinfection.
- 5. Focus efforts on client communication and staff training.

As hosts of National Sheriffs' Association (NSA), PCC staff and NSA planners have developed an event plan which applies these five strategies to this unique setting.

PCC has installed permanent and temporary signage which reminds occupants to:

- Keep physical distance using:
  - Printed and digital signs
  - Floor appliques
  - o Table tents and table signs
- Requires face covering be worn by all persons (except players actively competing) at all times, unless consuming food or beverages.
- Encourage "right hand travel" through doors and in circulation areas.
- Direct all persons to hand sanitizer and disinfecting wipes, which are liberally dispersed in all public areas.

All doors will be held open to eliminate touch points. Restrooms have been modified to add additional barriers between occupants. All fixtures are touchless, including faucets, soap dispensers and paper towel machines. Water bottle refill stations are available and are touchless. Parking operations are fully automated, eliminating person to person interaction.

Restrooms will be cleaned throughout the day based on the event schedule. Restrooms will be disinfected nightly. All tables, chairs and equipment will be cleaned, disinfected, and reset nightly.

Close communication with NSA has enabled the creation of the event plan which follows.



### **City Application Submission**

### **COVID Narrative**

The National Sheriffs' Association is committed to hosting a safe and successful conference this summer in Phoenix. Our events management team has been working closely with the Phoenix Convention Center event staff and the Aventura Catering team to ensure that all local restriction are incorporated in to the overall event plan. We are ensuring that all our vendors are working to ensure a safe event. We will apply the latest CDC requirements and industry best practices to our event plan. The NSA Conference Manger is a Certified COVID 19 Compliance Officer and has successfully and safely executed many live events post COVID including event of this size.

NSA are supporters of vaccines and are a highly vaccinate group. Ahead of the US average. We are not requiring proof of vaccinations to attend the conference nor will we require a negative COVID test to attend the conference. We have endeavored to quantify the vaccination rate of our audience the best we can.

An estimated 65% of our attendees are Sheriffs, Deputy, and other law enforcement officials. As first responders this group of attendees are almost full if not fully vaccinated. The remaining 35% of our attendees, if they are on track with the country which is as of the writing of this according to the CDC 34.3% of the country is vaccinate. We estimate that 77% of our overall attendees will be vaccinated.

### **COVID Protocols**

At the time of writing this application the direction from the CDC is in flux and regulations and recommendations are changing day to day. We are following all these changes and adjusting our plan and delivery to conform to any changes. We are committee to following all the local rules and regulations. Our Conference Planner is a Certified COVID 19 Compliance Office with a successful 4000+ person event under her belt. She has already created a CDC compliant COVID plan that resulted in no positive cases on site or post event.

Our COVID protocol, once final, will address the following – health screening questionnaires, contact tracing, cleaning, and social distancing. At a high level we are addressing these issues in the following:

- Health Screenings Questionnaires On an attendee first day they will be asked the questions at registration and our registration team will note the response at check before giving them their name badge. On all consecutive days, the survey will be managed thru our app.
- Contact Tracing we will follow all CDC guidelines and industry standards on contact tracing. We will be using registration data for tracking purposes. We will scan attendees name badges as they enter a room (Seminar, Meeting, Training, Meal) and as they enter the Tradeshow floor. For the Tradeshow we will also scan upon exit of the hall as well. On site or post event reporting of a positive case will go thru the meetings team.



- Cleaning procedures address below. We will follow all convention center rules.
- Social Distancing and Signage addressed below. We will follow all Convention Center rules.

### Five Strategies and their application

### Engage in a process of constant cleaning and disinfecting.

We are familiar with the Phoenix Conventions Centers enhanced cleaning processes and procedures. We will support these efforts with our event plan and on-site behavior. We will add to this with the following.

We will be exceeding the CDC guidelines of cleaning high touch points three times a day. Our registration counters will be cleaned at the top of the hour by the staff working the station during peak traffic and every two hours during the slow traffic time.

We will have disinfecting wipes in offices, registration areas and meeting rooms for use by attendees to meet their individual cleaning needs.

We will also have a rigorous cleaning schedule for the NSA booth on the tradeshow floor. We will be wiping down surfaces every two hours during show hours. We will be educating our exhibitors prior to arrival onsite about cleaning efforts and ensure they are prepared and equipped to keep their booths clean. We did adjust our schedule to shorten the total hours the show floor is open at one time to shorten the amount of time that attendees are on the show floor between cleanings.

### Remove touch points wherever possible.

We have worked hard to remove as many touch points as possible throughout all aspects of the conference. We have removed or change the following touch points:

- Change name badges to single print, single unit name badges from our previous types that were multiple cards inserted into pouches.
- Removed event tickets and replaced with scanning QR codes.
- Removed items that people can choose to pick up at registration.
- Limiting items handed out at registration.
- Limiting or removing name tag ribbons
- Limited overall meal events
- Changing remaining meals to packaged meals where possible.
- Self-scanning stations for educational sessions.
- Reducing the items handed out on the show floor by having exhibitor provide digital
  information. Attendees will scan a QR code at the exhibitor's booth to receive all the
  exhibitor's digital literature, or exhibitors will email the information to the attendee post
  event.
- We have lead retrieval for exhibitors.



