



CLIENT REOPENING PLAN



As of 11-02-20



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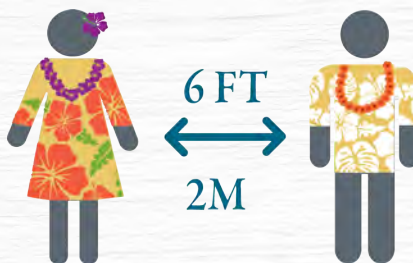
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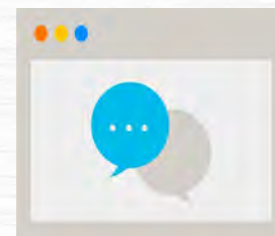
THE CUSTOMER
EXPERIENCE:
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OVERVIEW

The Hawaii Convention Center (HCC) is pleased to offer a comprehensive reopening plan developed in partnership with leading venue and event management company, ASM Global, to ensure the highest levels of cleanliness and safety for our staff, guests, and communities.

Some of our new measures will include the use of personal protective equipment (PPE), food safety measures, surface cleaning, physical / social distancing, thermal cameras and temperature checks, hand sanitizers, reduced touch points, contactless transactions, and more.

The health and safety of everyone who enters HCC is our top priority. We are closely monitoring government policy changes, Centers for Disease Control (CDC) and World Health Organization (WHO) guidelines, government mandates and public health advancements and will continue to make changes as necessary to our policies and procedures.

While some of our protocols have changed, we will continue to provide a world-class meetings experience with legendary service, shaped by the spirit of aloha.



ASM GLOBAL'S VENUESHIELD PROGRAM

VenueShield is ASM Global's new proprietary environmental hygiene protocol developed in partnership with AECOM and is being deployed at more than 325 ASM Global facilities worldwide.



The *VenueShield* program offers best practices across work streams related to environmental hygiene, food service, customer journey, talent, public awareness, and technology and equipment, including a state-of-the-art standard operating procedures (SOPs) for environmental hygiene.

The comprehensive new protocol was developed in partnership with AECOM, the world's premier infrastructure firm, and its international team of sports venue design, and environmental hygiene and biocontainment experts. The *VenueShield* program is also being guided by scientific and medical research input from Drexel University College of Medicine (DUCOM) and its interdisciplinary team of expert faculty and graduate medical students, under the direction of Dr. Charles Cairns, dean of DUCOM. These critical healthcare insights, facilitated by the Drexel Solutions Institute (DSI), will provide ongoing recommendations for COVID-19 mitigation strategies.

Additionally, SERVPRO, the #1 choice in commercial cleaning and restoration services for more than 50 years, will serve as ASM Global's primary partner in the implementation of the pro-active viral pathogen cleaning process. The customized, in-depth workflows for venue re-occupancy include industrial disinfection and workforce safety initiatives, developed in accordance with international guidelines from the CDC, NHS, PHAA and WHO, among others.

KEY OPERATIONAL PARTNERS

AECOM





ASM GLOBAL'S VENUESHIELD PROGRAM

VenueShield's protective capabilities have already been tested at UFC's event at ASM Global-managed VyStar Veterans Memorial Arena in Jacksonville, Florida on May 9, 2020. The program was also activated for the National Rugby League's match at Suncorp Stadium in Brisbane on May 28, 2020, in the first live Australian sport played since March.

Building on those early successful implementations, *VenueShield* is being deployed in various stages worldwide, in alignment with approvals from local government officials and health care experts. Phases of *VenueShield* include the implementation of new guidelines for Workplace Safety, Technology & Equipment, Food Safety and Public Awareness as they support future efforts.

VenueShield will be the ongoing effort to define the customer journey of the future.

It is designed to provide an evolving approach to the unique aspects surrounding each of ASM Global's facilities and is guided by consistent input from the company's venue experts around the world, representing every venue type.

KEY HEALTH CARE EXPERTISE



Dr. Charles Cairns

- College of Medicine Dean, Drexel University
- Current Principal Investigator, COVID-19 ImmunoPhenotyping Biomarker Study, funded by National Institutes of Health (Infectious Diseases)
- Former Principal Investigator, National Collaborative for Bio-Preparedness, funded by US Dept of Homeland Security



DREXEL UNIVERSITY
College of
Medicine

IN ACCORDANCE WITH TOP HEALTH & SAFETY OFFICIALS





ENVIRONMENTAL HYGIENE

ASM Global's *VenueShield* Program features **state-of-the-art SOPs for environmental hygiene that is being implemented at the Hawai'i Convention Center.**

In order to demonstrate a clean and safe facility in which to do business, HCC will observe the following:

ENHANCED CLEANING AND SANITATION:

HCC Staff will continue the practice **of hourly sanitizing surfaces** that are considered "high touch" areas, such as:

- ATMs
- Door handles
- Light switches
- Card Readers
- Escalator handrails
- Elevator buttons
- Restroom sinks, faucets
- Toilet handles
- Drinking fountains
- Courtesy phones



**DISINFECTION
CLEANING**

Chairs, tables and podiums in meeting rooms will be **sanitized a minimum of once each day.**

Sanitation wipes will be available in the Nursing Pod for guest use.

BACK OF HOUSE CLEANING:

Enhanced cleaning procedures will also be practiced in all back of house locations. Staff will be trained to address the cleaning challenges and expectations of today's COVID-19 era.



ENVIRONMENTAL HYGIENE

DISINFECTANTS:

Cleaning products used at HCC meet or exceed recommended CDC guidelines for effective disinfecting. Disinfecting products (biocides) are regulated by the Environmental Protection Agency (EPA) as a subcategory of pesticides.



INDOOR AIR QUALITY – HVAC SYSTEMS: HCC is an open air facility, which provides good ventilation of indoor air. For locations that use an AC system, filters will be changed and cleaning will be conducted in accordance with industry standards and clean air recommendations. HCC provides increased air quality by using MERV 13 and HEPA filters. Indoor Air Quality is tested and measured annually in compliance with LEED standards. (HCC is rated at LEED Gold standards).



ENVIRONMENTAL HYGIENE

DISINFECTANTS USED AT HCC:

Peroxide Multi Surface Cleaner and Disinfectant

Quickly Disinfect Hard Surfaces and Optimize Your Operations

ECOLAB

Peroxide Multi Surface Cleaner and Disinfectant

This single solution has demonstrated ability to deliver multiple benefits.

- Disinfects in **3-5 minutes**¹ (kills 99,999% of germs) with broad spectrum disinfection claims and **kills Norovirus in 45 seconds**²
- One product to disinfect and clean multiple surfaces to help make your **cleaning process easier**
- Pleasant and fresh scent

3-IN-1:

Hard Surface Cleaner

Glass Cleaner

Disinfectant

Kills Norovirus in 45 seconds¹
Effective against emerging viral pathogens³
Fresh and clean scent



PRODUCT NAME	SIZE	SKU
Peroxide Multi Surface Cleaner and Disinfectant (Oasis Pro)	2 x 2 L	6100791
Peroxide Multi Surface Cleaner and Disinfectant (QC)	2 x 1.3 L	6100792
Peroxide Multi Surface Cleaner and Disinfectant (Oasis)	2 GAL	6100693

¹ When diluted at 6 oz/gal, per label instructions

² 3 minute kill time when diluted at 6 oz/gal; 5 minute kill time when diluted at 4 oz/gal

³ PM5 CD is effective against all three levels of emerging viral pathogens based on difficulty level of kill, and can be used since the CDC has declared an outbreak

⁴ Refer to EPA master label under #1677-23B

PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT has demonstrated effectiveness against viruses similar to 2019 Novel Coronavirus on hard, non-porous surfaces. Therefore, PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT can be used against 2019 Novel Coronavirus when used in accordance with the directions for use against Norovirus (Feline calicivirus surrogate) on hard, non-porous surfaces. Refer to the CDC website at <https://www.cdc.gov/travel/notices/alert/novel-coronavirus-china> for additional information.





ENVIRONMENTAL HYGIENE

ELECTROSTATIC DISINFECTION:

HCC will also utilize **electrostatic disinfecting** equipment to further sanitize the facility and meeting spaces. Electrostatic cleaning is a method designed to evenly disperse disinfectants onto surfaces and objects.

Victory Professional Cordless Electrostatic Backpack Sprayer



The Professional Cordless Electrostatic Backpack Sprayer is designed to allow the professional to cover up to 23,000 square feet on a single tank of fluid (coverage per tank is determined by internal testing using flow rate and particle size). In addition, it is designed to save time and labor, spray less liquid, and cover more surfaces. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.

Victory Professional Cordless Electrostatic Sprayer



The Professional Cordless Electrostatic Sprayer allows the user hours of spraying time without the hassle of dragging a cord. In addition, it is designed to save time and labor, spray less liquid, and cover more surfaces. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.



ENVIRONMENTAL HYGIENE

GBAC STAR ACCREDITATION

HCC is working towards a **GBAC STAR Facility Accreditation**. Issued by Global Biorisk Advisory Council, a division of the Worldwide Cleaning Industry Association (ISSA), GBAC STAR is the gold standard of prepared 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.



GBAC STAR™ Facility Accreditation



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

GBAC STAR is the gold standard of prepared 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.



ENVIRONMENTAL HYGIENE

HAND SANITIZERS: Hand Sanitizer dispensers will be placed at key guest and staff entrances and at other high traffic or high-touch locations throughout the facility.

- Meeting rooms:
- Permanent dispensers will be mounted at every entry door; with the exception of the Exhibit Halls.
 - Mobile units will be added based on the use of the room and number of attendees.
 - Until permanent dispensers are received, gel sanitizers on stands will be used in meeting rooms.
- Public spaces: Mobile units will be located at all seating areas and high traffic areas.
- Back of House: Permanent dispensers will be mounted near service elevators.



**USE HAND
SANITIZER**





ENVIRONMENTAL HYGIENE

SANITATION TEAM AMBASSADORS:

Our cleaning staff will be visible throughout the day so our attendees see the proactive measures being taken. Cleaning Ambassadors are identified with special uniforms to provide assurance to event attendees.





TEMPERATURE SCREENING PROTOCOLS

The following procedures will be adhered to when a person enters HCC:

1. A mask shall be worn at all times when a person is in the building.
2. Thermal cameras will be utilized in main public entry and select staff entry points for body temperature screening. In locations where thermal cameras are not available, temporal thermometers will be used.
3. A mask and eye protection must be worn by the temperature screener before a temperature is taken.
4. If the thermal camera detects a body temperature that is abnormal, the temperature screener will immediately use a manual temporal thermometer to check the person's temperature.
 - a. If at that time, the reading is below 100.4 F, then the person is free to enter the building.
 - b. If the reading is above 100.4 F, then that person will be taken to a private screening area for a secondary temperature screening after a ten (10) minute rest.
 - c. If after ten (10) minutes rest the person is confirmed to have a temperature of 100.4 F or higher, that person will not be allowed entry to the property and will be directed towards proper medical care.



