



Creating Safer and More Comfortable Event Experiences

AVMS Cleaning & Sanitizing Guidelines

At AVMS, we realize that the world in which we meet, live and play has become a different place. In order to move forward and gather together safely, we must adapt and build a strong sense of community to ensure the health and safety of our team, partners and clientele. To that regard, we are utilizing expert advice from the [CDC](#) and the [Event Safety Alliance](#). As members of the *Event Safety Alliance*, we are partnered with over 300 event professionals to build a safe plan to assist the event industry with the return of business. *AVMS Demands Better Experiences* and has instituted the following guidance plan to create safe and comfortable events:

Team Members

Hand Washing

Correct hygiene and frequent hand washing with soap is vital to help combat the spread of any virus, as well as ensuring cleanliness. All AVMS employees have been instructed to wash their hands or use sanitizer when before reporting to a meeting room and after returning from the meeting room. Other precautions are expected after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking, entering public areas, going on break and before or after starting a shift.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Directors, Sales Managers, Technicians, and Specialty Operators.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every team member entering a property will be provided a mask and required to wear that mask while on property, as long as mask guidelines are in effect. Gloves will be provided to team members whose responsibilities require them to have direct contact with customers, as determined by medical experts.

AVMS Cleaning & Sanitizing Guidelines (continued)

Team Members (continued)

Daily Pre-Shift & Timekeeping

Team member pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Hand sanitizer will be available at each time clock/office location and team members will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Physical Distancing

Customers will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Team members will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Hand Sanitizer

Hand sanitizer dispensers, touch-less whenever possible, will be placed at key team member and customer entrances and contact areas such as driveways, reception areas, lobbies, meeting and convention spaces, elevator landings, and any area that has frequent pedestrian travel.

Front-of-the-House Signage

There will be health and hygiene reminders provided by the property including the proper way to wear, handle and dispose of masks throughout the facility.

Back-of-the-House Signage

Property signage will be posted reminding team members of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Customer Health Concerns

The health and safety of our team members and customers is paramount to AVMS. To that regard, we ask that if you do not feel well, please stay home to protect everyone around you. Team members have been instructed to stay home if they do not feel well and contact their doctor for additional direction. At the same time, our employees have been given clear instructions on how to respond to presumed cases of COVID-19 on property to the appropriate manager or local health authorities. Employees and customers who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

Case Notification

If we are alerted to a presumptive case of COVID-19 at the property or during an event, we will work with the local health authorities to follow the appropriate actions recommended.

EQUIPMENT

Prior to the return of business, AVMS will ensure the following processes are in place and ongoing:

- 1) All AVMS hotel equipment inventory is cleaned per industry standards using CDC recommended procedures (<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>).

AVMS Cleaning & Sanitizing Guidelines (continued)

EQUIPMENT (continued)

- 2) All cleaning procedures are handled with mask, gloves and proper cleaning materials that are safe for all products and meet CDC recommendations.
- 3) Entire office area cleaned including: desks, phones, computers, doors, windows, flooring, monitor surfaces, and walls with CDC methods and processes.
- 4) AVMS will provide continuous cleaning methods for all electronics, microphones, screens, monitors, audio reproduction and recording equipment, projectors, switchers, and all laptop rentals. Our continuous cleaning efforts will consist of sanitation of all equipment used for each client usage, ensuring all products meet CDC recommended processes for each and every event.
- 5) At the beginning and conclusion of each shift, AVMS will clean all shared or common area items and equipment to ensure the highest level of health and safety standards.
- 6) Daily equipment spot checks will be performed to ensure all equipment has been cleaned and accounted for each day.

Physical Distancing

Event Space

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC4 and state recommendations.

Back-of-the-House

Physical distancing protocols will be used in the team member dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

Uniform Controls

Cleaning & Inspection Protocol

- 1) AVMS team members are expected to launder their clothes in accordance with CDC guidelines. This includes all AVMS uniforms and any personal clothing worn on property (i.e., suits, slacks, etc.).
- 2) An AVMS manager will be responsible for inspecting uniforms on a daily basis as the team member arrives on property.

Transportation

Cleaning & Sanitizing Protocol

- 1) All vans, carts and other forms of transportation utilized by AVMS will be sanitized after each use.

Delivery of Rental of New Equipment

Rented Equipment Not Owned by AVMS

When rental equipment is necessary, AVMS will follow the equipment guidelines, as stated previously by cleaning all rented equipment prior to it being set and utilized by customers.