- We have changed our passport process from a card that needs to be stamped at a booth to a digital passport where the attendee scans a QR code instead.
- We have made all our raffles or drawings digital.
- We are working with our exhibitors to make any drawings they would have done in their booth with a business card dropped in a bowl to digital drawings.
- We are requiring presenters to provide any handouts digitally to attendees.
- All committees will distribute meeting materials digitally and in advance.
- Sneeze guards at registration.
- We continue to remove touch points where we can.

### Encourage personal protective measures.

Beyond the removal of the touch points already listed above we will be encouraging personal protection using social distancing, proper mask usage, using new registration stations that allow more spacing, spreading registration out over two locations, having committee members come in a day early to meet with a smaller over all footprint and further spread-out registration. We have also altered our agenda to help with social distancing and removed elements like receptions that are hard to safely accomplish with current guidelines. We have adjusted all our room set up to comply with a social distancing and current local guidelines.

We normally have a registration counter set up that is one long counter, but to allow more social distancing we are using a different style that are individual counters that allow more spacing, allow staff to not walk behind each other to move about and adding sneeze guard.

We will be following all mask requirement that exist at the center. Assuming masks are still required by the center. We will ask presenters to wear masks and social distance as they move into the room and up to the front. Once they are at the front of the room, they will be more than six feet from the attendees and will be allow to take off their mask to present.

### Follow recommendations for physical distancing.

We have adjusted all our room set ups to comply with the current local social distancing requirements. For example, we normally hold our committee meetings in hollow squares, but we have changed them to classroom room sets to fit into the space and comply with required social distancing. We will also be applying social distancing tactics in registration to have people que in lines with six feet of separation as the current standard, if the standard or requirement changes from six feet we will adjust our plan accordingly.

We are limiting the attendance in committee meetings and requiring all attendees to RSVP. In the past you could move between meetings, we are making our attendees commit to one meeting per time slot. We are only allowing guest if there are extra seats open in the room.

As people move into spaces in mass like the general sessions or the tradeshow space, we will also be having people que in line with six feet of separation. Seminars and trainings will have a much



smaller number of people entering the room, but we will still have approved signage to encourage social distancing.

For the Tradeshow, our floor plan has one-way isles with arrow signage on the floor to remind attendees of the flow for the isle they are in. We have worked hard to redesign our entire conference to consider physical distancing. We are ensuring that we are under the capacity restrictions for the hall. We have modified our tradeshow floor plan to encourage social distancing and stay within or under the restricted capacity numbers for the hall.

Where we can we will designate enter only and exit only doors to support social distancing.

### Focus efforts on client communication and staff training.

We have increased our marketing and communication plan to include several communications to all attendees about how the show will be different, how we are keeping them safe, and how they can get the most out of the show. We will also have a second line of communications for exhibitors including several conference calls or zoom calls times that they can sign up for to receive information from us and be able to ask questions to ensure their understanding and comfort level.

We have added a COVID section to our exhibitor service kit as another effort to communicate to the exhibitor the changes that will take place at our show and how we are keeping them safe.

The NSA Conference Manger currently trains planner about how to execute live meeting post COVID so she will be creating and conducting training for all NSA staff and all vendors. We will have training for a volunteer and locally hired staff.

### Our increased communications include:

- Adding this copy to our conference code of conduct that all attendees have to agree to.
   Conduct Requirements During COVID-19
  - During these challenging times, NSA is committed to continuing to provide a safe and healthy environment for all event participants and staff. Towards this end, in addition to our code of conduct, all participants are expected to adhere to and abide by the safety precautions NSA has implemented to protect against the spread of COVID-19 such as social distancing, mask wearing, personal hygiene and hand sanitization, adherence to pathway signage, on-site health screening, self-monitoring and self-reporting. These precautions are outlined in further detail in our "Know before you go" email to participants. As with our Code of Conduct, refusal to adhere to these policies and abide by these precautions may result in immediate removal from a NSA event and cancellation of the registration, without receiving a refund.
- We have a standalone email blast just on keeping people safe. (attached at the end)
- We have information on our event web site https://www.nsaconference.org/
- We have information on our exhibitor sales kit as well.



It's Time To...Prepare! Learn What Safety Measures Are in Place in Phoenix

From:

National Sheriffs' Association <nsamail@sheriffs.org>

Sent:

Thursday, April 15, 2021 1:31 PM

To:

Erin Lyons

Subject:

It's Time To...Prepare! Learn What Safety Measures Are in Place in Phoenix

**NSACONFERENCE, ORG** 





### IT'S TIME TO ... PREPARE!

Learn how area facilities are taking safety measures for COVID-19.

Be sure to check the COC's travol quidelines as you prepare for your trip, too.

We'll send out updated guidance as we get closer to the conference via email and on our website.



### PHOENIX SKY HARBOR AIRPORT:

Travelers should bring their own face mask to wear throughout the airport. The airport maintains a 24-hour cleaning service and offers hand-sanitizer stations, which are located throughout the terminals for travelers. The airport has proactively increased the number of times per day it sanitizes high-touch areas. If someone falls ill while at the Airport and calls for paramedics, the Phoenix Fire Department will respond appropriately, in partnership with Maricopa County Health. Airport employees and passengers are being encouraged to use hand sanitizer and wash hands often, for at least 20 seconds.

Learn more about Sky Harbor's safety measures

### PHOENIX CONVENTION CENTER:

The convention facilities went through the multi-step process to become a <u>GBAC Star™</u>
<u>Accredited Facility</u>. They achieved this accreditation after demonstrating compliance with



the program's twenty elements and will implement them in our daily practices.

