

# AUSTIN



CONVENTION CENTER

D E P A R T M E N T

## CLIENT RESOURCE AND SAFETY ACTION PLAN







AUSTIN CONVENTION CENTER

“ THIS PLAN WAS COMMISSIONED TO SAFEGUARD THE HEALTH AND WELL-BEING OF OUR CLIENTS, THEIR EVENTS, OUR TEAM MEMBERS AND OUR LOCAL AUSTIN COMMUNITY. ”

Trisha Tatro  
Director, ACCD





## CLIENTS, PARTNERS AND THE COMMUNITY OF AUSTIN

Our mission is to provide you with world-class facilities to host exceptional events. We stand in unbounded support of preserving, restoring, and reviving the events which make Austin the best destination to convene.

We are eager and enthusiastic to get back to the business of serving you! As passionate as we are at the prospect of hosting your events again, we're even more passionate in the quest to provide you with a safe environment to do so successfully. To that end, this plan was thoughtfully developed following the recommendations of our local Austin Public Health officials, the Centers for Disease Control and Prevention (CDC) guidelines, current federal and state guidelines, and our Austin Convention Center Department executive team.

This plan was commissioned to safeguard the health and well-being of our clients, their events, our team members and our local Austin community. We are committed to staying on the pulse of COVID-19 and maintaining transparency with our clients and community.

It is in times like these we are reminded more than ever of the immense power of people coming together, of the resilience and dedication of our clients and those who support and attend their events, and of the incredible pleasure it is to play a role in bringing your events to life here in Austin!

**Trisha Tatro**

Director

Austin Convention Center Department

# TABLE OF CONTENTS

ENHANCED CLEANING AND SANITIZATION.....3

REQUIREMENTS OF ALL EVENTS.....4

RESPONSIBILITY OF VENUE EMPLOYEES.....5

FOOD AND BEVERAGE SERVICE.....6 - 7





# ENHANCED CLEANING AND SANITIZATION

- The Austin Convention Center Department uses products and measures which meet or exceed the Center for Disease Control (CDC) and Occupational Safety and Health Administration (OSHA) guidelines. All disinfectants used:
- Are listed on the Environmental Protection Agency (EPA) list.
- Meet criteria to be used against SARS-CoV-2.
- Are efficient in protecting against all viruses, bacteria, airborne and bloodborne pathogens.

## ACCD ENHANCED CLEANING AND SANITIZATION MEASURES:

You and your attendees will see an enhanced and very visible cleaning presence throughout the building, both front and back of the house. Team members will disinfect high-touch areas on a routine basis, including but not limited to elevator buttons, hand railings, door railings, tables, door handles, vending machines, and restrooms multiple times throughout the day. Event space will be sanitized before the start of each event and at the end of each day. Equipment is sanitized periodically throughout each event, the frequency of which will depend upon event programming and scheduling.

## CLEANING AND DISINFECTION ACCREDITATION:

The Austin Convention Center has achieved Global Biorisk Advisory Council® (GBAC) STAR™ accreditation, the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, the Austin Convention Center Department has implemented the most stringent protocols for cleaning, disinfection, and infectious disease prevention for the facility. This process is to ensure that our facilities operate at a level of cleanliness, expected by our clients, attendees and staff.

The Palmer Events Center has also achieved Global Biorisk Advisory Council® (GBAC) STAR™ accreditation.

## NEW SANITIZATION EQUIPMENT:

To further combat COVID-19, the Austin Convention Center Department has purchased additional sanitization equipment, including:

Stearns® ONE PACKS Mark E II Disinfectant/Deodorizer and multi-purpose, neutral pH, hospital grade quaternary. A one-step germicide, detergent, deodorizer, fungicide, virucide.

Four Sentry 4 UV standalone disinfection machines. These units emit full spectrum UV light to eliminate up to 99.9% of the bacteria, fungi and viruses in the space, and limit the growth of fungi.

Handheld electrostatic sprayers. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. These machines reduce cross-contamination due to their touchless application.

ATP Hand-Held cleaning efficiency meters. These devices are used to measure the cleanliness of a particular surface.

## ELEVATOR/ESCALATOR ADVANCED CLEANING SYSTEMS:

Elevator Car Sterilization Fan: UV fan is designed to sterilize, disinfect and purify air within an elevator cab. The Clean-Air fan delivers air from the hoistway to the elevator car, sterilizing the airflow by the UV light. The UV fan delivers a sterilization and disinfection rate greater than 99%.

Escalator Handrail UV LED Sterilizers: This cleaning system attaches to escalator handrails and wipes out 99.99% of germs on handrail surfaces. This product blocks any sources of infection from spreading by destroying the DNA of germs via UV LED light.

