



RALEIGH CONVENTION CENTER

Re-Opening Protocols & Procedures Guide

SPORTS AND CONSUMER SHOWS

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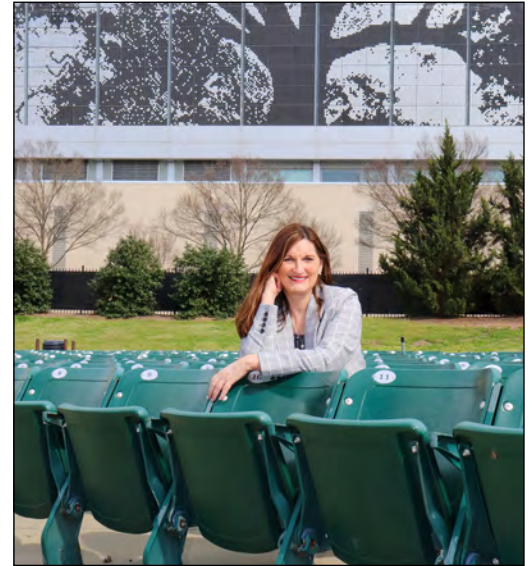
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WELCOME BACK!

At the Raleigh Convention & Performing Arts Complex, the health and safety of our guests has always been of paramount importance. In anticipation of re-opening our facilities for events, we have implemented new procedures and processes to protect our staff, event organizers, guests, performers, and exhibitors from the potential transmission of COVID-19. Throughout our planning, we have consulted experts in our industry, actively sought out best practices, and continue to adhere to local, State, and Federal guidelines, as well as the guidance of the CDC.



In addition to the practices below, our Complex now holds the Global Biorisk Advisory Council's GBAC STAR™ Accreditation, the cleaning industry's only outbreak prevention, response, and recovery accreditation.

Here, you'll find the ways our team is working to ensure the health and safety of all who enter our venues. We continue to monitor local, State, Federal, and CDC guidelines and, when necessary, may make adjustments to our outlined procedures and processes to protect our community. Everyone has a responsibility to keep our community safe and we appreciate your assistance in observing these and any other posted guidelines in our venues.



Thank you for being here with us,

Kerry Painter

Kerry Painter, CFP/CEM/CVP

General Manager/Director

Raleigh Convention & Performing Arts Complex

CURRENT REGULATIONS AND RESTRICTIONS

Raleigh Convention Center complies with all federal and local regulations as applicable in response to the Coronavirus pandemic. Current executive orders and guidelines/restrictions can be reviewed at the resources listed below:

[Current NC Executive Orders](#)

[NC DHHS Interim Guidance for Youth Amateur Sports](#)

Any scenario in which many people gather together poses a risk for COVID-19 transmission. The guidance below will help Event Organizers reduce the spread of COVID-19 during their events.

For citywide information relating to COVID-19, please visit the [City of Raleigh's dedicated COVID-19 page](#). For statewide information, please visit the [North Carolina COVID-19 Information Hub](#).

Please reference facility square footage, broken down by space on the Raleigh Convention Center Website, within [The Facility](#).

ACCREDITATIONS AND GENERAL CLEANING

The Raleigh Convention Center is proud to have expanded our already-stringent cleaning procedures in the wake of COVID-19. Without exception, our team is dedicated to go above and beyond to ensure the safety and health of our visitors and staff.

In addition to the protocols and procedures below, our staff are actively monitoring and engaged in the industry's best practices for attendee health. We have implemented the cleaning guidelines recommended by the CDC and State and local health agencies.

GBAC STAR Accreditation

The Raleigh Convention Center, Duke Energy Center for the Performing Arts, and Red Hat Amphitheater are GBAC STAR™ accredited.

[GBAC STAR™](#) is the cleaning industry's only outbreak prevention, response, and recovery accreditation for facilities.

This accreditation means that a facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.



Additionally, staff have completed the Count on Me NC COVID-19 statewide business pledge and training courses.