In addition to the convention facilities earning the GBAC STAR™ accreditation, they have developed safety standards in the convention center and theater venues. The plans each consist of five key strategies: engaging in a process of constant cleaning and disinfecting, removing touch points wherever possible, encouraging personal preventative measures, following recommendations for physical distancing and focusing efforts on client communications and staff training.

Learn more about the Convention Conter's safety measures

### **HYATT REGENCY:**

Additional measures are being taken with a focus on your safety and peace of mind, such as touch-free options, more frequent sanitization with hospital-grade disinfectants, and exploring and testing the use of electrostatic sprayers.

- · Sanitizer stations prominently placed throughout hotels
- · More frequent cleaning of public spaces and guestroom surfaces
- . GBAC STAR™ accreditation, inclusive of detailed cleanliness training
- . Hygiene & Wellbeing Leader to help ensure new protocols are being met
- · Enhanced food safety and hygiene protocols
- Colleague temperature checks at Hyatt hotels globally, and guest temperature checks at some locations in compliance with local government requirements and in light of local situations and practices
- Removal of certain high-touch items from guestrooms
- Guests are required to wear face masks or coverings in hotel indoor public areas and when moving around in outdoor areas at all Hyatt hotels globally, with some exceptions, based on local laws or guidance.
- · Social distancing signage
- · Personal protective equipment, worn in accordance with local guidance
- Elevator spacing and revised maximum capacity guidelines—elevators, fitness centers and more
- Reconfiguration of meeting room set-ups
- Knock-and-go contactless room service

Learn more about the Hyatt's safety measures

### SHERATON PHOENIX DOWNTOWN:

Additional measures are being taken with a focus on your safety and peace of mind, such as touch-free options, more frequent sanitization with hospital-grade disinfectants, and exploring and testing the use of electrostatic sprayers.

In keeping with Marriott's Commitment to Clean, they have notice made several enhancements to our cleaning practices throughout our property and in guest rooms. These include:

 Enhanced Public Space Cleaning: Increased the frequency of cleaning and disinfection, particularly in areas with high traffic including restrooms, elevators, and



escalators as well as provided more hand sanitizing stations.

- Personal Protective Equipment (PPE): Staff members will wear PPE (e.g., face coverings, gloves, etc.) based on the activities they are performing and based on direction by the local authorities.
- Electrostatic Spraying: Utilizing enhanced technologies, including electrostatic sprayers with hospital-grade disinfectants, to support already rigorous cleanliness protocols.
- Room Amenities: in-room coffee makers are not currently available, but guests can
  request contactless coffee delivery. Disinfectant wipes are available in the room for
  every arriving guest as well as upon request.
- Every guest room is thoroughly cleaned and disinfected prior to your arrival. During your stay, we will not provide housekeeping automatically every day.

Learn more about the Sheraton's safety measures





National Sheriffs' Association 1450 Duke St. Alexandria, VA 22314 800.424.7827 | sheriffs.org

<u>Unsubscribe</u>

ਮੂੰ higher logic



# **Event Agenda**

also listed the menu type for all elements that include food and beverage. We have worked closely with the Aventura Catering team Attached is our current event agenda with the day, time, location in the center and room set up for all agenda elements. We have to adhere to all current guidelines.

200	Time	Agenda	Location	Occupancy	Room Set*	F&B	Strategies to reduce crowd
\$		Element					density
Friday	All Day	Staff Office	RM123	2	tables around the	none	We have reduced the staff
6/18/2021	•				perimeter and two		coming in early to keep
					rounds in the center of		density down
					the room and 20 chairs		
	All Day	Storage Room	RM 121 A	Flow	set with tables around	None	This room is for storage and
	•	ļ			the perimeter and two		will be empty most to the
				-	rounds in the center of		time. We are having a
					the room		storage room to allow more
							social distancing in the staff
							office
Saturday	All Day	Staff Office	RM123	2	tables around the	none	We have reduced the staff
6/19/2021	•				perimeter and two		coming in early to keep
•					rounds in the center of		density down
					the room and 20 chairs		
	All Day	Storage Room	RM 121 A	Flow	set with tables around	None	This room is for storage and
	•	•			the perimeter and two		will be empty most to the
					rounds in the center of		time. We are having a
					the room		storage room to allow more
							social distancing in the staff
							office
	All Day	Command Post	RM124 B	less than 10	Few rounds and a few	None	This is the local Sheriff's
				people in	banquet tables for		Office Security Command
				the room at	gear		Posts. They will store gear
		ļ		a time			and has few people manning



the room, most officers will be patrolling the center	A small handful of General Contractor Staff will place the registration desk	We have reduced the staff coming in early to keep density down	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office	Office Security Command Posts. They will store gear and has few people manning the room, most officers will be patrolling the center	We have limited the team for set up this day	We reduced who is attending this meeting to keep numbers down.	Again, only the people that need to be in the room will
	None	none	None	None	None	None	Soda and cookies
	This is to set up the registration desks	tables around the perimeter and two rounds in the center of the room and 20 chairs	set with tables around the perimeter and two rounds in the center of the room	Few rounds and a few banquet tables for gear	This day our registration lead will be setting up the technology for registration	Board room style	Board room style
	4-6 people	4	Flow	less than 10 people in the room at a time	1-2 people	7 people	10 people
	Exhibit Hall Prefunction Space	RM123	RM 121 A	RM124 B	Exhibit Hall Prefunction Space	RM 130	RM 130
	Registration	Staff Office	Storage Room	Command Post	Registration	Script Meeting	Executive Board Mtg
	4-6 hours	All Day	All Day	All Day	4-6 hours	2:00-3:00 pm	4:00-6:00 pm
		Sunday 6/20/2021					