**TEMPERATURE
SCREENINGS**





TEMPERATURE SCREENING PROTOCOLS

The following procedures will be adhered to when a person enters HCC (continued):

5. If there is no thermal camera at a location, and the first reading is 100.4 F or higher using temporal thermometer, then that person will be taken to a private screening area for a secondary temperature screening after resting for a period of ten (10) minutes. If the temperature reading is still 100.4 F or higher, that person will not be allowed entry to the property and will be directed towards proper medical care.
6. The Director of Security shall be notified if anyone has a reading of 100.4 F or higher. If there is an event occurring in the building, the Director of Events/Manager will also be notified. Any attendee referral for medical care will also be reported to the event organizer.
7. The Director of Security will notify the Director of Human Resources if the person who has a temperature of 100.4 or higher is an employee of HCC.
8. Temperature screeners are not making diagnoses or informing individuals that they are sick.



**TEMPERATURE
SCREENINGS**





TEMPERATURE SCREENING PROTOCOLS

Private Screening Area:

1. A private screening area is for secondary screening of anyone who has a temperature of 100.4 F or greater.
2. Locations are as follows:
 - a. Security Base Counter
 - b. Kahi Aloha
 - c. Lobby

Privacy:

The personal information of anyone who displays a temperature greater than 100.4 F will be kept confidential.

Nearby Covid-19 Testing Sites:

1. Kapiolani Medical Center for Women and Children
1319 Punahou Street
Honolulu, Hawaii
Phone No: (808) 983-6000
Appointments not required and is a drive-thru test site
2. Straub Medical Clinic
888 South King Street
Honolulu, Hawaii
Phone No: (808) 522-4000
Appointments not required and is a drive-thru test site
3. Queens Island Urgent Care
449 Kapahulu Avenue, Suite 104
Honolulu, Hawaii
Appointments not required



**TEMPERATURE
SCREENINGS**



TEMPERATURE SCREENING PROTOCOLS

Staff and Contractors Screening

All staff and contractors are required to enter through Security Base at the start of their shifts (regardless of dark days or event days). Wristbands will be issued after their temperature is checked.

To ensure maximum staff compliance, thermometers will be issued to each department (i.e. Admin/Executive Office, F&B Catering office, Sales and Events, Hawai'i Tourism Authority (HTA), etc).



**TEMPERATURE
SCREENINGS**

Exhibitors/Decorators Screening

Exhibitors/workers will be issued wristbands when they check in and get their temperature checked at designated event day temperature screening locations.

Delivery Drivers Screening

For loading dock deliveries, driver's temperature will be checked while still in their vehicle upon arrival at the loading dock.

If the reading is 100.4 F or higher, the truck will not be allowed to enter HCC. The driver will need to return when they are at a safe temperature or call their company to switch out the driver.

Drivers should be screened before they leave their yard to ensure safety measures are in place before arriving at HCC.

Guest and Attendee Screening

Guests and Attendees will not receive a wristband but will be directed to temperature checkpoints at entry. Guests/clients visiting the Admin/Executive, Sales, Events, F&B and HTA offices must also be screened prior to entry.



TEMPERATURE SCREENING PROTOCOLS

Recommended Locations for Temperature Screening (Dark Day):

- Security Base - Intermediate Level, Ala Wai Promenade Door Entrance. (Wristbands will be issued)
- Managers and Hawaii Tourism Authority will be issued their own thermometers in their departments.



Recommended Locations for Temperature Screening (Event Day):

Additional locations may be determined as needed.

- Lobby Doors 2 and 3
- Kahi Aloha (Parking level)
- Elevators 6 & 7. (Wristbands will be issued)
- Kalakaua Loading Dock, Receiving: Receiving Specialist to conduct temperature check.
- Kahakai Loading Dock, Facilities: Dock Master to conduct temperature checks.
- Security Base - Intermediate Level, Ala Wai Promenade Door Entrance. (Wristbands will be issued).

**TEMPERATURE
SCREENINGS**



TEMPERATURE SCREENING PROTOCOLS

LEVEL 1 LOBBY

TEMPERATURE SCREENING LOCATIONS (EVENT DAYS)*



TEMPERATURE SCREENING PROTOCOLS

PARKING

TEMPERATURE SCREENING LOCATIONS (EVENT DAYS)*

~ ALA WAI CANAL ~



HAWAII
CONVENTION CENTER
Where Business and Aloha Meet





HEALTH AND SAFETY PROTOCOLS

The health and safety of our guests and staff is our number one priority. Our goal is to instill confidence and trust in everyone who sets foot in our facility that HCC is a safe place to do business, work and experience memorable events. We will utilize the following measures to ensure the safety of our visitors and staff:

BUSINESS CENTER: Services provided through the Business Center will be offered with consideration to social distancing. Entry will be limited to one (1) person at a time. Orders and settlement will be conducted virtually or through touchless payment.

CASHIERS' BOOTHS: All cashiers for concessions or parking will have proper PPE and safety protocols in place. Plexiglass will be placed at Booth A and B between the cashier and guest to ensure safety. It is also recommended that only debit and credit cards be used.

EXHIBITORS/DECORATORS/VENDORS: All exhibitors and members of decorator/vendor staff will be required to wear masks while on property at all times. During move-in/out and on days when access shall be granted through the loading dock, a temporal screening station with a designated security guard will be set up at the loading dock entrance.

All exhibitors/workers will be scanned and provided with a wristband.

FACE MASKS/PPE: Face masks will be required to be worn inside the Center. Guests may bring their own masks or Event Organizers may provide masks for their attendees.

HCC staff will be provided with masks as a component of their uniform and any other necessary PPE equipment. All vendors and subcontractors are responsible for providing masks for their staff.

SIGNAGE: There will be health and safety reminders placed throughout the facility reminding guests of our protocols. See our [COMMUNICATION AND PUBLIC AWARENESS](#) section for full details.



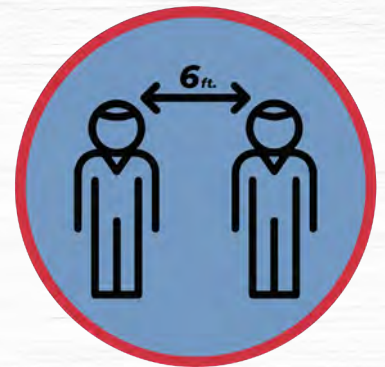
**WEAR A FACE
COVERING**



HEALTH AND SAFETY PROTOCOLS

SOCIAL DISTANCING: While standing in line and moving around the property, guests will be advised to practice social distancing by standing at least six (6) feet away from others not traveling with them. Stanchion and ground signage will aid in directing the flow of traffic throughout the building and lines marking six-foot spaces will be placed in front of any areas known or expected to have lines.

Meeting room configurations will be adjusted to adhere to physical distancing guidelines. These measures are outlined, and samples are provided in the [CUSTOMER EXPERIENCE: SALES and EVENT SERVICES](#) section of this document.



***PLEASE KEEP
6' DISTANCE***

STANDARDS FOR SOCIAL DISTANCING IN COMMON AREAS:

Elevators

- Guest elevator: Two individuals per cab.
- Service Passenger Elevators: Three individuals per cab.
- Service Freight elevator: Four individuals per cab, may be less if there is other equipment in the cab.

Public Restrooms

- Proper adjustments will be made to ensure social distancing is practiced in all HCC public restrooms. Signage will also be available.

Public Seating

- Signage will be placed near public seating areas and on tables advising guests to practice social distancing.



HEALTH AND SAFETY PROTOCOLS

LETTER OF ACKNOWLEDGMENT: All event licensees, decorators, vendors and subcontractors will be sent a summary of all current building policies and will be required to return a signed letter of acknowledgment prior to access to the building. **CONTRACTORS AND SUBCONTRACTORS** will also be asked to review and sign a copy of HCC's Safety Procedures for Contractors and Subcontractors ("[COVID-19 Exposure Prevention, Preparedness, and Response Plan for Construction Projects at the Hawaii Convention Center](#)").

LICENSEE OPERATIONS PLAN: Event licensees are required to submit a Licensee Operations Plan to their Event Manager at least 30 days prior to their event. Link to the form can be found [HERE](#).

LOADING DOCK PROTOCOL: Current policies related to access to loading dock will remain for local and freight deliveries. Drivers will be required to wear masks unless otherwise dictated by local regulations. Regarding **Advance Freight**, the current HCC policy will continue to be followed.

MEETING AND EXHIBITION SPACES: Meeting and banquet set-up arrangements will allow for physical distancing between guests based on CDC and state recommendations. Self-serve buffet style food service will be suspended. Specifics related to Food and Beverage service will be covered under the [FOOD SAFETY](#) section of this document.

PPE WASTE HANDLING. Disposal of face masks and gloves used commercially will be handled as standard landfill waste. Face masks and gloves used in a clinical or medical setting where there is a known or presumptive exposure to COVID-19 will be bagged separately prior to disposal.

QUEUING: Any area where guests queue will be clearly marked for appropriate physical distancing. This includes registration, outside meetings rooms and inside areas of the exhibit hall, when warranted, and at concessions.



***AVOID CROWDING
IN SPACES***



THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

The Hawai'i Convention Center is committed to providing world-class meetings and events while still being in compliance with the guidelines established by the Centers for Disease Control (CDC) and the State of Hawaii Department of Health. We will continue to monitor guidance from public health officials and will work closely with individual event planners to customize health and safety measures to their specific meeting needs.

This section will address event customer experience from site inspections and planning meetings to event execution. We also present some of our new protocols and recommended best practices for event licensees and organizers to follow when holding an event at HCC.

This section includes:

- [BEFORE YOUR EVENT: PRE-PLANNING](#)
- [ARRIVING AT THE CENTER](#)
- [BEST PRACTICES FOR LICENSEES/EVENT ORGANIZERS](#)
- [NEW SOCIAL DISTANCING ROOM CAPACITIES](#)
- [SAMPLE ROOM SETUP PHOTOS AND FLOOR PLANS](#)





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

BEFORE YOUR EVENT: PRE-PLANNING

SITE INSPECTIONS: Virtual site inspections will be encouraged whenever possible. Clients may visit our [online map](#) to explore the Center. When physical site visits are essential, the following guidelines will be implemented:

- All site visits must be scheduled in advance at least 72 hours in advance. Pop-up site visits will be accommodated on a case-by-case basis.
- No later than 24 hours prior to the site, HCC will request for a list of names of all site visit participants and two (2) forms of contact information for each. Unannounced or unconfirmed participants may be accommodated on case by case basis. This information will be shared with the HCC Security team for record-keeping.
- HCC Sales point of contact will send an email to the site visit organizer with instructions, a map of the meeting location and a reminder of our [health and safety protocols](#). Participants should also be reminded to stay at home if they are not well or may have been exposed to COVID-19.
- Site visits will be limited to a maximum of 8 people to ensure proper physical distancing. Site visits which exceed 8 people will be considered on case-by-case basis by HCC management.
- All site visits will begin in the Lobby level. Hand-sanitizing stations will be available and signs showing our health and safety protocol will be posted. Face masks and disposal gloves will be made available if needed.
- All guests will undergo temperature screening prior to the start of the site inspection. Refer to our [TEMPERATURE SCREENING PROTOCOLS](#) for more information.