## HAND WASHING STATIONS:

Handwashing stations will be available to use in the exhibit halls and on the loading dock.

## HAND SANITIZER:

- We initially tripled the number of free-standing hand sanitizer stations to be used in the pre-function areas, exhibit halls, and several larger restrooms
- Foot-operated hand sanitizer stands to be used with 2-liter hand sanitizer bottles, located primarily in the back of house areas and loading dock to increase the level of disinfecting during move-ins and entries into the facility.

## HVAC:

Our HVAC systems use Merv 14 air filters. We ensure our systems are compliant with all requirements as outlined by the CDC.





## FACE COVERINGS:

Although ACCD recommends wearing a mask during your visit to our facility, face coverings are optional for attendees, staff, and clients.

## REQUIREMENT OF CLIENT:

Health screenings and temperature checks upon entry are not required but are available as optional services per client request. Should clients require face masks for attendees, enforcement would be their responsibility. We ask our clients to utilize all communication tools available to their event (website, event app, social media, etc.) to communicate with attendees.

## SIGNAGE AND COMMUNICATION:

The ACCD team will provide ample signage throughout the venue reminding individuals to practice frequent hand washing, to cover coughs/sneezes, and to avoid touching their face. We encourage our clients to also provide ample event-specific/branded signage throughout the event space. Examples of enhanced venue signage and messaging include but are not limited to:

- Window clings throughout the facility in strategic locations
- Mirror clings with handwashing and social distancing reminders.
- Digital signs throughout the venue with helpful hygiene tips

# RESPONSIBILITY OF VENUE EMPLOYEES

We understand that in order to successfully reduce the risk of COVID-19 and provide clients with a safe space to host events, the compliance of our staff and team members is key.

## OWNERSHIP OF EMPLOYEES:

Team members are required to immediately self-report to management if they are experiencing illness or any potential symptoms of COVID-19 while onsite. The team member will be immediately sent home and required to stay home and seek all appropriate diagnosis, testing and/or treatment prior to demonstrating their ability to return to work.

## CLEANLINESS:

All back of house restrooms, corridors, freight elevators, break rooms, and frequent touch points will be sanitized frequently throughout the day.

## TRAINING:

All team members will be adequately trained on topics including but not limited to proper usage of personal protective equipment, elevated hygiene efforts, enhanced cleaning and disinfecting procedures, and COVID-19 specific protocols and safety.

## SIGNAGE:

Signage will be displayed throughout back of house and break room areas as helpful hygiene and cleanliness reminders.







# FOOD AND BEVERAGE SERVICE

Our culinary team is transforming and reimagining how to best serve you during this time. Though the food and beverage experience may be slightly different, the level of service and cuisine remains unparalleled and authentic to our spirit of Austin hospitality and culture.

## COMPLIANCE:

Austin Convention Center Catering, along with any contractors (i.e. food trucks) are following all recommendations of the CDC, OSHA, FDA, and WHO to ensure food service is a safe practice at all events.

## STAFFING:

All team members have completed training sessions on new OSHA regulations and guidance regarding COVID-19 before returning to work. All food and beverage team members will be pre-screened, including temperature checks before each shift.

## SANITIZATION:

Equipment will be cleaned and sanitized before, between, and after uses.

Cleaning agents and practices will be used specifically to combat COVID-19.



Hand sanitizer will be available to guests and staffing in all areas of operation and service.

Routine sanitization will be coordinated between the food and beverage departments and all other facility departments to maintain thorough and frequent coverage.

## CATERING:

Buffets will now be served by a food and beverage team member.

Individually wrapped disposable/compostable utensils will be provided at all events.

Condiments will be individually packaged and provided to guests by a team member.

Designated “pick-up” areas will be created for guests to receive their food/beverage, allowing for the best speed of service.

Menu signage will be placed strategically to inform guests of their options and how to easily receive their selections.





### CONCESSIONS:

Touchless payment options will be available, and if terminals are used with guest contact, terminals will be sanitized between users.

Food/beverage offerings will be handled exclusively by team members.

Offerings will be individually wrapped or sealed, including condiments.



*For additional information, please go to [ACC Catering's Adapting With Change Informational Catering Guide for Event Planners](#)*

# AUSTIN



CONVENTION CENTER  
D E P A R T M E N T

**WWW.AUSTINCONVENTIONCENTER.COM**  
**512-404-4000**

**WWW.PALMEREVENTSCENTER.COM**  
**512-404-4500**



\*The GBAC® STAR™ trademark is owned by GBAC Inc. and licensed to ISSA, and is used with ISSA's permission.

*Revised June, 2021*