							attend the meeting. If staff need to report they will come, give the report and leave
Monday 6/20/2021	All Day	Staff Office	RM123	4	tables around the perimeter and two rounds in the center of the room and 20 chairs	none	Most staff will be in a meeting or at registration
	All Day	Storage Room	RM 121 A	Flow	set with tables around the perimeter and two rounds in the center of the room	None	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office
	All Day	Command Post	RM124 B	less than 10 people in the room at a time	Few rounds and a few banquet tables for gear	None	This is the local Sheriff's Office Security Command Posts. They will store gear and has few people manning the room, most officers will be patrolling the center
	4-6 hours	Registration	Exhibit Hall Prefunction Space	12 staff working the 12 registration stations	Same set as before	None	We have changed to individual stations that allow us to ensure social distancing between counters and staff. We will have que lines to space our attendees. We will have registration open at both hotels to reduce the number of people that need to check in at the center. We



adjusted our schedule so that by doing committee meetings only on this day we are pushing organization leadership thru registration in advance of the main attendees to help reduce volume for the following days	<u> </u>		We are only letting committee members and invited guests into the room; we required our members to RSVP to ensure clear head count and we stay at or below the room capacity
	Coffee an continent breakfast	None	None
	Aventura to define set up in the designate F&B area	Set for 60 people, classroom set and one presenter at the head of the room	Set for 60 people, classroom set and one presenter at the head of the room
	Flow, estimate less 100 guests	Est 14 people	Est 35 people
	120D	RM 121 ABC	RM 122 ABC
	Breakfast	Committee Meeting	Committee Meeting
	8:30-9:30 am	9:00am-5:00pm	9:00am-5:00pm



9:00am-5:00pm Committee RM 126 ABC Meeting Meeting Committee RM 127 ABC Meeting		beople	classroom set and one		
Committee Meeting Meeting	-				committee members and
Committee Meeting Meeting			presenter at the head		invited guests into the
Committee  Committee  Meeting			of the room		room; we required our
Committee  Committee  Meeting	-				members to RSVP to ensure
Committee Committee Meeting					clear head count and we
Committee  Committee  Meeting					stay at or below the room
Committee Committee Meeting	Ħ		•		capacity
Meeting Committee Meeting		Est 40	Set for 60 people,	None	We are only letting
Committee		eldoed	classroom set and one		committee members and
Committee Meeting			presenter at the head		invited guests into the
Committee			of the room		room; we required our
Committee					members to RSVP to ensure
Committee Meeting					clear head count and we
Committee					stay at or below the room
Committee					capacity
Meeting		Est 27	Set for 60 people,	None	We are only letting
		eldoed	classroom set and one		committee members and
	•		presenter at the head		invited guests into the
			of the room		room; we required our
					members to RSVP to ensure
					clear head count and we
					stay at or below the room
					capacity
9:00am-5:00pm Committee RM 128 AB		Est 28	Set for 37 people,	None	We are only letting
Meeting		eldoed	classroom set and one		committee members and
)	•		presenter at the head		invited guests into the
			of the room		room; we required our
					members to RSVP to ensure
					clear head count and we



						stay at or below the room
						capacity
9:00am-5:00pm	Committee Meeting	RM 131 ABC	Est 15 people	Set for 60 people, classroom set and one presenter at the head of the room	None	We are only letting committee members and invited guests into the room; we required our members to RSVP to ensure clear head count and we stay at or below the room capacity
9:00am-5:00pm	Committee Meeting	RM 132 ABC	Est 24 people	Set for 60 people, classroom set and one presenter at the head of the room	None	We are only letting committee members and invited guests into the room; we required our members to RSVP to ensure clear head count and we stay at or below the room capacity
All Day	Staff Studio	RM 221 A	Less than 10 people at a time	Two tables and a photo and video station	None	We will use this space to collect testimonials and head shots. We will limit access to the room
All Day	Vendor Storage	RM 221	Flow	set with tables around the perimeter and two rounds in the center of the room	None	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office



We far except the space we have placed this in – we will have plenty of social distancing. By doing box lunch we cut down on service staff and people are more masked than other meal services	Most staff will be in a meeting or at registration	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office	This is the local Sheriff's Office Security Command Posts. They will store gear and has few people manning the room, most officers will be patrolling the center	We have changed to individual stations that allow us to ensure social distancing between counters and staff. We will have que lines to space our attendees. We will have
Box lunch collected upon entry and then select a seat to eat	none	None	None	None
Rounds of three, food service set determined by Aventura	tables around the perimeter and two rounds in the center of the room and 20 chairs	set with tables around the perimeter and two rounds in the center of the room	Few rounds and a few banquet tables for gear	Same set up
Est 100 people	4	Flow	less than 10 people in the room at a time	12 staff working the 12 registration stations
RM 120 D	RM123	RM 121 A	RM124 B	Exhibit Hall Prefunction Space
Committee members Lunch	Staff Office	Storage Room	Command Post	Registration
11:00-Noon	All Day	All Day	All Day	7:00am -5:00 pm hours
	Tuesday 6/22/2021			



registration open at both hotels to reduce the number of people that need to check in at the center. We adjusted our schedule so that by doing committee meetings only this day we are pushing organization leadership thru registration in advance of the main attendees to help reduce for the following days	None We will use this space to collect testimonials and head shots. We will limit access to the room	None This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office	None By adhering to the capacity guidelines. We will also designate doors for in and out.	None By adhering to the capacity guidelines. We will also designate doors for in and
	Ž			
	Two tables and a photo and video station	set with tables around the perimeter and two rounds in the center of the room	Set for 60 people, classroom set and one presenter at the head of the room	Set for 60 people, classroom set and one presenter at the head of the room
	Less than 10 people at a time	Flow	Est 40-60 people	Est 40-60 people
	RM 221 A	RM 221	RM 121 ABC	RM 122 ABC
	Staff Studio	Vendor Storage	Seminars	Seminars
	All Day	All Day	8:00 – 11:30 am	8:00 – 11:30 am