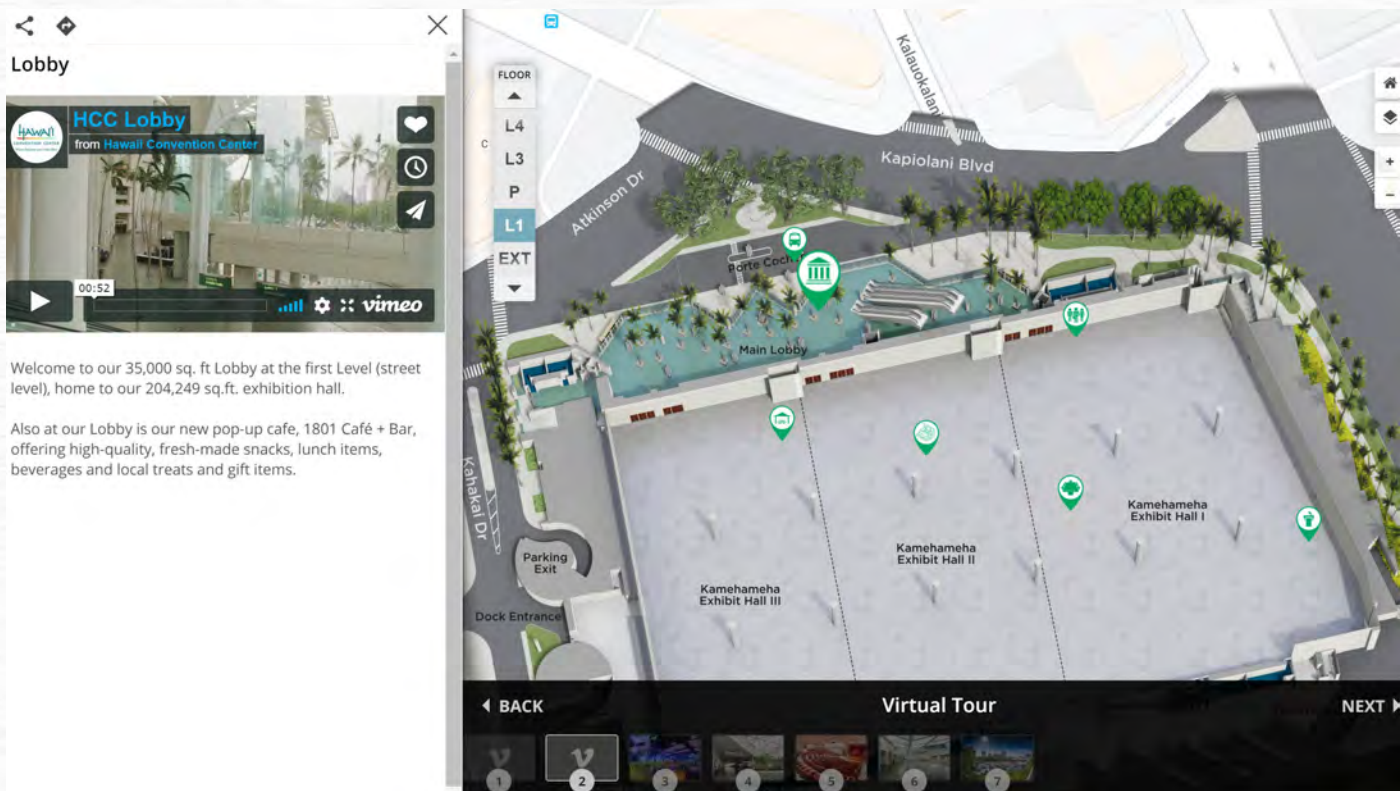




THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

BEFORE YOUR EVENT: PRE-PLANNING

SITE INSPECTION AND PLANNING MEETINGS: The HCC Event Management team will follow the same protocol as outlined for site visits. Planning meetings will be done via a streaming or video platform whenever possible. In the event an onsite planning meeting is necessary, participants will wear face masks and capacity will adhere to physical distancing requirements.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

BEFORE YOUR EVENT: PRE-PLANNING

CLIENT PROVIDED FLOOR PLANS: All floor plans provided by clients or decorators to the Center must include appropriate space for social distancing. Floor plans must indicate measurements between seats/attendees in areas where some form of congregate activity is planned. Aisle widths must be marked and indicate direction if one-way aisles are implemented. This includes Exhibit Hall plans and registration areas.

MEETING TECHNOLOGY OPTIONS:

Whenever possible, HCC will encourage event organizers to consider streaming or virtual meeting technology to supplement their event.



PRE-CON MEETINGS: Pre-con meetings will be conducted via a streaming or video platform whenever possible. In the event an onsite planning meeting is necessary, participants will wear face masks and capacity will adhere to physical distancing requirements. All meeting materials will be provided digitally.

Snacks and beverages will be provided per revised Food and Beverage guidelines.

PROGRAM MODIFICATIONS: Event Managers will discuss options to stagger activity to avoid lines at bus arrivals, departures, breaks, lunches, etc. with meeting planners and event organizers.



THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

ARRIVING AT THE CENTER

Everyone who enters the Hawai'i Convention Center are expected to go through our necessary safety measures. Proper signage will be visible at the entrances and will include the following protocols:

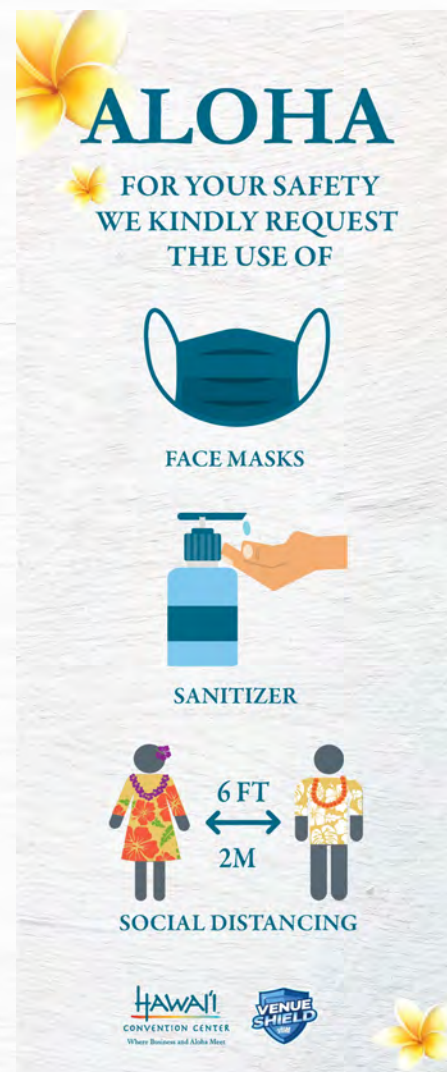
TEMPERATURE CHECK:

Members of our security team will conduct temperature checks at points of entry during event days. Please refer to our [TEMPERATURE SCREENING PROTOCOLS](#) for details.

WEARING A FACE MASK: Face masks will be required. Guests may bring their own masks, or event organizers may provide masks for their attendees.

SOCIAL DISTANCING: Guests will be advised to practice social distancing by standing at least 6 feet away from others who are not traveling with them. Signage will be in place to communicate this policy.

Please refer to our full [Health and Safety Protocols](#) section for more information.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

ARRIVING AT THE CENTER

PARKING: All parking cashiers will have proper PPE and safety protocols in place. Plexiglass will be placed at Booth A and B between the cashier and guest to ensure safety. It is also recommended that only debit and credit cards be used.

TRANSPORTATION / SHUTTLES: Event organizers must ensure that their transportation provider incorporates physical distancing when moving attendees to/from the Hawai'i Convention Center. Busses must be cleaned and disinfected after each use and onsite transportation staff must use PPE and practice physical distancing.

Drop off areas will be stationed sufficiently apart to allow for crowd distribution.

Signage will be visible indicating social distancing. It is recommended that organizers stagger their opening times for sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

BEST PRACTICES FOR LICENSEES AND EVENT ORGANIZERS

Apart from our standard health and safety protocols, the following best practices are to be implemented by event licensees and organizers:

CASE NOTIFICATION: The Hawai'i Tourism Authority and the Hawai'i Convention Center have a designated liaison with the State of Hawaii Department of Health. If we are alerted to a presumptive case of COVID-19 at the Center, we will work with health officials to follow the appropriate protocol.

ROOM SET-UP PROTOCOLS: Banquet chairs, tables and light switches will be sanitized a minimum of once per day. When linens are used, they will be cleaned daily.

SHARED AV EQUIPMENT: AV companies will be required to sanitize shared equipment (microphones, laptops, mice, keyboards, clickers, etc.) between each use.

Sanitation wipes are available at all podiums for speaker use.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

BEST PRACTICES FOR LICENSEES/EVENT ORGANIZERS

PRE-EVENT COMMUNICATION: Licensee will be required to provide clear and consistent communication to staff, attendees, contractors and speakers on the following requirements while at the Hawai'i Convention Center.

- Face masks must be worn.
- Maintain six (6) feet social distancing.
- No handshakes or physical contact greeting.
- Frequent handwashing for a minimum of 20 seconds.
- Stay at home if you are sick with a cough, fever or have been exposed to COVID-19.

CONTACT TRACING: Licensee will be required to collect two (2) forms of contact information for show staff, contractors, attendees and invited guests and maintain the information for a minimum of 60 days after the event should the need for contact tracing arise.

DISPOSABLE GLOVES: Use of disposable gloves are strongly recommended for activities where there is a greater risk of physical contact. These may include, but not limited to registration, meeting room monitors or bookstore.

FIRST AID/MEDICAL SERVICES. Events with a daily attendance of 500 people or more are required to contract first aid services from HCC.

FLOOR PLANS: HCC will require event organizers to work within the space capacities, room set-up standards and floor plan review process as outlined in the Sales and Event Services section of this plan.

LICENSEE OPERATIONS PLAN: Event licensees are required to submit a Licensee Operations Plan to their Event Manager at least 30 days prior to their event. Link to the form can be found [HERE](#).