RCC Staff Requirements

Although most of the cleaning in the Raleigh Convention Center happens behind the scenes, our dedication to health and safety is always front and center. All employees are required to pass a daily wellness screening upon arrival, and will be monitored for occurrence of symptoms. Additionally, the following measures have been implemented to increase safety among staff and patrons:

PPE (Personal Protective Equipment) & Disinfectants

- Disposable, filtered cloth masks are available to every staff member at all times.
- The RCC complies with all local, state, and Federal mandates regarding mask-wearing.
- Cleaning staff will be issued fresh gloves to avoid cross contamination of surfaces. Staff replace gloves based on recommendations by the CDC.
- Staff using any cleaning or disinfecting product is instructed to use the proper PPE recommended for that product. This may include gloves, masks, or eye protection.

Modified Cleaning Protocols

- More rigorous and continual cleaning and disinfection of frequently touched

surfaces, such as door handles, handrails, push plates, interior and exterior elevator buttons, desks, countertops, point-of-sale terminals, keypads, tables, chairs, seats, beverage stations, water fountains and dispensers, vending and ice machines, and trash receptacles.

- Increased and updated staff training on the thorough cleaning of restrooms, including partitions, mirrors, fixtures, countertops, toilets, urinals, paper product and soap dispensers, floors, door handles, knobs, baby changing stations, sanitary product containers, and handrails.
- Cleaning protocols to avoid and prevent cross contamination of surfaces, including the creation of a color-coded cleaning cloth system to prevent cross-contamination, which extends into the cloth sanitization process.

Ongoing Training

Ongoing trainings are offered for all staff regarding the rigorous and continual cleaning and disinfection of frequently touched surfaces, such as door handles, handrails, push plates, interior and exterior elevator buttons, desks, countertops, point-of-sale terminals, keypads, tables, chairs, seats, beverage stations, water fountains and dispensers, vending and ice machines, and trash receptacles, as well as back-of-house locations including staff refrigerators, clock-in/clock-out devices, breakrooms, restrooms, and work stations. In restrooms, these areas include toilet seats, flush valves, women's sanitary product containers, soap and towel dispensers and baby changing stations.

Additional measures may be referenced on the Raleigh Convention Center website's [Cleaning Protocols and Attendee Safety](#).

SECURITY

The Raleigh Convention & Performing Arts Complex has revised its existing Security procedures to account for social distancing and minimizing touchpoints without compromising the safety and security our guests, clients, staff, performers, and exhibitors.

In-house and third-party Security staff are subject to the same stringent PPE expectations as Convention Center staff.

FACILITY MODIFICATIONS FOR VISITOR SAFETY

To provide a clean and safe environment, the following facility modifications have been implemented:

- Additional hand sanitizer stations, cleaning cloths and other products
- Provide floor markings to help customers stay 6 feet apart in concession lines, ticket counters, restroom lines, and other areas where people gather, including if they are waiting outdoors due to limits on indoor capacity.
- Provide alcohol-based hand sanitizer (with at least 60% alcohol) at the entrance, and any other areas throughout premises as needed.
- Perform ongoing and routine environmental cleaning and disinfection of high-touch areas (e.g., doors, doorknobs, rails) with an EPA approved disinfectant for SARS-CoV-2 (the virus that causes COVID-19), and increase disinfection during peak times or high customer density times.
- Digital and physical signage in restrooms, common areas, and back of house areas/walkways to promote social distancing, hand washing and mask wearing.
- All Loading Dock deliveries/vendors are required to check-in with security upon arrival for a wellness check; access to the RCC is only permitted once an approved temperature is recorded.
- Individual water bottles are recommended; no shared water containers or coolers.

Restrooms

- Alternating restroom sinks and urinals will be marked as unavailable. Hand dryers will be disabled to prevent the unintentional spread of germs.
- Limiting restroom sink use to 50% usage to accommodate social distancing.
- Water fountains have been turned off to reduce possible contamination

Sanitization

Raleigh Convention Center sanitizes all contracted spaces and common areas nightly utilizing electrostatic sprayers approved by the CDC to combat the spread of contamination.

