



LEARN HOW WE'RE KEEPING GUEST
HEALTH AND SAFETY AS A TOP PRIORITY
FROM ENTRY TO DEPARTURE AT
[COLUMBUSCONVENTIONS.COM](https://columbusconventions.com).



PERSONAL PROTECTIVE
EQUIPMENT



PHYSICAL
DISTANCING



AIR QUALITY
IMPROVEMENTS

January 21, 2021

Dear Greater Columbus Convention Center (GCCC) clients:

I hope that you all are remaining safe during the continuation of this unprecedented global health crisis that has had a wide-ranging impact upon all aspects of our daily lives. We are ever grateful for your continued partnership and support as we navigate, both the new norm for our industry and the way forward.

The GCCC has remained open throughout this pandemic and has been vigilant to ensure the health and safety of our guests while maintaining the highest levels of customer service in this extraordinary and ever evolving time for our industry.

In remaining as an active facility during this pandemic, the GCCC has rigorously followed Centers for Disease Control (CDC) guidelines and actively consulted the Ohio Department of Health and the Columbus Public Health Department for understanding of allowed event activities based upon health mandates in place in Ohio and the critical vetting of events slated to occur.

In April 2020, the GCCC's parent company, ASM Global launched *VenueShield*. This program was designed for reactivating and operating venues in the COVID-19 environment and beyond, with a focus upon new and sustainable environmental hygiene protocols and standards to meet evolving guest expectations.

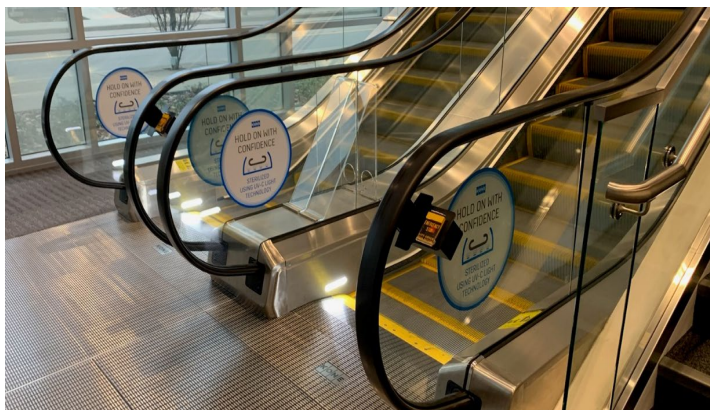
VenueShield has been enacted at ASM Global's 350 managed venues, including convention centers, arenas, stadiums, and theatres spanning five continents and 21 countries. More detailed information on VenueShield and the **GCCC REACTIVATION AND SARS-CoV-2 MITIGATION PLAN** is available at <https://columbusconventions.com/>.

Additionally, the GCCC is a part of the *Live Forward Pledge*, an initiative to increase awareness of the destination's readiness in safely welcoming visitors to Columbus:

<https://www.experiencecolumbus.com/liveforwardpledge/>.



In 2021, the GCCC will continue to be a resource for venue safety through best practices of innovation, venue upgrades, and continued education. These resources and enhancements as established at the GCCC will be sustainable long after COVID-19.



New upgrades to GCCC:

- Escalator Handrail Sterilizers (UV-C lights) on all 21 facility escalators
- Elevator Cab Air Sanitizers (HEPA filtration) in all 16 facility elevators
- 24 Walkthrough Temperature and Metal Detectors
- 25 Portable HEPA Air Filtering Machines to provide additional air filtering inside facility meeting rooms and ballrooms
- Touchless Ticketing Upgrade to provide touchless parking tickets at all 18-facility parking entrances
- 150 Additional Purell Hand Sanitizer Stations
- MERV-14 HVAC Filters (Medical Grade Filters) in all facility air handlers

To add further detail on some of the facility upgrades:

- The escalator handrail sterilizers utilize UV-C lights to continually sterilize the escalator handrails in real time so that attendees can hold on without worrying about touching common surfaces.
- The UV-C units are mounted on the bottom of the escalator handrail outside of the public's view to prevent direct UV-C exposure.
- The HEPA systems inside the elevators will pull air out of the cab and circulate clean air throughout.
- The temperature scanning detectors will read body temperatures at each of the four major entrances to the GCCC and if an attendee or guest is running a fever and their body temperature is outside of the acceptable range, they will be stopped.
- For touchless ticketing, push buttons on ticket dispensers have been replaced with proximity readers. These readers eliminate the need to touch entry devices to obtain an entry ticket. Attendees will reach towards the device and a ticket will be dispensed.



Global Biorisk Advisory Council Certification

The GCCC has achieved the Global Biorisk Advisory Council® (GBAC) STAR™ accreditation. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, the GCCC has implemented the most stringent protocols for cleaning, disinfection, and infectious disease prevention in the facility.

With the GBAC STAR™ accreditation, the GCCC has:

- Maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like COVID-19.
- Established proper cleaning protocols, disinfection techniques and work practices to combat biohazards and infectious disease.
- Employed cleaning professionals who are trained for outbreak and infectious disease preparation and response.

To add convenience and value to all advanced safety protocols, the **GCCC's PPE Resource Center** has been made accessible to all events and guests via an online portal from ID Graphics with ID Clean Solutions, the GCCC's applied graphics partner. The PPE pre-order link can be accessed at: <https://bit.ly/GCCCPPE>. Curbside delivery is also available.

GCCC Health & Safety in the News:

Columbus Business First

Temperature scanning metal detectors and escalators that clean themselves: Here's what you'll experience when you come back to the Greater Columbus Convention Center: <https://www.bizjournals-com.cdn.ampproject.org/c/s/www.bizjournals.com/columbus/news/2021/01/07/convention-center-safety-upgrades-investment.amp.html>



NBC4i

Greater Columbus Convention Center upgrades technology and safety equipment with CARES ACT funds: <https://www.nbc4i.com/news/local-news/greater-columbus-convention-center-upgrades-technology-and-safety-equipment-with-cares-act-funds/>

Thank you again for your partnership. We have been tested like never before, however we are resilient and will continue to overcome this crisis together.

I look forward to welcoming you back to the GCCC soon.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Page', with a stylized flourish at the end.

John Page
General Manager