8.00 - 5.00 nm	Training	RM 125 AB	Est 30	Set for 37 people,	None	By adhering to the capacity
11d 00:0	0		neonle	classroom set and one		guidelines. We will also
			2	presenter at the head		designate doors for in and
				of the room		out
				חווב וססווו		
8:00 – 11:30 am	Seminars	RM 126 ABC	Est 40-60	Set for 60 people,	None	By adhering to the capacity
			eldoed	classroom set and one		guidelines. We will also
				presenter at the head		designate doors for in and
				of the room		out.
8:00 – 11:30 am	Seminars	RM 127 ABC	Est 40-60	Set for 60 people,	None	By adhering to the capacity
			people	classroom set and one		guidelines. We will also
				presenter at the head		designate doors for in and
				of the room		out.
8:00 – 11:30 am	Seminars	RM 128 AB	Est 30	Set for 37 people,	None	By adhering to the capacity
			people	classroom set and one		guidelines. We will also
			•	presenter at the head		designate doors for in and
				of the room		out.
8:00 – 11:30 am	Training	RM 129 A	Est 24	Set for 37 people,	None	By adhering to the capacity
	,		people	classroom set and one		guidelines. We will also
				presenter at the head		designate doors for in and
				of the room		out.
7:30-8:30 am	New Attendee	RM 120 BC	150	Set in rounds of 3,	Packaged	By choosing a packaged
	Breakfast			food designated area	Breakfast	meal and a larger space
				determined by		then needed we are
				Aventura		allowing for plenty of social
						distancing and keeping
						people safe.
8:00 – 11:30 am	Seminars	RM 132 ABC	Est 40-60	Set for 60 people,	None	By adhering to the capacity
			people	classroom set and one		guidelines. We will also
				presenter at the head		designate doors for in and
				of the room		out.



				3	Hallow Square on		puidelines. We will also
					person per table		designate doors for in and
							out.
	9:00-5:00 pm	Training	RM 222 ABC	Est 24	Set for 60 people,	None	By adhering to the capacity
					classroom set and one		guidelines. We will also
					presenter at the head		designate doors for in and
					of the room		out.
Wednesday	All Day	Staff Office	RM123	4	tables around the	none	Most staff will be in a
6/23/2021					perimeter and two		meeting or at registration
0/ 4-3/ 4-2-4					rounds in the center of		
					the room and 20 chairs		
	All Dav	Storage Room	RM 121 A	Flow	set with tables around	None	This room is for storage and
	<b>( : : : : : : : : : :</b>	)			the perimeter and two		will be empty most to the
					rounds in the center of		time. We are having a
					the room		storage room to allow more
					-		social distancing in the staff
							office
	All Day	Command Post	RM124 B	less than 10	Few rounds and a few	None	This is the local Sheriff's
	·			people in	banquet tables for		Office Security Command
				the room at	gear	-	Posts. They will store gear
				a time			and has few people manning
							the room, most officers will
							be patrolling the center
	7:00 am - 5:00	Registration	Exhibit Hall	12 staff	Same set up	None	We have changed to
	and and	0	Prefunction	working the			individual stations that allow
	<u>.</u>		Space	12			us to ensure social
				registration			distancing between
				stations			counters and staff. We will
							have que lines to space our
							attendees. We will have



registration open at both hotels to reduce the number of people that need to check in at the center. We adjusted our schedule so that by doing committee meetings only this day we are pushing organization leadership thru registration in advance of the main attendees to help reduce for the following days	We will use this space to collect testimonials and head shots. We will be limit access to the room	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office	By adhering to the capacity guidelines. We will also designate doors for in and out.	By adhering to the capacity guidelines. We will also designate doors for in and out.
	None	None	None	None
	Two tables and a photo and video station	set with tables around the perimeter and two rounds in the center of the room	Set for 60 people, classroom set and one presenter at the head of the room	Set for 60 people, classroom set and one presenter at the head of the room
	Less than 10 people at a time	Flow	Est 40-60 people	Est 40-60 people
	RM 221 A	RM 221	RM 121 ABC	RM 122 ABC
	Staff Studio	Vendor Storage	Seminars	Seminars
	All Day	All Day	8:00-11:30 am	8:00-11:30 am