Disinfectants have a specified contact time that varies between each product. After the specified time has passed, the disinfectant is wiped up using the proper cleaning cloth. All disinfecting products used appear on the EPA's List N: Disinfectants for Use Against SARS-CoV-2.

HVAC, HEATING AND COOLING

When possible, the Raleigh Convention Center increases the use of outdoor air in its HVAC system. HVAC equipment is maintained per manufacturer and industry best practices to ensure optimal performance, which is critical in preventing the spread of COVID-19. Staff actively monitor recommendations from the American Society of Heating, Refrigeration and Air-Conditioning Engineers (ASHRAE). RCC Air handling unit filters are currently being reviewed for opportunities to improve air quality.

FACILITY ENTRY

In order to provide a safe environment for all visitors, all facility visitors and staff are required to pass through a wellness check required upon entry. Please reference the following appendices for more information on this procedure:

- Appendix A – Wellness Screenings: An Event Organizers Guide to Logistics and Implementation
- Appendix B – Wellness Screenings: An Attendee's Guide

Modification to convention center entrances may be required based upon facility usage. Specifically, Exhibit Hall entrances should be designated with individualized paths of travel to and from the facility.

ELEVATORS AND ADA ACCESSIBILITY

Due to social distancing regulations, capacity in elevators is restricted and posted at each location.

Accessibility to contracted space must be determined in accordance with the Americans with Disabilities Act (ADA). Although individual paths of travel must be designated based upon contracted spaces, additional consideration must be

implemented for those requiring elevator or escalator access.

SPECTATORS (SPORTING EVENTS)

Raleigh Convention Center complies with all local regulations pertaining to spectator and player capacity within confined indoor spaces. However, additional spectator areas may be designated by the following:

- Utilizing Rooms 201 through 206 which overlook Exhibit Halls A, B, and C (see RCC square footage chart on the RCC website, within [The Facility](#)).
- Livestreaming may be feasible to stream footage to additional meeting rooms as arranged within the event's lease agreement. This would require additional assistance from a third-party audio visual company and further internet specifications.

CONCESSIONS

Centerplate, our in-house caterer, leads the way in food safety and thoughtful food preparation. While there is no evidence that COVID-19 or other respiratory viruses can spread through food, Centerplate has taken the following steps:

- Plexiglass point-of-sale barriers at all concessions outlets.
- Touchless payment options including cashless retail outlets with enhanced ability to accept tap and smart phone wallet payments such as Google, Apple, and Android Pay
- Individually wrapped silverware will be provided at concessions locations
- Single-use condiments provided at time of purchase
- Elimination of all self-serve items in settings where constant sanitization is not possible
- At concession lines, signage will communicate that social distancing is required during queuing
- In self-service or ordering settings where guests must select food items or place orders, signage will recommend that groups designate one person to order or

collect items for the group to decrease the total number of people in line.

Additional measures may be referenced on the Raleigh Convention Center website's [Cleaning Protocols and Attendee Safety](#).

EVENT ORGANIZER RESPONSIBILITIES

Compliance with Local Regulations

The Event Organizer will accept substantial responsibility to insure compliance with state, local, city and departmental guidelines and expectations. This will include but not limited to: face-covering use, physical distancing, team and spectator limits.

All clients sign a lease agreement with the RCC that states the following:

No Use in Conflict with Law. The City may terminate any or all of this Agreement, without penalty, if the use of the Facilities shall in any way conflict with or cause the City to be in violation of any federal, state or local laws, or any rules or regulations of the RCC.

Governing Law and Venue. All matters relating to this Agreement shall be governed by the laws of the State of North Carolina, without regard to its choice of law provisions, and venue for any action relating to this agreement shall be Wake County Civil Superior Court or the United States District Court for the Eastern District of North Carolina, Western Division.

Within the lease agreement, Event Organizers also agree to the rules and regulations in the [Event Planner Handbook](#), which notes the following:

Through execution of this Agreement, Customer represents and acknowledges that they have been provided, have reviewed, and have accepted the terms and conditions of the Raleigh Convention Center Event Planners Handbook which includes the Rate Schedule (as either may be amended, updated, or revised). All charges incurred as described therein in association with Customer's use of the Facilities shall be the responsibility of Customer.

