



WISCONSIN CENTER DISTRICT

COVID-19 Readiness Guidelines

Updated June 25, 2020



Dear Clients and Guests,

Welcome back to business at the Wisconsin Center District. The Wisconsin Center District (WCD) guidelines for responding to the COVID-19 pandemic are based on providing staff and visitors of our facilities with a safe and healthy environment where we can carry out our pillars of Be Bold. Be Proud. Be Experience Obsessed.

The information contained in this document represents the Wisconsin Center District's current guidelines regarding the operation of our facilities but may be amended at any time. As our knowledge and understanding of the COVID-19 virus continues to evolve, and local and state orders restricting the size of gatherings change, our guidelines will be updated as appropriate.

These guidelines should be read in conjunction with applicable local, state, and federal laws relating to COVID-19 ("Applicable COVID-19 Laws"), and, in the event that there is any conflict between the protocols and the Applicable COVID-19 Laws, the Applicable COVID-19 Laws should prevail.

I hope that these new guidelines provide you with the assurance that the Wisconsin Center District has taken increased measures in all facets of the facility. We are excited and proud to share with you these great changes in how we are now conducting business. I am proud of the work we have done to make sure you and your guests stay safe and healthy while in Milwaukee, and I look forward to welcoming you soon.

Marty Brooks

President and CEO
Wisconsin Center District



CLEANING AND SANITIZATION

The WCD is committed to the highest level of cleaning and sanitization protocols as the health of our clients, employees and visitors are a top concern. Prior to reopening, WCD housekeeping staff cleaned and disinfected all surfaces, materials, equipment and touchpoints.

The WCD has invested in new cleaning technologies including eight new electrostatic cleaning machines and four new electrostatic backpack foggers. During your visit, frequently touched surfaces and objects will be regularly disinfected.

Cleaning staff

All WCD cleaning staff have completed new sanitization and cleaning protocol training and will be wearing nitrile gloves, face masks and eye protection during their shifts. Cleaning staff will continue to clean all three of the District's facilities according to CDC guidelines and additional care will be taken to wipe down commonly used surfaces and touch points. Other measures in place include:



- All cleaning staff have received detailed training on pathogen remediation and proper use and disposal of personal protective equipment
- An hourly cleaning and disinfecting protocol implemented for all surfaces, equipment and technology has been established
- WCD will provide clean and sanitized event and public spaces prior to the start of your event and will disinfect all commonly used touch points every hour
- Cleaning will focus on high touch point areas for high frequency sanitation (e.g., escalator rails, door handles, push plates, crash bars, light switches, elevator buttons, countertops, toilets, urinals, faucets, restroom stalls and doors)
- A supervisor will be verifying and documenting facility cleaning and safety practices
- Each meeting room will undergo a disinfection process between meeting sessions
- All Food and Beverage areas will be cleaned and sanitized regularly

Cleaning technology and equipment

The WCD is utilizing the newest technology in disinfecting, sanitization and cleaning equipment including:

- New electrostatic Clorox 360 cleaning equipment which will disinfect all sides of surfaces, killing 99.9% of bacteria within 5 seconds
- Prior to, in-between and after each space is used, this equipment will be utilized in order to sanitize a large space quickly





- The use of a self-cleaning and oxidizing surface-applied technology on commonly used touch points

HEALTH AND SAFETY

The health and safety of our staff, vendors and guests are the WCD's top priority as we navigate into the ongoing operation of our facilities.

Staff health

The WCD has implemented daily staff screening measures to assess signs and symptoms of infection and the possibility of recent exposure to someone infected with the virus. These screenings will require answering a series of questions about current health and exposure to those who may be ill, and will include a touchless temperature check of all staff. Anyone whose temperature registers at or above 100.4 will be sent home. Additional measures include:



- Staff have been advised that if they are feeling ill, they are to stay home and/or seek medical treatment
- Staff have been encouraged to perform self-temperature checks daily (before and after work) to assist with the self-screening process and will notify Human Resources if their temperature is 100.4 or greater
- Staff will complete a daily health screening and temperature reading prior to starting work in any of our facilities
- Staff will be asked to answer a series of screening questions about any current symptoms and recent exposure to COVID-19 infected individuals
- Staff will be encouraged to frequently hand wash with soap and water or hand sanitizer that contains at least 60% alcohol
- Staff will be encouraged to frequently disinfect personal and facility provided equipment
- Staff will be trained and encouraged to adhere to six-foot social distancing guidelines set in place in our facilities

Personal protective equipment (PPE)

All Staff have been provided with recommended PPE and will be utilized as follows:

- All cleaning staff within the facility will be required to wear a hospital-grade face mask or face shield and nitrile gloves





- Cloth face coverings will be available for use by all staff
- All food service staff will be required to wear eye protection, face mask and gloves at all times

Signage

Visual reminders have been placed throughout the facility in all public and back of house areas as a reminder of the new guidelines in place including personal hygiene, social distancing and health and safety.