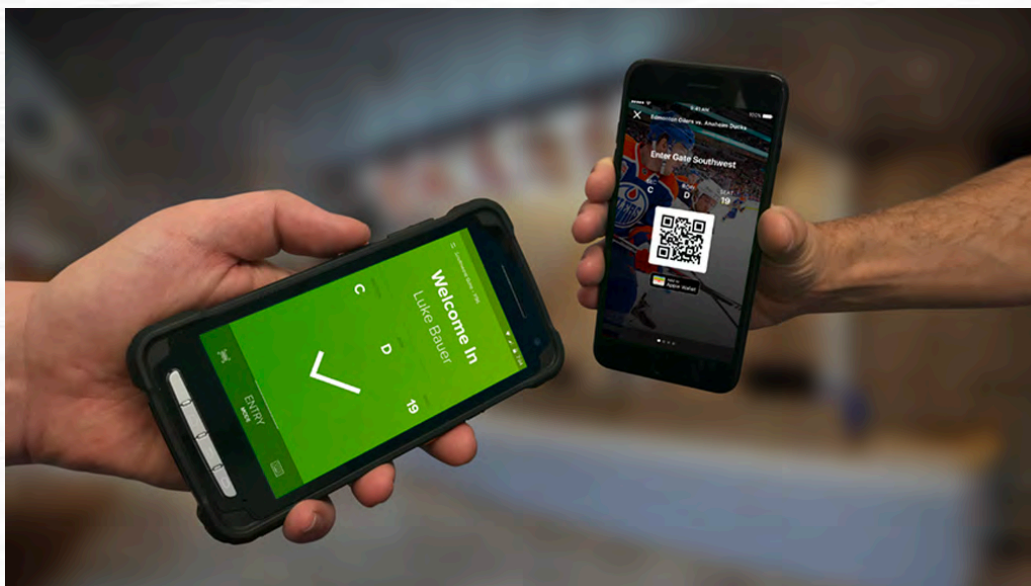


THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

REGISTRATION: To minimize the impact of physical distancing onsite, event organizers will be encouraged to implement a minimal touch process for registration or ticket sales. Contact tracing will be required, and clear protective barriers are to be used at registration counters/ticket sales areas. Event organizers will be encouraged to consider the following:

- Registration badges (or wristbands) sent in advance or printed from home
- Use an exclusively digital application where registration (admission) can be scanned on mobile phones.
- Satellite registration offsite (hotels) to alleviate long lines in one location.

Event Organizers will also be encouraged to limit registration workers to one person per counter.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

EXHIBIT AREAS/TRADE SHOWS: Exhibit areas and tradeshow flow will be similar to retail stores in a shopping center. Physical distancing is required. Entrance and exit to the exhibits area will be touchless and show organizers must have hand sanitizers available throughout the show floor. Licensee's event security contractor will monitor and enforce physical distancing and use of face masks. To maximize foot traffic while ensuring public safety, Licensee will consider the follow options:

- Design wider aisles at 15 feet or more.
- Use one-way aisle alternately
- Reverse tradeshow – pre-scheduled appointments
- Staggered admission
- Implement assigned, timed access to spread out mass
- Extend exhibit hours
- Use eight (8) feet side drape
- Add floor graphics to designate safe distancing areas
- Incorporate clear, protective barriers
- Encourage digital collateral at booths
- No-touch ingress and egress to the show floor

EXHIBIT BOOTH CAPACITY: Physical distancing is required within the exhibit booth footprint and must account for exhibit booth staff and attendees when determining booth capacity. The use of floor graphics and a single designated entrance and exit can be helpful in ensuring that physical distancing is maintained.



THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

CONFERENCE BAGS & COLLATERAL: All conference materials, handouts, collateral and sponsor giveaways should be avoided unless there is a pre-approved process to sanitize items that are handed out.

PRODUCT SAMPLING AND GIVEAWAYS: Until statewide reopening protocol enters Phase 4 or unless allowed by state Department of Health, exhibitors will not handout marketing material, promotion items or product samples. Additionally, no food and beverage sampling will be permitted.

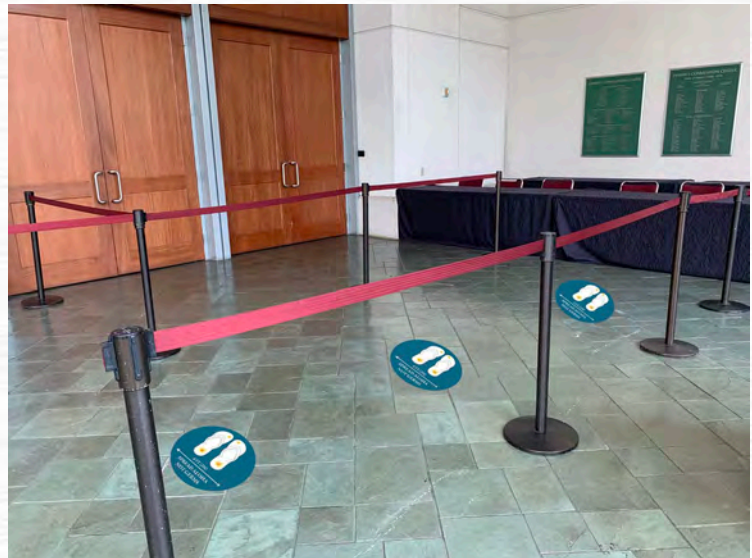
GENERAL SESSION / MEETING ROOMS: Set-up for general sessions and meeting rooms shall incorporate physical distancing. Whenever possible, event organizers are encouraged to consider streaming or virtual meeting technology to supplement their event. Licensee should distribute session materials in a digital format exclusively, forgoing traditional handouts. Each meeting room and general session will be cleaned and disinfected after each session and event organizers must allow time within their program to accomplish this. Event organizers may want to consider overflow space if needed.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

QUEUE LINES: Queue lines where a large mass may assemble will not be allowed. Queue lines must incorporate use of stanchions and floor markings to support physical distancing requirements which will be enforced by the event organizer. Event organizers will be asked to consider alternatives to alleviate queue lines by way of their registration/ticket process, use of overflow space and/or their schedule to open doors earlier.



PROGRAM TIMELINES: Additional breaktime between sessions will be needed to ensure proper cleaning and disinfection after each session. Licensee should consider minimizing back-to-back sessions and use breakout space intermittently to allow areas to be properly sanitized for the next session.

HYBRID EVENTS: Consider hybrid programming that includes live and virtual event experience to offer attendees options to participate while maximizing attendance/registration goals.

INCIDENTS OF ILLNESS: Event organizers will be required to develop an incident response plan with their EMT contractor to address occurrences of illness reported at their event. Attendees at the event who do not feel well will be directed immediately to EMT contractor and isolated at the first aid office for further medical exam.





THE CUSTOMER EXPERIENCE: SALES AND EVENT SERVICES

CAPACITIES AND SAMPLE FLOOR PLANS

SEATING CAPACITIES: The HCC sales team will sell event space based on updated physical distance capacities. Seating capacities and room diagrams will be reviewed on an event by event basis to ensure appropriate physical distancing that follows current CDC guidelines, state and local regulations. Diagrams with concessions will include adequate space for social distancing in queue areas.

Incorporating physical distancing of six (6) feet between seats, the chart below outlines the updated set-up standards at HCC.

	Physical Distancing Set-up Standards
Theater	Six (6) feet Social Distancing For Theaters 310 and 320, 4 seats apart
Classroom	One (1) person per table, Six (6) feet Social Distancing
Banquet	Two (2) persons per table, Six (6) feet Social Distancing
Booth (10' x 10')	Six (6) feet Social Distancing

The following pages showcase our new social distancing capacities as well as sample floor plans per room set (classroom, banquet and theater).

Downloadable version available [HERE](#)



REVISED HCC SOCIAL DISTANCING CAPACITIES

FLOOR PLAN LEVEL 1

Kamehameha Exhibition Hall and Lobby



LEVEL 1 Room Sizes & Capacities

ROOM	TOTAL		DIMENSIONS			ORIGINAL CAPACITIES				10' x 10' booth
	Square Feet	Square Meters	L	W	H	Max.	Theater	Class	Banquet	
KAMEHAMEHA Exhibit Hall I + II + III	204,249	18,975	329'	619'	30'	13,340	13,340	9,000	9,500	1,117

SOCIAL DISTANCING

Theater 6 ft apart	Classroom (1 per table)	Banquet (2 per table)	10' x 10' booth*
3,123	935	1,326	654

* Revised booth count assumes that each booth has a backwall drape. If the backwall drape was omitted, anticipate an increase of 6' spacing back to back.

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LEVEL 1 Room Sizes & Capacities

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Theater 6 ft apart	Classroom (1 per table)	Banquet (2 per table)	10' x 10' booth*
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REVISED HCC SOCIAL DISTANCING CAPACITIES

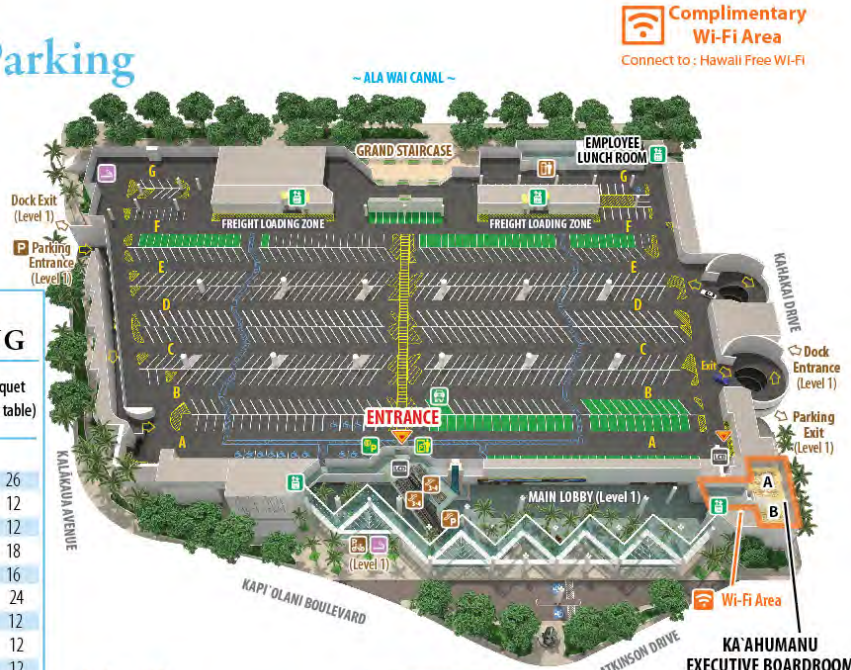
FLOOR PLAN LEVEL 2 Parking

Please note that room capacities may vary depending on the audio visual and staging requirements of your program.

* Revised booth count assumes that each booth has a backwall drape. If the backwall drape was omitted, anticipate an increase of 6' spacing back to back.