The Event Organizer must ensure that all athletes, spectators and staff members sign an assumption of risk waiver related to the global pandemic prior to onsite arrival.

If necessary, the Event Organizer may be asked to provide a detailed list of onsite personnel with contact information in the event that contact tracing is required.

Modified Event Operations

All organizations and programs that gather groups of people should create and implement a plan to minimize the opportunity for COVID-19 transmission. Throughout the planning process, RCC Event Staff will partner with Event Organizers to assist in the creation of an event footprint that complies with such regulations and to address the following:

- To manage traffic flow in high volume areas, an Event Manager/Coordinator will discuss all flows of attendee foot traffic to coordinate paths of travel on an event-by-event basis. Once these plans have been solidified, Event Organizers will work with a decorator to arrange for the implementation and removal of related signage.
- RCC Events Managers/Coordinators will work with Event Organizers to formulate an event schedule that allows for necessary cleaning/sanitization of contracted spaces to take place between sessions. RCC Event Manager/Coordinators will suggest longer break times to accommodate sanitization of contracted spaces.

Any additional signage, barriers, or personnel required to implement social distancing will remain the responsibility of the Event Organizer. It is incumbent upon Event Organizers to secure personnel responsible for regulating crowd control to implement social distancing practices.

For touchless programs and event collateral, RCC Event Staff may refer Event Organizers to the CVB's website for recommended digital platforms [here](#).

Additional cleaning protocols and re-opening information can be found at our [website](#).

WELLNESS SCREENINGS: AN EVENT ORGANIZER'S GUIDE TO LOGISTICS AND IMPLEMENTATION

The Event Team at Raleigh Convention Center is committed to maintaining safety of all visitors, including facility staff, Show Management, and attendees alike.

All visitors of Raleigh Convention Center will be required to complete a wellness assessment in order to enter the facility. An RCC Event Manager will work in tandem with Event Organizers to develop an individualized schedule tailored to the meeting's needs to allow for staggered attendee entry.

Once these details have been finalized, your Event Manager will proceed with scheduling staff accordingly and provide a detailed estimate for review and approval.

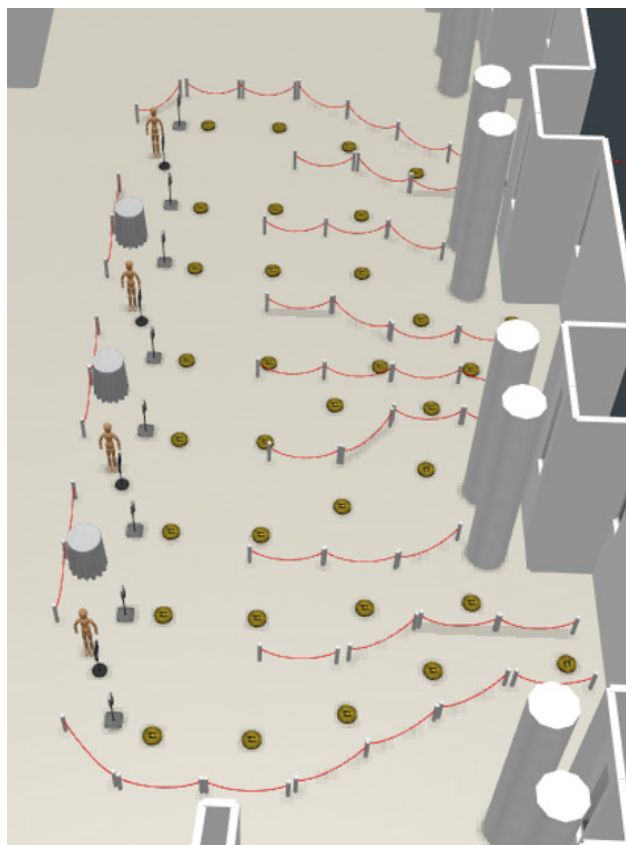
The Wellness Screening Process

When an attendee enters the Main Lobby doors, he/she will be directed to follow a pathway leading to a Wellness Screening. This pathway will include floor-clings measuring 6' apart in the event that a line forms. Upon approaching the check-in, he/she will be greeted by a Wellness Ambassador who will check the attendee's temperature and ask a brief series of questions.