None By adhering to the capacity guidelines. We will also designate doors for in and out.	None By adhering to the capacity guidelines. We will also designate doors for in and out.  None By adhering to the capacity		None By adhering to the capacity guidelines. We will also designate doors for in and out.  Packaged By choosing a packaged meal and a larger space then needed we are allowing for plenty of social distancing and keeping people safe.  None By adhering to the capacity guidelines. We will also designate doors for in and
Set for 37 people, classroom set and one presenter at the head of the room	Set for 60 people, classroom set and one presenter at the head of the room Set for 60 people,	classroom set and one presenter at the head of the room Set for 37 people, classroom set and one presenter at the head of the room	Set for 37 people, classroom set and one presenter at the head of the room Set in rounds of 3 Set for 60 people, classroom set and one presenter at the head
Est 24-30 people	Est 40-60 people Est 40-60	people Est 24-30 people	Est 24 people 150
RM 125 AB	RM 126 ABC	RM 128 AB	RM 129 A RM 120 BC RM 132 ABC
Seminars	Seminars	Seminars	Training Prayer Breakfast & Worship Service Service
8:00-11:30 am	8:00-11:30 am	8:00-11:30 am 8:00-11:30 am	8:00 – 11:30 am 7:00-11:00 8:00 – 11:30 am



	0.00 5.00 nm	Training	RM 222 ABC	Est 24	Set for 60 people,	None	By adhering to the capacity
	2000	0			classroom set and one		guidelines. We will also
					presenter at the head		designate doors for in and
					of the room		out.
Thursday	All Dav	Staff Office	RM123	4	tables around the	none	Most staff will be in a
6/24/2012					perimeter and two		meeting or at registration
21 22 /2 2 /2					rounds in the center of		
					the room and 20 chairs		
	All Dav	Storage Room	RM 121 A	Flow	set with tables around	None	This room is for storage and
		)			the perimeter and two		will be empty most to the
					rounds in the center of		time. We are having a
					the room		storage room to allow more
							social distancing in the staff
							office
	All Dav	Command Post	RM124 B	less than 10	Few rounds and a few	None	This is the local Sheriff's
	•			people in	banquet tables for		Office Security Command
				the room at	gear		Posts. They will store gear
				a time			and has few people manning
							the room, most officers will
							be patrolling the center
	8:00 am - 3:00	Registration	Exhibit Hall	7 staff	Same set up	None	We have changed to
	ma		Prefunction	working the			individual stations that allow
	<u>.</u>		Space	7			us to ensure social
			•	registration			distancing between
				stations			counters and staff. We will
							have que lines to space our
							attendees. We will have
							registration open at both
							hotels to reduce the number
							of people that need to check
							in at the center. We



adjusted our schedule so that by doing committee meetings only this day we are pushing organization leadership thru registration in advance of the main attendees to help reduce for the following days	We will use this space to collect testimonials and head shots. We will limit access to the room	This room is for storage and will be empty most to the time. We are having a storage room to allow more social distancing in the staff office	We have modified our room set to meet social distancing requirements.	Most staff will be in a meeting or at registration	This room is for storage and will be empty most to the time. We are having a
	None	None	Cookies	none	None
	Two tables and a photo and video station	set with tables around the perimeter and two rounds in the center of the room	Set with layered Hallow Square on person per table. Aventura to designate the food space in the room	tables around the perimeter and two rounds in the center of the room and 20 chairs	set with tables around the perimeter and two
	Less than 10 people at a time	Flow	20	4	Flow
	RM 221 A	RM 221	RM 120 D	RM123	RM 121 A
	Staff Studio	Vendor Storage	Board Meeting	Staff Office	Storage Room
	All Day	All Day	8:00am-1:00pm	All Day	Ali Day
				Friday 6/25/2021	



	rounds in the center of	storage room to allow more
	the room	social distancing in the staff
		office

\*All room sets meet the current COVID reduce capacity guidelines provided by the center



#### **Tradeshow Details**

For our tradeshow we will be in Exhibit Hall 4 & 5. The two halls are 157,500 sq ft If we looked at that space just based on the reduced capacity of 28 sq ft per person, the space will hold 5,607 people. That exceeds our expected attendance by a wide margin. If we look at the current floor plan, based on all booths being sold that is 38,800 sq ft and at two exhibitors per booth would allow for 776 of exhibitor attendees on the floor. The means the remaining net sq ft is 118,200 and would allow for 4,221 attendees, for a total of 4,997 people on the show floor before we must limit access to the floor. This exceeds our anticipated attendance.

In 2019 our total registration was 2467. We do not expect to exceed the 2019 numbers because the total number of exhibitors will fundamentally be down. In 2019 we had 505 booths which would mean 1,010 exhibitor attendees. This year if we sell the full floor, we will have only 388 booths for a max of 776 exhibitor attendees. We are currently at 1072 for total registration. There is no scenario where we will come close to the capacity of the show floor with COVID restrictions.

We have laid out the show floor with the recommended zipper pattern, thus ensuring that the additional spacing to ensure social distancing is incorporated into the plan. We have designated the doors into hall 5 as entrance only and the doors into hall 4 and exit only as well.

### Occupancy

Halls 4-5 (157,500 sq ft)

Capacity with No Restrictions	COVID Capacity	Maximum Occupancy	Percentage of Normal Capacity	Percentage of COVID Capacity
22,428	5,607	2,000	8.9%	35.7%

### **Food Service**

All food provided during this conference will be provided in accordance with Aventura's Health and Safety. Small service buffet items are all individual servings prepackaged and self-service. This includes single serving beverages. When coffee is served, attendants pour and provide single serving condiments.

Retail food outlets will be open in our Food Hall. Each of these outlets operates with attendants preparing each plate as instructed by the guest, who remains separated from the food line and attendance by barriers. Physical distance is maintained in queues using floor decals and static



signage. A total of five restrooms are located in the Food Hall providing ample opportunity to wash one's hands. Hand sanitizer stations are also present in the Food Hall.