** Theater 310 and 320 social distancing protocol will have attendees occupying every 4th seat

LEVEL 3 Room Sizes & Capacities									SOCIAL DISTANCING		
ROOM	TOTAL Square Feet	Square Meters	DIMENSIONS L' W' H'	ORIGINAL CAPACITIES Max.	Theater	Class	Banquet		Theater 6' apart	Classroom (1 per table)	Banquet (2 per table)
301A + B	3,600	335	48' 75' 17'	354	324	200	160		52	21	26
302A + B	1,945	181	36' 53' 17'	205	168	98	80		25	12	12
303A + B	1,726	160	41' 41' 17'	166	142	88	60		28	12	12
304A + B	2,615	243	50' 52' 17'	291	258	140	120		39	16	18
305A + B	1,952	181	41' 46' 17'	189	162	112	100		24	12	16
306A + B	3,365	313	63' 52' 17'	368	322	192	160		48	20	24
307A + B	1,566	145	41' 37' 17'	151	132	88	80		28	9	12
308A + B	1,994	185	41' 47' 17'	194	180	108	100		36	12	12
309	1,539	143	41' 32' 17'	135	117	72	60		28	10	12
310 - Theater	6,253	N/A	N/A N/A N/A	467	459	459	N/A		93**	N/A	N/A
Existing drop down Screen: 14'w x 12'h, 55' from projection booth to screen											
311	6,051	562	86' 70' 17'	610	600	392	300		100	42	50
312	4,432	412	86' 51' 17'	450	437	280	240		68	28	40
313A + B + C	12,096	1,124	86' 140' 17'	1,193	1,188	800	600		181	84	100
314	3,771	350	86' 43' 17'	381	381	224	180		68	28	30
315	4,431	412	86' 51' 17'	450	440	280	240		69	28	40
316A + B + C	12,090	1,123	86' 140' 17'	1,193	1,188	800	600		184	84	100
317A + B	3,901	362	45' 86' 17'	395	378	224	180		58	21	32
318A + B	2,937	273	45' 64' 17'	299	261	168	120		45	15	20
319A + B	3,422	318	56' 60' 17'	343	280	160	150		50	20	24
320 - Theater	4,218	N/A	N/A N/A N/A	329	322	322	N/A		64**	N/A	N/A
Existing drop down Screen: 12'w x 10'h, 54' from projection booth to screen											
321A + B	2,219	206	43' 51' 17'	238	192	120	100		50	12	18
322A + B	1,757	163	28' 60' 17'	180	130	72	70		23	8	14
323A + B + C	6,433	598	60' 105' 17'	644	624	360	280		88	42	50
324	2,035	189	60' 35' 17'	213	195	108	110		35	14	16
325A + B	2,371	220	39' 60' 17'	230	182	120	110		39	14	16
326A + B	1,701	158	37' 45' 17'	153	140	84	60		27	10	12
327	1,599	149	36' 44' 17'	153	140	84	70		26	10	12
328	1,591	148	36' 43' 17'	159	140	84	70		24	10	12



10' x 10' Booth

	ORIGINAL	SOCIAL DISTANCING
313A + B + C	57	34*
316A + B + C	57	34*

LEGEND		
Parking	Electric vehicle charging station	Smoking area
Bicycle parking	Escalator (2nd FL parking)	LCD board
Accessible passenger parking space	Escalator (3rd & 4th FL)	Entrance
Parking cashier	Elevator	Wi-Fi area
Parking pay station	Vending area	

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See next page for larger view 3F of capacities

REVISED HCC SOCIAL DISTANCING CAPACITIES

LEVEL 3 Room Sizes & Capacities

SOCIAL DISTANCING

ROOM	TOTAL		DIMENSIONS			ORIGINAL CAPACITIES				SOCIAL DISTANCING		
	Square Feet	Square Meters	L	W	H	Max.	Theater	Class	Banquet	Theater 6' apart	Classroom (1 per table)	Banquet (2 per table)
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10' x 10' Booth

ORIGINAL

SOCIAL DISTANCING

313A + B + C

57

34*

316A + B + C

57

34*

REVISED HCC SOCIAL DISTANCING CAPACITIES

FLOOR PLAN LEVEL 3 Meeting Rooms

Complimentary Wi-Fi Area
Connect to : Hawaii Free Wi-Fi



LEGEND	
	Business center
	808 Café
	Escalator (2nd FL parking)
	Escalator (3rd & 4th FL)
	Elevator
	Restroom (Men)
	Restroom (Women)
	ATM
	Water fountain
	Bottle filler
	Defibrillator
	First aid
	Art display
	Smoking area
	LCD board
	Entrance
	Wi-Fi area

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REVISED HCC SOCIAL DISTANCING CAPACITIES

FLOOR PLAN LEVEL 4 Ballroom and Rooftop Garden



Complimentary Wi-Fi Area
Connect to: Hawaii Free Wi-Fi

LEGEND

- Escalator (3rd & 4th FL)
- Elevator
- Restroom (Men)
- Restroom (Women)
- Water fountain
- Defibrillator
- Smoking area
- LCD board
- Wi-Fi area

ROOFTOP GARDEN FEATURES:

- 2.5 acre open air rooftop garden
- Floor Load Limit, 100 lbs per net sq. ft.
- Grassy stage area approx. 37 x 42 ft.
- Capacities: - please contact your event manager for social distancing capacities

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LEVEL 4 Room Sizes & Capacities

ROOM	TOTAL		DIMENSIONS			ORIGINAL CAPACITIES			
	Square Feet	Square Meters	L	W	H	Max.	Theater	Class	Banquet
KALĀKAUA BALLROOM A + B + C	35,259	3,276	155'	227'	25'	5,000	3,709	2,016	2,040
BALLROOM FOYER	20,074	1,865	244'	82'	14'	1,327	N/A	N/A	N/A

SOCIAL DISTANCING

Theater 6 ft apart	Classroom (1 per table)	Banquet (2 per table)	10' x 10' booth*
504	243	286	112
N/A	N/A	N/A	N/A

Hawaii Convention Center

1801 Kalākaua Avenue, Honolulu, Hawaii'i 96815
tel: 808-943-3500 • fax: 808-943-3599
email: info@hccasm.com • hawaiiiconvention.com

LEVEL 4 Room Sizes & Capacities

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Theater 6 ft apart	Classroom (1 per table)	Banquet (2 per table)	10' x 10' booth*
504	243	286	112
N/A	N/A	N/A	N/A