Social distancing

Guest Services staff will be positioned throughout the facilities to monitor social distancing. All public and staff areas have new provisions in place to promote social distancing. Limiting face to face contact with others is the best way to reduce the spread of COVID-19. Through limiting capacities, providing social distancing markers and the elimination of shared public spaces the WCD is following the stated CDC and local guidelines including but not limited to the following:



- Six feet social distancing floor markers are used throughout the facilities at public and back of house areas where lines generally would form
- Public and staff restrooms will have every other sink out of service
- Public furniture (couches, benches, table and chairs) have either been spread apart or removed from public spaces
- Capacity limits on the elevators are limited to 2 persons
- Guest Services will be stationed at the top and bottom of the escalators promoting social distancing guidelines
- New social distancing layouts have been provided for the meeting rooms, ballroom and exhibition halls maintaining a six-foot distance
- Exhibition hall traffic is recommended to flow in one direction via directional markings
- Back of house service corridor traffic flow is separated via directional markings



- Theatre seating arrangements will adhere to the six-foot social distancing recommendations but will be variable, per event
- Capacity reductions in all back of house rooms in both the Miller High Life Theatre and UWM Panther Arena
- Plexi-glass barriers will be placed at all concessions and portable food and beverage carts

Hand washing areas

All public restrooms are equipped with touchless faucets, touchless soap dispensers, touchless toilet sensors and touchless paper towel dispensers. Provided within each restroom is germicidal antimicrobial soap and every other sink is placed out of service to promote social distancing. The WCD has provided general health guidance to all staff and they are advised to adhere to CDC guidelines to stay healthy.



Hand sanitization areas

Touchless hand sanitizing stations have been made available near many common touch points and public areas and will be monitored and refilled daily or as required. Locations are as follows but not limited to:

- Main lobby entrances and exits
- Corridors
- Meeting rooms, ballroom and exhibition hall
- Near concession stands
- Top and bottom of escalators
- In front of elevator entrances
- Back of house staff areas, kitchens and service corridors



HVAC and building systems



The WCD has followed the recommendations from the American Society of Heating, Refrigeration and Air-Conditioning (ASHRAE) on infectious aerosols for non-healthcare buildings as a means to improve indoor air quality and reduce the potential transmission of infectious aerosols.

- Filter replacement and upgrades to MERV 13 (hospital grade filter that filters out particles smaller than one micron in size) has occurred on all air handling equipment within the three facilities
- Outside air has been programmed to be circulated within the air handling systems serving all areas
- WCD staff implements a water system flushing program for all domestic water fixtures



Food and Beverage Partner-Levy

Protocols and policies



- Employees will follow all mandated CDC, federal, state, and local guidelines and/or restrictions for all service procedures, service equipment and service areas that support the food and beverage operation
- Employees are required to complete training sessions on new OSHA regulations and guidance related to COVID-19 prior to first shift back to work
- Employees are screened upon arrival
- PPE has been secured for team members to ensure they have the right safety measures in place when they are working
- Team members are required to wear face masks and gloves while working
- All Levy POS terminals will be sanitized between users and are positioned to comply with social distancing
- As part of Levy's standard operating procedures, we have identified sanitarians at our venues and will work closely with the local health department teams to implement all Levy required standards and all necessary local and county safety measures
- All food and beverage concession counters, portables and chef's tables will be frequently cleaned and sanitized
- Hand sanitizers will be placed at hand wash sinks at back of house and pantry locations
- Levy employs an outside sanitation consultant to conduct food safety/sanitation/HACCP inspections and trainings. These inspections are done periodically throughout the entire year. The purpose of these inspections is to determine the location's compliance with federal, state and local requirements for serving safe food
- Levy has new presentation options, service styles, and packaging/vessels to support current menus while meeting the mandated service requirements through social distancing or barriers for protection. Some examples of these include:
 - Adjusted food practices on certain items, for example bulk offerings to pre-packaged
 - Chef tables/buffets for bulk food and beverage will be served by Levy team member(s). No self-service food and beverage offerings, unless pre-packaged
 - Recommending all disposable/compostable vessels/service ware vs. china/silver to minimize contact
 - No longer offer bulk self-serve beverages unless a Levy team member serves for the guest (using single-use cup)
 - All bulk condiments changed to pre-packaged