All major food functions have been moved to hotels.

a.	



## Health and Safety Protocols Food and Beverage

Aventura Catering



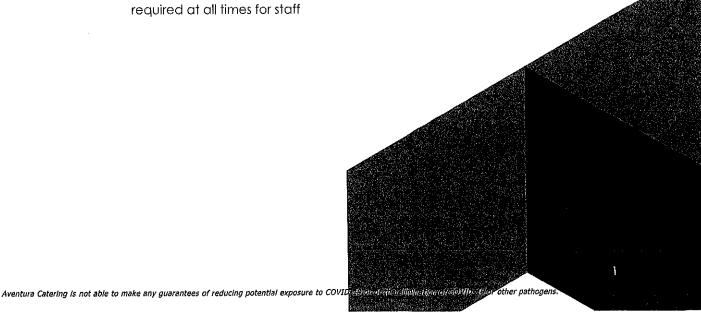
aventura

### Safety & Sanitation

Food Safety and Sanitation has always been a top priority for Aventura Catering. To ensure our standards continue to go above and beyond in the post-COVID-19 environment, we have added to the recommendations of leading organizations like the FDA, NRA, OSHA, NIH, CDC, and the WHO. Among these measures are:

- Creating Clean Teams in conjunction with the Phoenix Convention Center a visible, actionable resource to engage in a process of constant cleaning and disinfecting
- Revising Aventura's hygiene policy standards and procedures
- Revising cleaning and sanitation procedures to include new processes and products
- Extensive expansion of training
- Modification of employee standards such as uniforms, check-in, and screening
- Staff temperatures checked and health surveys prior to shift

 Personal Protective Equipment (PPE) - Face coverings and gloves required at all times for staff





### Safety & Sanitation

Cleaning and disinfecting are part of a broad approach to preventing infectious diseases.

### The Clean Team Program

- Areas, equipment and utensils to be cleaned on a high frequency throughout each day
- Designated employees responsible for specific cleaning
- Cleaning and disinfecting with products specifically EPA approved
- Frequency of cleaning, disinfecting, inspection and monitoring of equipment and records on a daily basis

### **Cleaning Protocol**

- Thoroughly detail-clean and sanitize food and beverage facilities daily
- Follow appropriate procedures to ensure proper cleaning and sanitizing of all areas and equipment
- Utilize the list of high touch point areas to be addressed on a daily basis
- PPE (Personal Protective Equipment) such as gloves, slip-resistant shoes and face mask — is used by employees every day as part of Aventura's normal operations and employee job duties

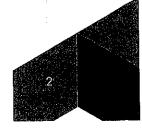
### **Enhanced Employee Training**

- Additional health policy and procedures for all staff including hand washing and proper use of PPE (Personal Protective Equipment)
- Frequent handwashing every 15 minutes, and at the beginning and at the end of each shift and break, after using the restroom, sneezing, touching their face, cleaning, eating or drinking
- Enhanced education and training to ensure proper food safety and handling
- COVID-19 daily pre-shift training for all food and beverage staff

### Personal Protective Equipment (PPE)

- All employees are required to wear gloves and masks to protect both employees and guests, changing them frequently. This will not replace frequent hand washing.
- Install sanitizing units in high-traffic areas for both guests and employees, such as at condiment carts, near concessions stands, portables and food stations





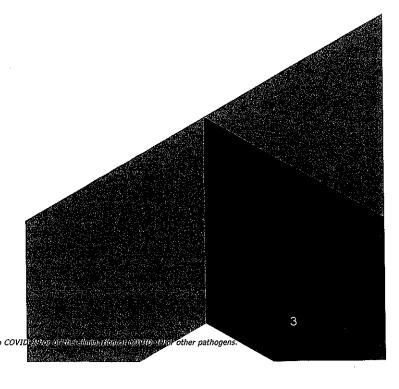
### Service Style Changes

The terms "unprecedented" and "challenging" have become the norm in describing the current environment, so it's no surprise that expectations of service will be equally unprecedented and challenging.

Aventura Catering takes great pride in handling every detail of your food service needs, providing the utmost in quality, flavor, presentation and variety.

Our team has thoughtfully planned out options that abide by high safety standards, while giving you the flexibility needed to customize your dining experience.

These standards will evolve and continuously align with local, state and federal guidelines, as well as our company health and safety protocols.





### Catering

### **Buffet Service**

A shift from the buffet presentation of food and serviceware to individually wrapped, covered or prepared items provides the highest level of sanitation and ensures minimum touch points among guests.

Hot food is served by an attendant behind a sneeze guard. Cold and ambient food is served from the buffet line, served individually and presented as a Market experience. Drinks are all pre-packaged self-serve or served by attendant.

### Serviceware for Buffets and Stations

Napkins, plates and utensils set out for self-serve use will be discontinued. All efforts will be made to use the most sustainable disposable products available. Products made of renewable materials, such as paper and fiber along with products made of recycled content will be used where possible.

Flatware and Napkins

- Disposable flatware and napkin in wrapped sleeve
- Napkins are individually wrapped with utensils and/or in a dispenser
- Sanitation station provided to guests near each buffet station
- Linen, China and Glassware will be temporarily discontinued

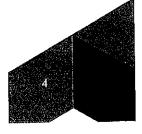
### **Plated Meals**

Please consult your Aventura professional to work closely with you to find creative options that work best for your event.