SAMPLE SOCIAL DISTANCING ROOM SETUPS



SAMPLE SOCIAL DISTANCING FLOOR PLAN: BANQUET SET



Room 306 AB
Banquet Set (2 per table)
24 pax



SAMPLE SOCIAL DISTANCING FLOOR PLAN: CLASSROOM SET



321 AB
Classroom Set (1 per table)
12 pax



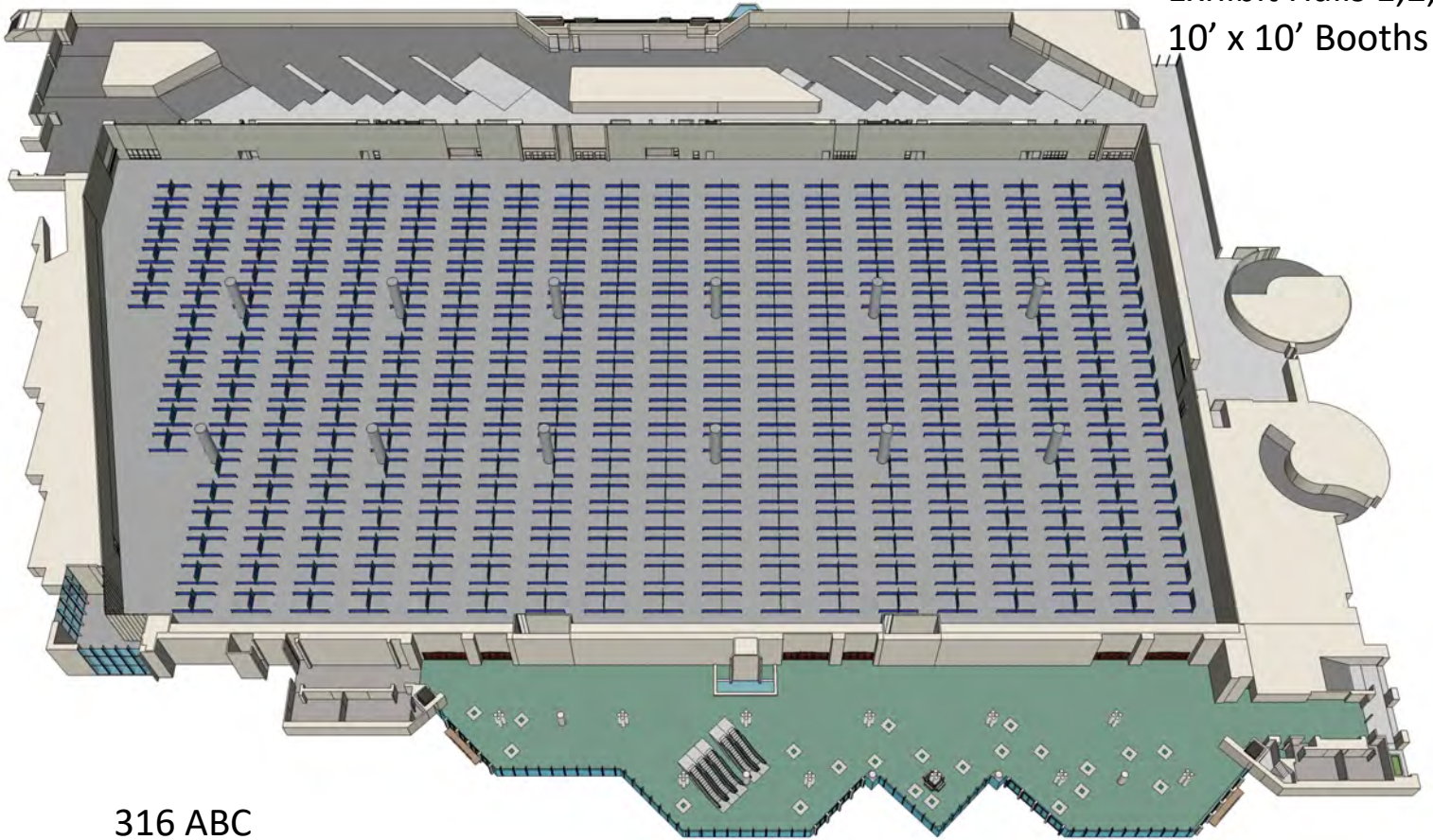
SAMPLE SOCIAL DISTANCING FLOOR PLAN: THEATER SET

309
Theater Set
28 pax

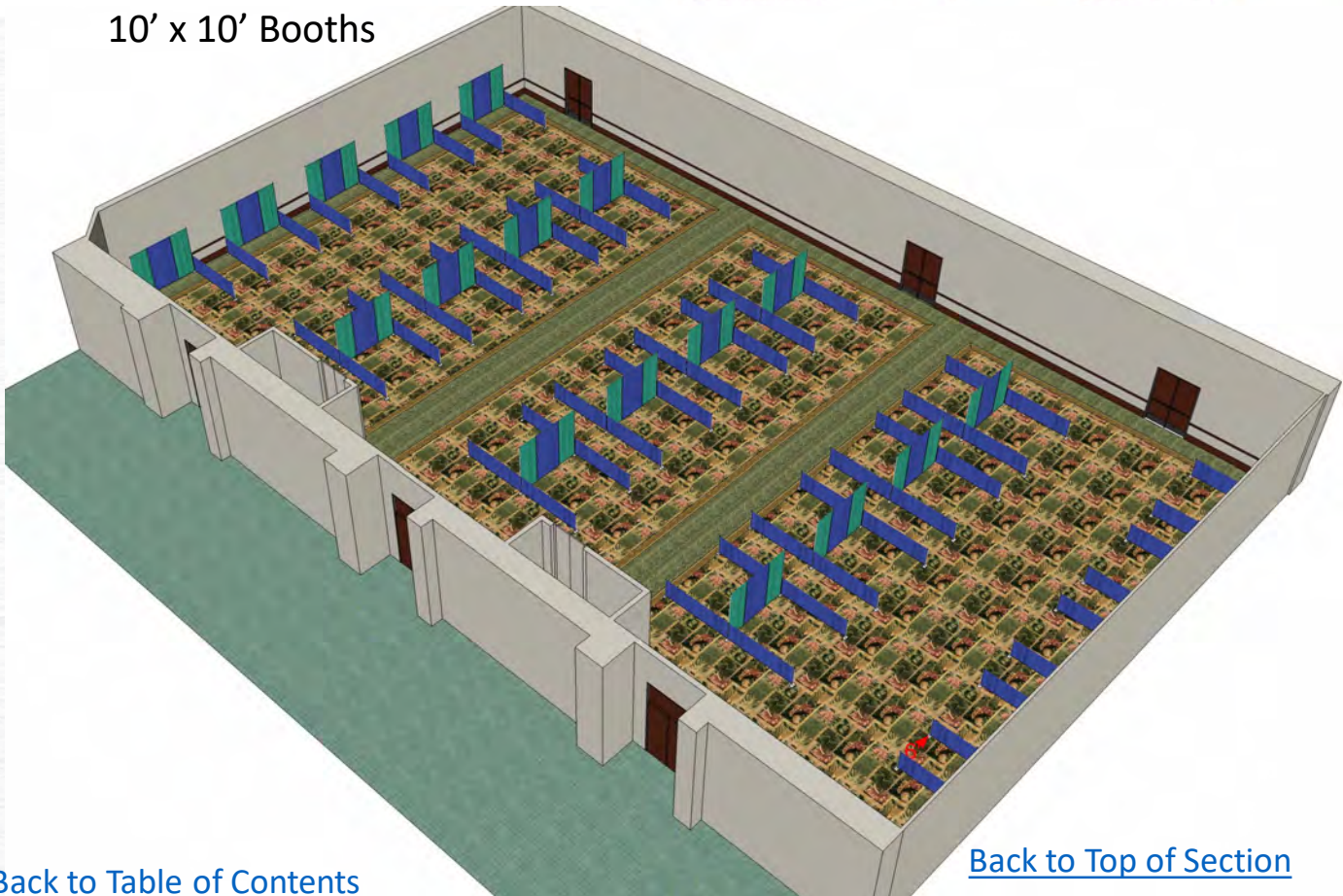


SAMPLE SOCIAL DISTANCING FLOOR PLANS: BOOTHS (10' X 10')

Exhibit Halls 1,2, 3
10' x 10' Booths



316 ABC
10' x 10' Booths





FOOD SAFETY



Levy Convention Centers is committed to the health and safety of our staff, our business partners and our attendees and we are dedicated to upholding the highest standards of cleanliness throughout our facilities.

We are monitoring the Coronavirus (COVID-19) outbreak and will continue to follow the guidelines set forth by federal and local government and health agencies as they develop.

In light of the dramatic changes to public health guidance during the pandemic, we have enhanced our previously stringent practices for sanitation and cleanliness. Some of the current policies and procedures are outlined below, and we plan to build upon these policies as the climate continues to change and new information and guidelines become available. Best safe practices will be reviewed with clients for each event to determine specific needs. All food and beverage initiatives are subject to evolving CDC and public health decisions.





FOOD SAFETY

BACK OF HOUSE OPERATIONS

- COVID-19 training will be reviewed at the beginning of each shift.
- Staff temperatures will be taken daily upon arrival. Refer to [TEMPERATURE SCREENING PROTOCOLS](#) for more information.
- Signs to remind staff of proper handwashing procedures, proper glove use and masks are mandatory.
- Kitchens are deep cleaned and sanitized at the end of each day
- Frequently disinfect surfaces repeatedly touched by staff, such as doorknobs, equipment handles, cart handles, etc.
- Without compromising the safety of team members and equipment controls, kitchens have been re-designed to meet physical distancing standards.
- All staff must wear masks, hair nets and/or caps (similar to baseball caps).
- Gloves will be required as a function of their job duty.
- Handwashing sinks and/or sanitation stations are located in all back of house service areas.





FOOD SAFETY

FRONT OF HOUSE OPERATIONS

- COVID-19 training will be reviewed at the beginning of each shift.
- Staff temperatures will be taken daily upon arrival. Refer our [TEMPERATURE SCREENING PROTOCOLS](#) for more information.
- Signs to remind staff of proper handwashing procedures, proper glove use and masks are mandatory. Black colored personal face masks will be allowed. No logo and no print.
- Frequently disinfect surfaces repeatedly touched by staff, such as doorknobs, equipment handles, cart handles, etc.
- All equipment (i.e chaffing dishes, trays, coffee urns, soft drink bins, etc) will be sanitized before and after each use.
- Front of House line spacing. Six (6) feet social distancing guidelines will be enforced at food pick up stations, kiosks and concession outlets.
- **Traditional self-service buffets or Chef's table services are available with safety measures in place. Buffets or Chef's Table services will have attendants serving food to guests from a shielded food station.**
- The use of stainless or reusable serving utensils and silverware may be discontinued. If staff is serving, utensils will be disposed or changed after 30 minutes.
- **Plated meal services are available with safety protocols in place.**
- Clean table linen will be placed with gloved hands and soiled linen will be placed directly in laundry bin.
- Possibly offer hand wipes at meal stations



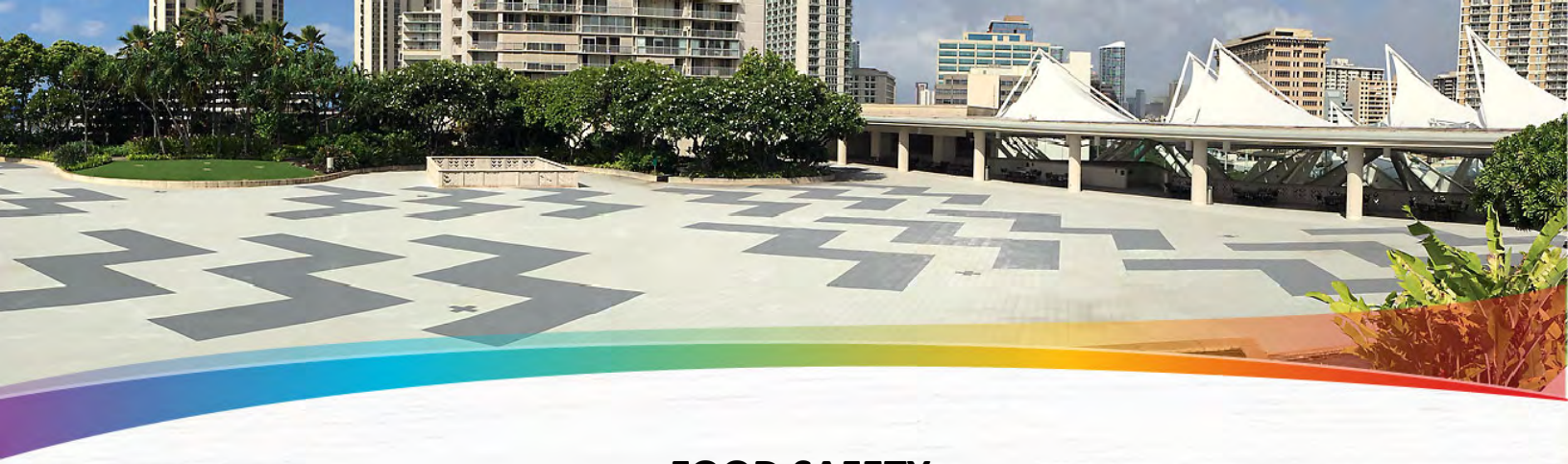


FOOD SAFETY

FOOD AND BEVERAGE OPERATIONS/MENU ENGINEERING

- Traditional self-service buffets or Chef's table services are available with safety measures in place. Buffets or Chef's Table services will have attendants serving food to guests from a shielded food station.
- Plated meal services are available with safety protocols in place.
- Butler passed service during receptions are currently suspended.
- Boxed Hot and Cold Meals distributed from shielded food stations.
- Discontinue self-serve beverage stations.
- Shielded and served Coffee Service. PC (portion controlled) coffee condiments will also be shielded and served.
- Snack breaks and continental breakfasts will be distributed from a shielded food station.
- Single-serve snacks; discontinue bulk snacks.
- Disposable containers for meal services.
- Single-serve or PC condiments provided upon request.
- Service attendants will be present at each food and beverage station. Additional labor charges may apply.
- Plastic single-use cutlery handed to or pre-packaged kit with napkin, handed to guests.
- Wrapped straws available upon request.
- Disposable cups with covers will be implemented.