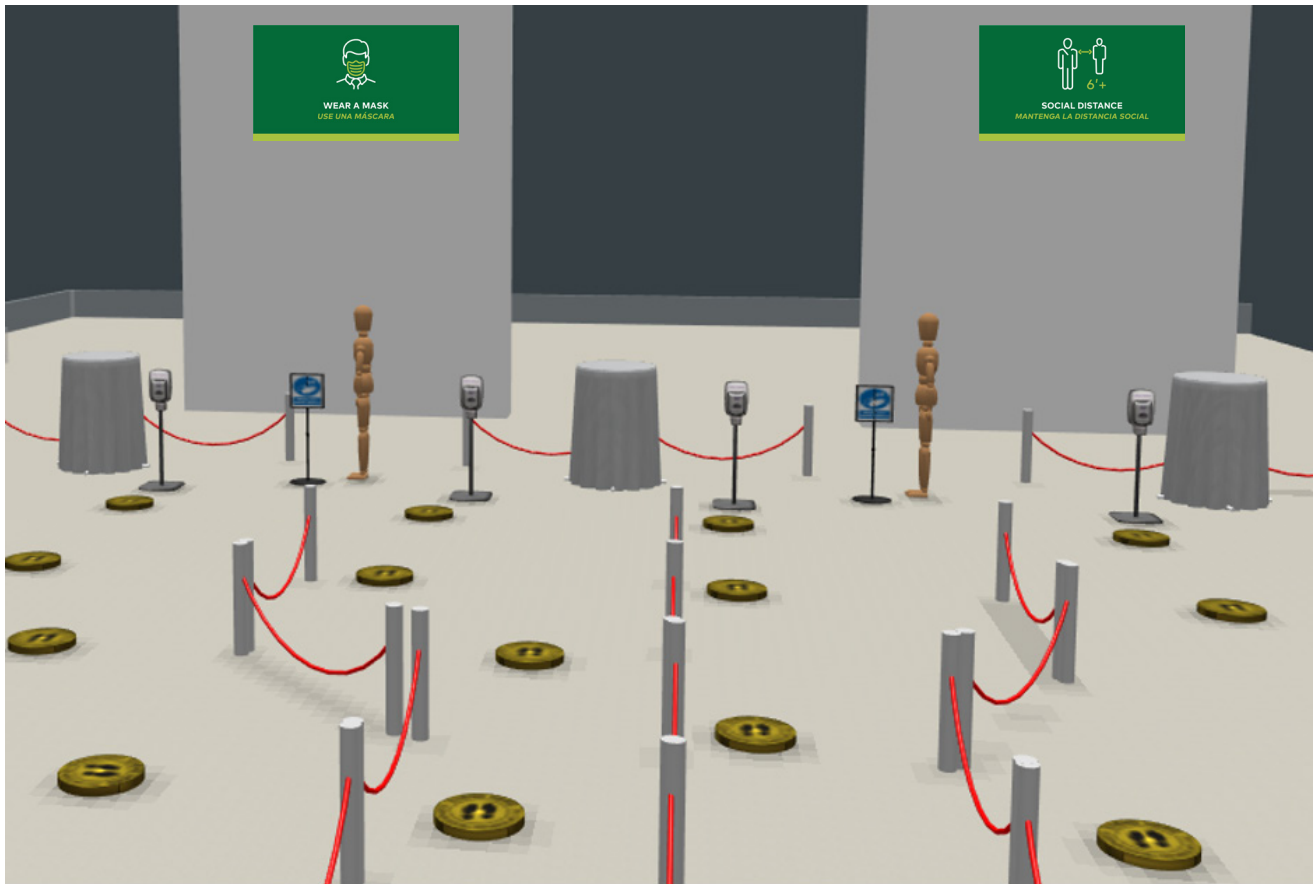
If an attendee's temperature is less than 100.4°F and he/she passes the questionnaire, a color-coded wristband will be given in order to proceed to event registration for additional credentials.