For all plated events the following protocols have been put into place:

- Reduced number of guests at each table
- Rolled silverware is used
- No communal items will be preset or serviced
- All beverages will be individually packaged or served tableside





### **Condiments**

Open-air communal condiment containers will be discontinued. Personal-consumption packets will be utilized on request. This includes individual salt & pepper, dressings etc. Individual wrapped condiment packets will be provided for coffee station to include sugar, cream and stir stick.

### **Breaks**

- All snacks will be served individually packaged and served by attendant
- All beverages to be served by attendant or prepackaged
- Individual personal consumption condiments for coffee stations will be provided to include sugar, cream, stir stick individually wrapped

### **Water Service**

- Bulk water stations and water coolers eliminated unless served by attendant
- Touchless water bottle refill stations are located throughout the facility

### **Boxed Meals**

An expanded Bento boxed meal program has been implemented that will include both hot and cold meals for breakfast, lunch, dinner and snacks.

### **Receptions**

- Cold and ambient food is served in closed containers
- Personal-consumption condiments are served on request
- Food stations are served by attendant behind sneeze guard
- Packaged cold beverages are provided

### **Tray Pass**

Temporary reduction in tray pass service - please consult your Aventura Sales Manager

### Sample Packaging













# **Alcohol Policies**

### **Age Verification Process**

Guests to hold up ID for bartenders to avoid interaction. Bartenders only touch IDs if there is a concern with its validity. If so, bartender will remove gloves and wash hands immediately. If guest is wearing a mask, the mask must be pulled down to verify ID.

#### **Host Bar Service**

- Eliminate all cocktail fruit at bar locations
- Individually wrapped straws available upon request
- Cans will not be opened by bartender
  - » Bottles will be opened using bottle opener by bartender
- All glasses will be switched out between pours

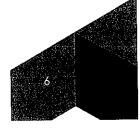
#### No Host Bar Service

- Eliminate all cocktail fruit at bar locations
- Individually wrapped straws available upon request
- Cans will not be opened by bartender
  - » Bottles will be opened using bottle opener by bartender
- All glasses will be switched out between pours
- Cashless transactions only

## Cashless Transactions Only

Cashless transactions with credit / debit cards reduce touch points and increase speed of service. For those guests that do not carry credit / debit cards, reverse ATMs (or cash-to-card kiosks) that dispense prepaid debit cards will be located in main lobbies.





# Concessions

#### **Traditional Locations**

- All food served in containers with hinged lids or covers
- Personal consumption condiment packets served on request
- Plexiglass dividers to protect both guests and employees
- Queuing lines managed with stanchions, signage and floor markers to keep guests distanced from one another
- · Limit the number of point of sale open inside each location e.g. every other register
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only
- · Social distancing signage provided
- Seating areas redesigned to provide adequate physical distancing

#### **Self-Serve Locations**

- All food served in containers with hinged lids or covers
- Plexiglass dividers to protect both guests and employees
- Temporary suspension of self-serve fountain machines
- Limit the number of point of sale open to allow distances between self-serve ordering locations and/or provide barriers between point of sale
- Dedicated attendants to keep kiosks sanitized and to monitor guest compliance
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only
- Social distancing signage provided

#### Show Concessions - Exhibit Hall

- All food served in containers with hinged lid or with cover
- Plexiglass dividers to protect both guests and employees
- Control guest's route using stanchions and signage
- Queuing lines managed with stanchions and signage to keep guests distanced from one another
- Bottled soda, water and other beverages in sealed containers
- Sanitizer wipes/pumps will be provided throughout the area
- Cashless transactions only

#### Cashless Transactions Only

Cashless transactions with credit / debit cards reduce touch points and increase speed of service. For those guests that do not carry credit / debit cards, reverse ATMs (or cash-to-card kiosks) that dispense prepaid debit cards will be located in main lobbies.







## **Refill Program**

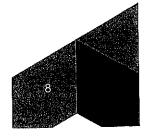
Discontinue souvenir soda programs

### **Social Distancing**

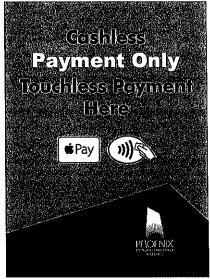
Social distancing is essential to mitigating the spread of COVID-19. To ensure the adherence of these practices, the following policies have been introduced:

- Utilize stanchions and markings at concessions lines for guest social distancing
- Utilize floor markers in food preparation/service and back of house areas for employee social distancing
- Clearly mark/indicate seating areas in Food Hall
- Seating areas redesigned to provide adequate physical distancing

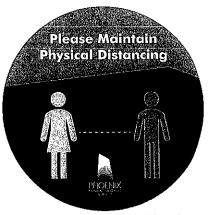




## **Consumer - Communication Examples**



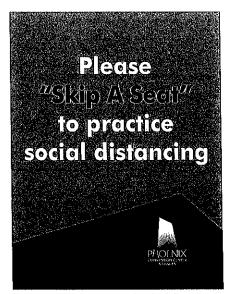
Poster - Cashless, Touchless Payment



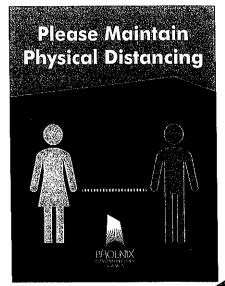
Floor Decal - Physical Distancing



Poster - Soda Fountain Machines



Poster - Maintain Physical Distancing



Poster - Skip A Seat