FOOD SAFETY

CAFÉ AND CONCESSION OPERATIONS

- Café and Concession counters will be shielded.
- Contactless payment options include Apple Pay, Google Pay and Samsung Pay.
- Discontinue self-service approach.
- If staff is serving, utensils will be disposed of after 30 minutes.
- Concession items will be boxed, pre-packaged or wrapped in transparent hinged container to easily identify product
- All items will be handed to the guests.
- Plastic single use cutlery handed to guest in a bag or pre-packaged kit with napkin and utensils
- Wrapped straws available upon request
- Lids will be provided for beverage cups
- Packaged drinks only; no fountain beverages
- No longer offering the use of condiment carts and pumps
- Packaged PC condiments or condiments in small soufflé cups served by a team member

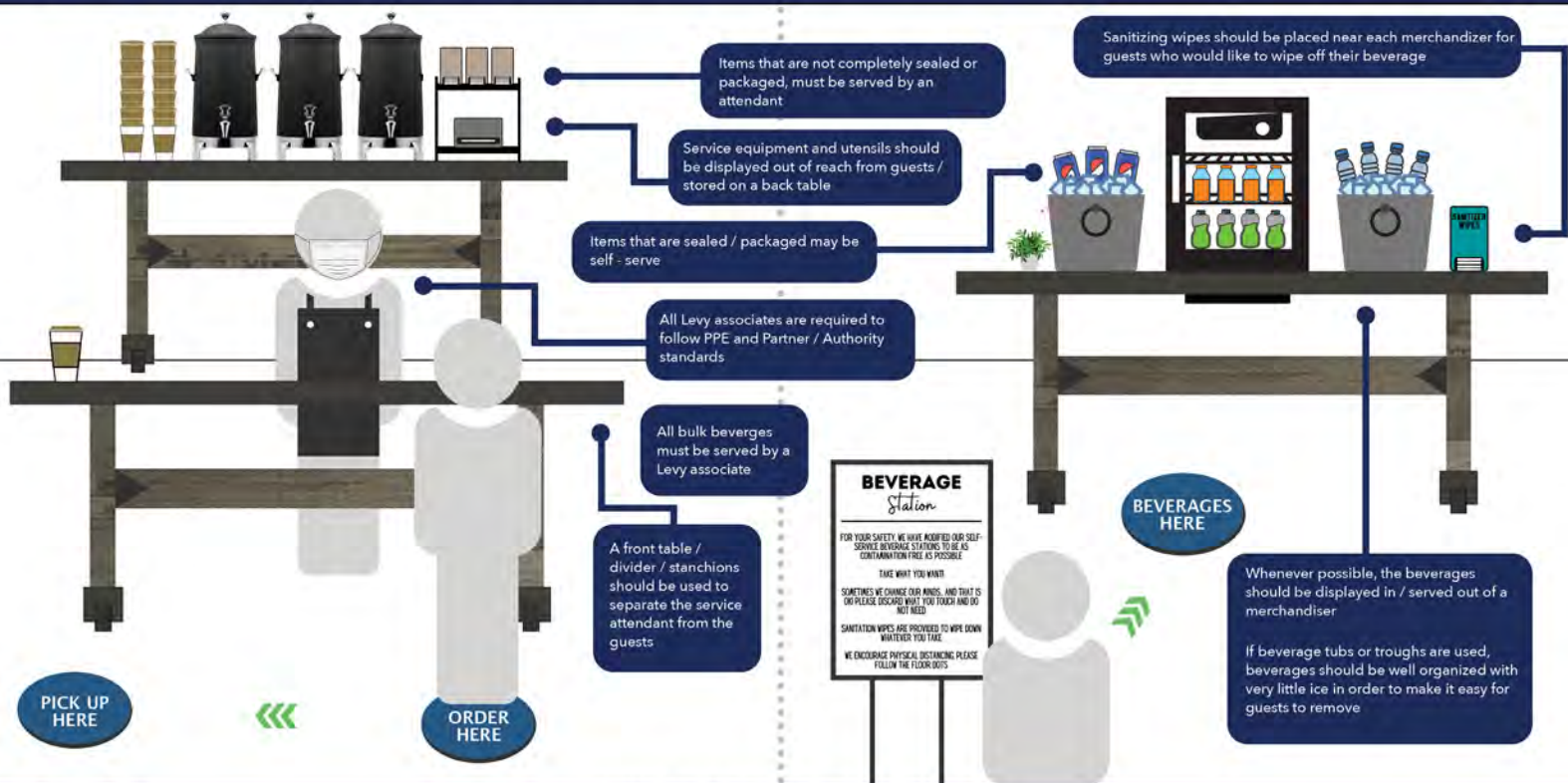




FOOD SAFETY

Operating Guidelines | Bulk Beverages + Self Serve / Single Use

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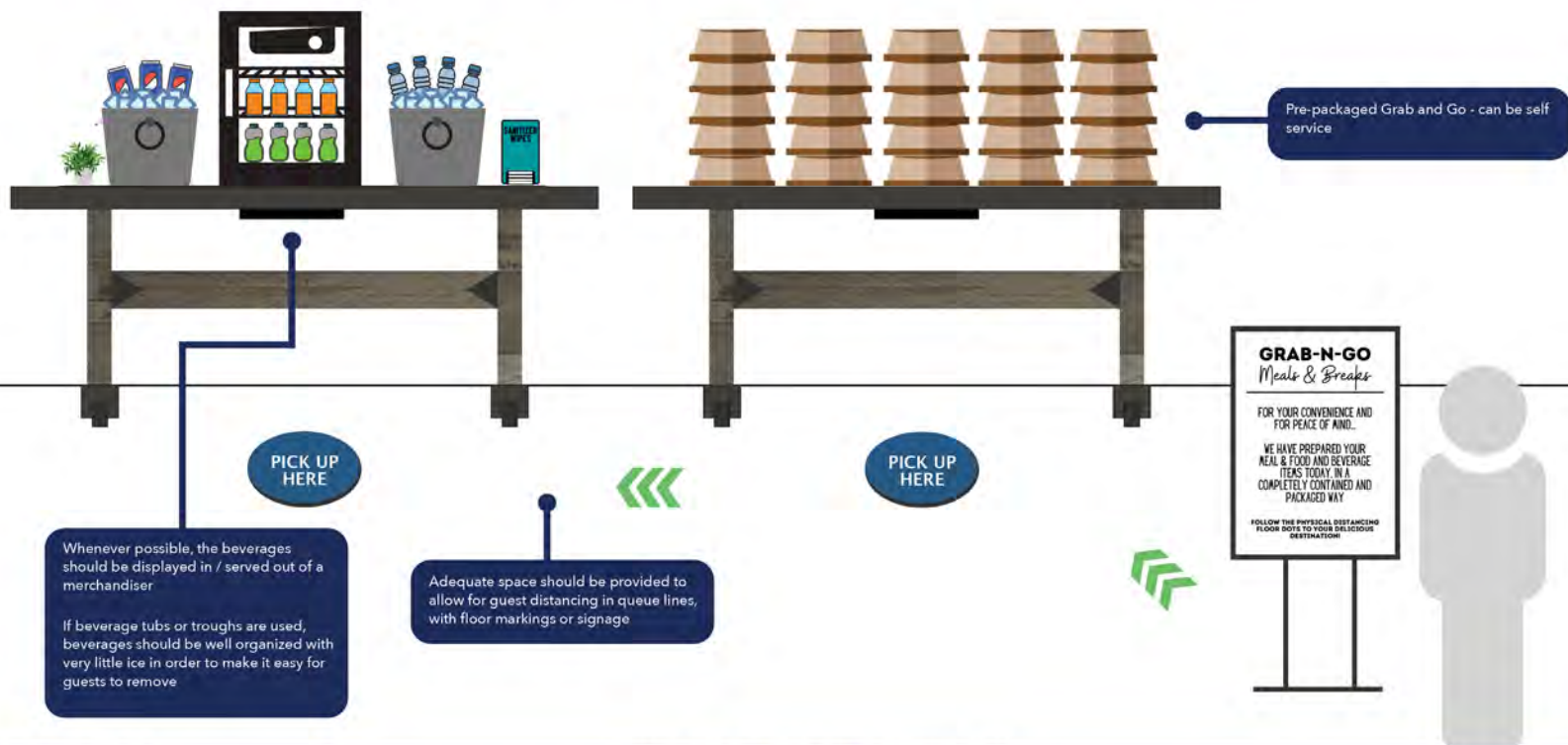
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FOOD SAFETY

Operating Guidelines | Chef's Table Service (Grab & Go)