If an attendee's temperature reads equal to or greater than 100.4°F or he/she does not pass the questionnaire, they will be directed to an isolated holding area for additional screening.

Raleigh Convention Center requires all patrons and staff to wear a mask prior to completing the Wellness Screening and if social distancing is not feasible throughout the remainder of the facility. A mask is always required when interacting with Convention Center Staff.



(continued on back)



What Will Event Organizers Be Responsible for Providing?

As a steward in safety and cleanliness, Raleigh Convention Center will provide all tensabarrier, signage, tables/chairs, and thermometers within Wellness Screenings at no additional cost.

LABOR

Event Organizers/Show Management must work with an assigned Event Manager to determine a schedule for Wellness Ambassadors that will be required, based upon entries per hour. Labor Costs associated with Wellness Screenings and/or enforcement of social distancing will be billed to the event's Master Account.

WRISTBANDS

Raleigh Convention Center will maintain an inventory of wristbands in multiple colors that will rotate daily. Wristbands will be billed to the Master Account based upon usage.

ADDITIONAL SIGNAGE

Although clings within Wellness Screenings will be provided, it will be incumbent upon Show Management to provide any signage or clings beyond that point based upon contracted space.

WELLNESS SCREENINGS: AN ATTENDEE'S GUIDE

AT A GLANCE

- For a smooth and safe experience, please **follow signage**.
- A successful **Wellness Screening is required** to receive a wristband.
- The wristband will grant you entrance to the building and **must be worn at all times** while inside of the RCC.
- For questions and concerns, **contact your Event Organizer**.

Thank you for visiting Raleigh Convention Center! We are excited to welcome you back and have implemented a few measures to protect the health and safety of all staff and patrons.

When approaching the facility, please follow signage to the appropriate entrance. If multiple events are in the facility, individual entrances may be designated to provide the most safe and efficient service.

Upon facility entry, your temperature will be taken and you will be asked the following questions:

1. Have you, any family member or someone that you have encountered experienced any cold or flu-like symptoms in the last 14 days such as: Fever, cough, sore throat, respiratory illness, difficulty breathing/shortness of breath?
2. Do you have cold or flu like symptoms right now?
3. Have you traveled out of the country within the past 14 days? If yes:
 - A. Where have you traveled?
 - B. For how long?
 - C. Do you know what the Travel Advisory level was?

If you answer "yes" to any of the above questions or your temperature is not within the regulated range, you will not be permitted into the facility and directed to contact your healthcare provider. If your answer is "no" to all of the above questions and your temperature is within normal range, you will be granted a colored wristband and permitted facility access.

Without exception, this wristband must be worn at all times while within the facility. Please maintain social distancing at all times and wear a mask in accordance with local regulations. For our safety and yours, a mask must always be worn when interacting with Raleigh Convention Center Staff.

If you have any questions or concerns, please address them directly with the Event Organizer. We all play a critical role in maintaining a safe environment that is fundamental to the overall success of the events here at Raleigh Convention Center. We appreciate your cooperation and look forward to seeing you soon!

Know your Ws!



WEAR a cloth mask
over your nose and mouth.



WAIT 6 feet apart.
Avoid close contact.



WASH your hands or
use hand sanitizer.

PANDEMIC OPERATIONS GUIDE

EVENTS AT RALEIGH CONVENTION CENTER

The goal of this document is to provide an outline of the event's response to the current pandemic and obtain approval to proceed within compliance of given current local, state, and federal regulations.

Upon review of the completed event's Pandemic Operations Guide below, Raleigh Convention Center management will respond with approval or comment accordingly where additional information may be needed.

Once the Pandemic Operations Guide has been reviewed and finalized, applicable personnel from RCC will return with signature.

Upon completion of this form, please see "[Submission of Pandemic Operations Guide](#)" , page 8 for full list of required attachments.