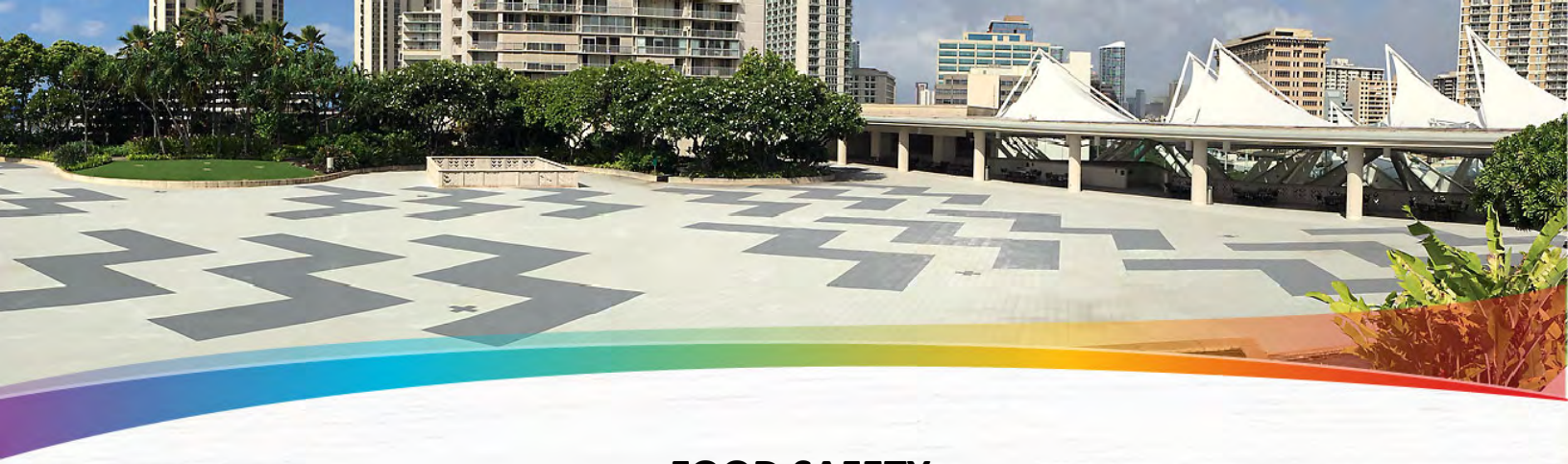
Levy



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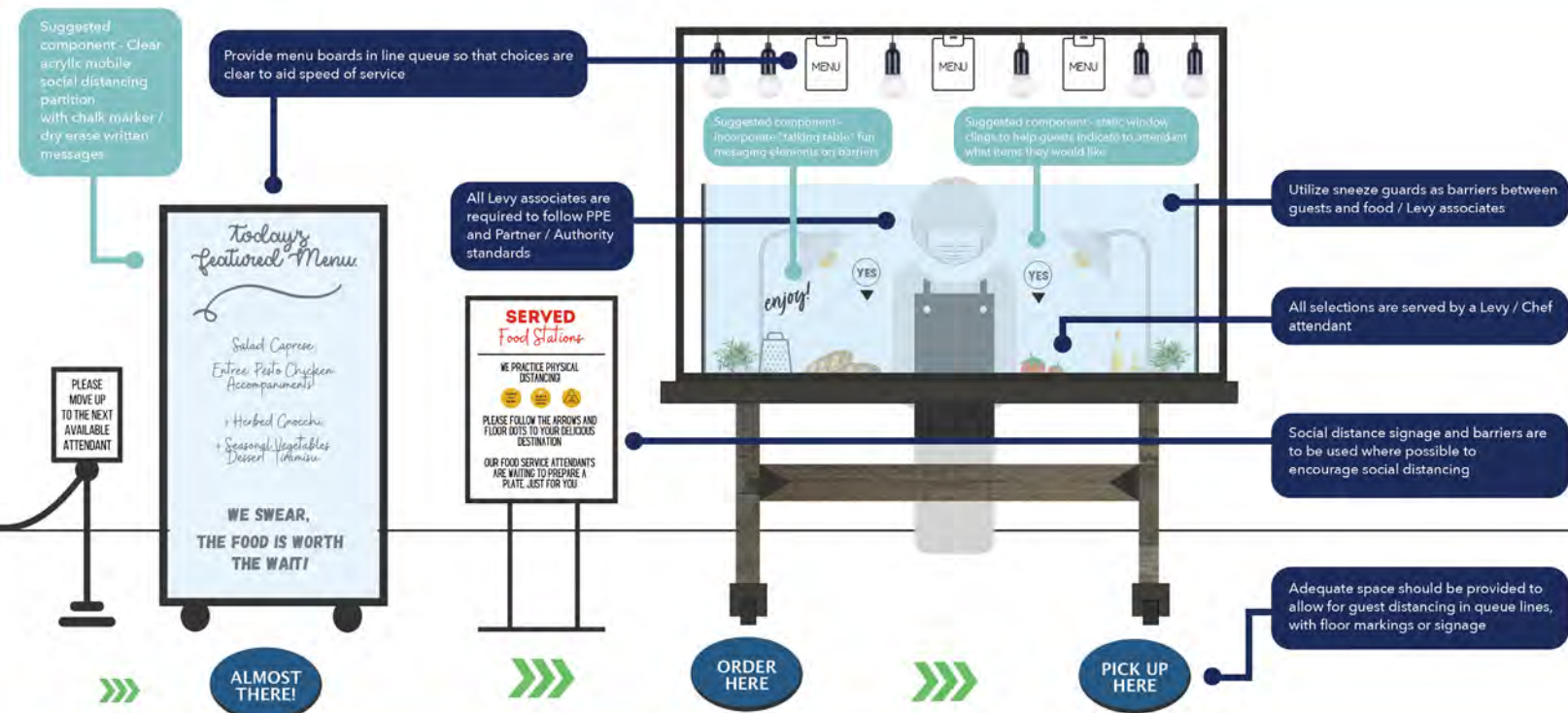




FOOD SAFETY

Operating Guidelines | Chef's Table Service (Attended)

Levy



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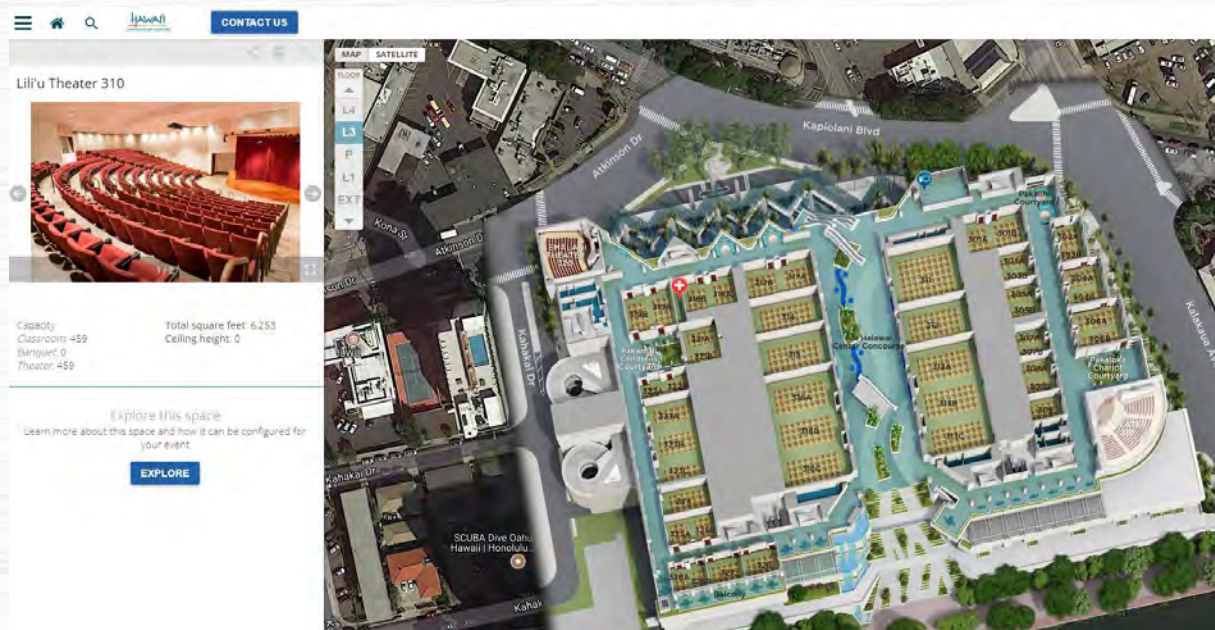
TECHNOLOGY AND EQUIPMENT

The Hawai'i Convention Center's reopening plan incorporates technological solutions that can help streamline and manage our health and safety protocols efficiently and accurately.

Some of our new equipment and processes includes virtual tour capabilities, thermal imaging devices, electrostatic cleaning, contactless payment services, and other digital solutions to enhance the customer experience from planning to event execution.

VIRTUAL TOURS AND SITE INSPECTIONS

HCC's [online interactive map and 3D floor plans](#) that allow planners and guests to view and tour Center services and spaces remotely. The interactive map has a navigation sidebar that allows users to toggle through each of these floors and the different rooms to access exactly what they're looking for. It can aid the event planners in simplifying the event planning process since they can visualize and see spaces before ever setting foot on the property.





TECHNOLOGY AND EQUIPMENT

THERMAL CAMERAS


As part of HCC'S new safety protocols, thermal imaging devices will be utilized for temperature screenings at select entry points.

Thermal temperature reading capabilities provide significant advantages because there is a safe distance between the operators and visitors and does not require physical contact. It processes information quickly which allows for a faster flow of traffic into the facility.

optris® PI 400
TECHNICAL DATA



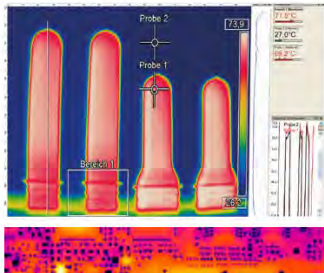
IR camera for the detection of slightest temperature differences



Features:

- Thermal sensitivity of 40 mK allows for detection of slightest differences in temperature
- Compact size of 46 x 56 x 90 mm (1.8 x 2.2 x 3.5 in)
- Frame rate of 80 Hz / switchable to 27 Hz
- Withstands ambient temperatures of up to 60 °C (140 °F) without additional cooling

Technical specifications	
Optical resolution	382 x 288 pixels
Detector	FPA, uncooled (25 µm x 25 µm)
Spectral range	7.5 – 13 µm
Temperature ranges	-20 ... 100 °C (-4 ... 212 °F) 0 ... 250 °C (32 ... 482 °F) (20) 150 ... 900 °C (302 ... 1652 °F) optional temperature range 200 ... 1500 °C (392 ... 2732 °F)
Frame rate	80 Hz / 27 Hz
Optics (FOV)	13° x 10° / f = 41 mm (f = 1.6 in) or 29° x 22° / f = 18.7 mm (f = 0.7 in) or 53° x 40° / f = 10.5 mm (f = 0.4 in) or 80° x 56° / f = 7.7 mm (f = 0.3 in)
Thermal sensitivity (NETD)	0.04 K with 29° x 22° FOV / F = 0.8 0.04 K with 53° x 40° FOV / F = 0.8 0.04 K with 80° x 56° FOV / F = 0.8 0.06 K with 13° x 10° FOV / F = 1.0
Accuracy	±2 °C or ±2 % (±3.6 °F or ±2 %), whichever is greater





TECHNOLOGY AND EQUIPMENT

CONTACTLESS PAYMENTS

Contactless payment solutions provide an efficient and hygienic service to our attendees.

Major credit cards, debit cards and mobile/watch pay (Apple Pay, Google Pay) are accepted at the Business Center. Food and beverage concessions and cafes accept Apple Pay, Google Pay and Samsung Pay. Parking cashiers will accept major credit and debit cards. We retain the ability to accept cash if necessary.

DIGITAL SIGNAGE

HCC's digital signage will be used to share reminders about our new health and safety protocols.

STREAMING AND REMOTE MEETING SOLUTIONS

Projection, HCC's in-house AV service provider can work with event organizers to offer remote solutions for your meeting. Event organizers may contact their Event Manager if interested.





COMMUNICATION AND PUBLIC AWARENESS

The following tools will be utilized to ensure proper communication to our clients and the public.

SIGNAGE:

Front of House: There will be health and safety reminders placed throughout the facility reminding guests of our protocols such as wearing masks, using hand sanitizer, practicing social distancing, etc. as well as notice of temperature screenings in various point of entries.





COMMUNICATION AND PUBLIC AWARENESS

Back of House: Signage will be posted throughout the facility reminding staff of the proper way to wear, handle and dispose of masks, gloves, proper practices for handwashing, sneezing and to avoid handshaking and touching their faces and instructions for staff who do not feel well and are experiencing any COVID-19 symptoms.





COMMUNICATION AND PUBLIC AWARENESS

EVENT COMMUNICATION

Licensee will use digital communication, websites, social media and other appropriate forms of communication to provide frequent and clear messaging on infection control and physical distancing requirements at Hawai'i Convention Center. Messaging should also include location and hours of the event's first aid services and how to seek assistance if staff, attendee, exhibitors or contractors feel unwell.

Event organizers will provide appropriate signage to communicate best practices for infection control, no-touch greeting (no handshakes), physical distancing and reporting illness in all event-related areas such as exhibit halls, general sessions, breakout sessions, registration areas, and other areas where an event is being held. This signage program should be considered from move-in through move-out.

When appropriate, HCC's digital reader boards can be used to support event-related communication.



NOTE: Images shown are samples only and may be subject to change



COMMUNICATION AND PUBLIC AWARENESS

WEBSITE & SOCIAL MEDIA

A dedicated [webpage](#) outlining our new health and safety protocols is available for our clients and the public to view. Link is available on our homepage (www.hawaiiiconvention.com). A downloadable PDF document and infographic are also available.

HCC will also utilize its social media channels to ensure that the public is aware of these new health and safety protocols



Reopening Protocols and Guidelines

NOTE: The Hawai'i Convention Center continues to follow State of Hawai'i restrictions to help prevent the spread of COVID-19, remaining CLOSED since March 18, 2020. All public events previously scheduled during this time are either postponed or cancelled. Please visit our [website](#) for further updates or check out our [FAQs](#) page.

The Hawai'i Convention Center is pleased to offer a comprehensive health and safety