GENERAL EVENT INFORMATION

EVENT AND CONTACT INFORMATION

RCC APPROVAL

Event Name:

Host Organization:

Primary Contact for Event Logistics:

Move-In Dates/Times: until

Event/Show Dates/Times: until

Move Out Dates/Times: until

Comments (RCC Internal Use Only)

What is the purpose of the event?

What general modifications have been made in response to the current pandemic?

Comments (RCC Internal Use Only)

EVENT FOOTPRINT

EXHIBITORS

RCC APPROVAL

Will the event host exhibitors?

If answer to this question is NO, please proceed to "Accessibility" below

If YES..

How many?

Where will exhibits be located?

What is the total square footage of intended exhibit booths?

Exhibitor Move In Dates/Times:

until

Exhibitor Move Out Dates/Times:

until

Comments (RCC Internal Use Only)

ACCESSIBILITY

RCC APPROVAL

How will the event handle attendees with ADA Accessibility needs?

Comments (RCC Internal Use Only)

SECURITY, WELLNESS, AND ADMISSION

WELLNESS SCREENINGS / INGRESS & EGRESS

RCC APPROVAL

Staff / Show Management / Contractors

How many staff will be present on site daily?

What time(s) will staff arrive and depart daily?

What entrance of the facility will staff utilize daily?

Attendees / Guests and Coaches/Athletes (Sporting Events)

How many guests will be present on site daily?

What time(s) will guests arrive and depart daily?

What entrance of the facility will guests utilize daily?

What communication will occur in advance to ensure that all personnel are informed of Wellness Screenings?

Comments (RCC Internal Use Only)

Is this event ticketed?

How will attendees be credentialed?

How is admission being controlled into event spaces?

How will arrivals be staggered to ensure compliance with capacity regulations and prevent gatherings?

Comments (RCC Internal Use Only)

What is your current security plan, and how will you regulate the flow of foot traffic throughout both contracted and common spaces?

How will the event handle enforcement of the current executive orders and this plan?

Comments (RCC Internal Use Only)

FOOD AND BEVERAGE

F&B - SAFE HANDLING AND RESTRICTED CONSUMPTION

RCC APPROVAL

Will the event feature any food and beverage components?

If answer to this question is NO, please proceed to "Pandemic Response" below

If YES..

Where will F&B service be located, and where will consumption be permitted?

If consumption is restricted to certain areas, how will the event handle enforcement to ensure compliance?

Comments (RCC Internal Use Only)

PANDEMIC RESPONSE

PPE / SOCIAL DISTANCING

RCC APPROVAL

What forms of Personal Protective Equipment (PPE) will Event Organizers provide to staff, suppliers, and attendees?

What other signage and additional efforts will be implemented to promote social distancing throughout the event?

Comments (RCC Internal Use Only)

CLEANING & SANITIZATION

RCC APPROVAL

Raleigh Convention Center will provide complimentary sanitization of internal equipment on a nightly basis. Additional cleanings may be accommodated based upon the event schedule (fees apply). Sanitization of any 3rd party equipment must be arranged with equipment provider.

In what way and how often will 3rd party provided equipment be sanitized?

What chemicals will be utilized to sanitize 3rd party equipment?

Comments (RCC Internal Use Only)

Will all staff, suppliers, and attendees be required to sign a Waiver of Liability, outlining inherent risks in attending an event during the pandemic?

How will this be distributed and recorded?

Comments (RCC Internal Use Only)

Submission of Pandemic Operations Guide

Once you have answered all questions above, please submit with the following attachments:

- Any drafted diagrams, floor plans, or exhibit footprints for the event.
- Preliminary schedules/agenda for the event, including move in/out
- Waiver of Liability as it is intended to be sent to any guests attending the event

Thank you for taking the time to thoughtfully complete this document. Upon review, one of our team members will be in touch with approval or comments requesting additional information.

FINAL APPROVAL (RCC INTERNAL USE ONLY)

I have reviewed the above Pandemic Operations Guide for

and approve that it meets the qualifications as outlined above.

EVENT MANAGER:

----- (signature) ----- (name)
----- (date)

OTHER

----- (signature) ----- (name)
----- (positon) ----- (date)

----- (signature) ----- (name)
----- (positon) ----- (date)