INSERT VENUE LOGO

GBAC STAR™ Accreditation Submission

Author: XXX

Date: XXX

GWCCA GBACSTAR-1.0
Scope Statement

The GBAC STAR™ Accreditation Program on Cleaning, Disinfection and Infectious Disease Prevention for Facilities (GBAC STAR Program) establishes requirements to assist facilities in the cleaning, disinfection, and infectious disease prevention work practices to control risks associated with infectious agents such as SARS-CoV-2, Influenza, MRSA, and TB.

This GBAC STAR Program is performance based and sets out requirements for and places responsibility on facilities to demonstrate that appropriate cleaning, disinfection, and infectious disease prevention work practices, protocols, procedures, and systems have been established and implemented.

The GBAC STAR Program is designed such that any size facility or organization can use it and it is considered scalable.

<< Insert Venue Name >> Background Information:

Georgia World Congress Center Authority (GWCCA) is the largest combined convention, sports, and entertainment campus in North America and a top economic engine for the state of Georgia. Located in the heart of downtown Atlanta, GWCCA features over 220 acres of prime event space – anchored by Georgia World Congress Center, Centennial Olympic Park, and Mercedes-Benz Stadium – offering meeting planners a variety of flexible and dynamic options. GWCCA hosts hundreds of world-class event each year.

Consisting of three interconnected buildings, Georgia World Congress Center (GWCC) features 1.5 million square feet of exhibit space, including 1 million square feet of contiguous space. It is the world's largest LEED certified convention center and a recent recipient of IAVM's Venue Excellence award.

Steps from GWCC's doors is Centennial Olympic Park, a 22-acre greenspace that serves as Georgia's legacy of the 1996 Summer Olympic Games and centerpiece of Atlanta's dynamic downtown entertainment district spurring billions of dollars of development.

GWCCA GBACSTAR-2.1
Facility Leadership and Commitment

GWCCA senior leadership management shall take ultimate responsibility for the organization's GBAC STAR Program implementation and maintenance.

All levels of leadership/management shall ensure that roles, responsibilities, and authorities related to cleaning, disinfection, and infectious disease prevention are defined, documented, and communicated to those who manage, perform, and verify such work.

All levels of leadership/management shall demonstrate their commitment by ensuring availability of resources to establish, implement, maintain, and improve the GBAC STAR Program requirements associated with cleaning, disinfection, and infectious disease prevention.

Position Title	Responsibilities
Chief Operating Officer	Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation through: • Appropriate resourcing of personnel and budgets required to maintain compliance with the resulting plan • Ultimately responsible for the execution of all elements of this plan

Chief Administrative Officer	Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation through:
	• Appropriate resourcing of personnel and budgets required to maintain compliance with the resulting plan
	• Ensuring proper administrative policies and procedures are enacted and followed, including:
	  ○ Document control
	  ○ Employee health and safety
	  ○ Human Resources compliance

Chief Commercial Officer	Ultimately accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation through: • Appropriate, timely, and consistent communication with clients, customers, and attendees related to this plan • Leadership of all sales and event planning procedures and processes created and leveraged in support of this plan
Senior Director of Campus Operations	Accountable for the achievement, execution, and maintenance of the GBAC STAR Program accreditation through coordinated leadership of all campus operations in support of this plan
Director of Facility Operations	Ultimately accountable for the day to day execution of the elements of this plan
Director of Facility Management	Ultimately accountable for the day to day execution of the facility maintenance elements of this plan
Director of Human Resources	Accountable for the leadership of all HR components of this plan to include: • Training and documentation • Employee safety • Staffing levels

(**GBAC Feedback** – expand roles to include all levels of supervision)

GWCCA GBACSTAR-2.2
Facility Commitment Statement

Requirement:

The organization shall develop, sign, and communicate the facility's commitment to the GBAC STAR Program elements. The document shall include provisions for minimizing and controlling risks associated with infectious disease outbreaks and potential exposures in relation to customers, clients, employees, the community, and the environment.

Facility shall provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices and controls are in place, properly maintained, and continuously improved. The GBAC STAR Program Commitment statement shall be signed by senior management.

Response:

The GWCCA's mission is to develop and operate facilities that exist for the primary purpose of promoting and facilitating events and activities that generate economic benefits to the citizens of the state of Georgia and the city of Atlanta as well as enhance the quality of life for every Georgian. A significant component of delivering on that mission is providing for a safe and healthy facility.

The GWCCA is committed to obtaining and maintaining the GBAC STAR Program accreditation, focused on providing a safe and healthy environment. Through detailed planning, proper resourcing, engaged leadership, and continuous improvement, GWCCA will establish confidence among all constituents that the organization, its leaders, and employees endeavor daily to control the risks associated with infectious disease outbreaks and potential exposures.

Leadership Signatures:

Position Title	Incumbent	Signature	Date
Executive Director	Frank Poe		
Chief Operating Officer	Kevin Duvall		
Chief Commercial Officer	Joe Bocherer		
Chief Administrative Officer	Jennifer LeMaster		
Senior Director of Campus Operations	Jeff Oden		
Senior Director of Finance	Janet Arsenault		
Senior Director of Convention Sales	Kim Allison		
Director of Facility Operations	Dominic Bruno		
Director of Facility Management	William Miller		
Director of Human Resources	Ron Miranda		
Director of Food and Beverage	Jeff Kern		
Director of Supply Chain	Erle Coleman		
Director of Public Safety	Paul Guerrucci		
Director of Client, Guest and Exhibitor Services	Melinda Buchannan		
Director of Sustainability and CSR	Timothy Trefzer		

GWCCA GBACSTAR-2.3
Sustainability and Continuous Improvement

Requirement:

The facility shall build into its program elements of continuous improvement; the program should be implemented such that it is sustainable.

The facility shall establish, document, implement, communicate, maintain, and continually improve its GBAC STAR Program, including the processes needed and accompanying interactions, in accordance with the requirements of this document.

Response:

GWCCA uses the Plan-Do-Check-Act (PDCA) principle as the fundamental framework for quality management related to the GBAC STAR Program. For GWCCA, PDCA means:

- ✓ **PLAN**
  - The overall planning process is broken down into two categories:
    - Procedural Planning. This category refers to the elements of the operation that exist given the nature of the GWCCA as a facility management entity responsible for multiple asset types. This category of planning takes place in every department of the GWCCA
    - Event Planning. This category refers to the elements of the operation that are directly related to the execution of public and private events within the GWCCA facilities. Primary responsibility for event planning resides within the Event Services department.
  - The preliminary planning process for the GBAC STAR Program will conclude on or about July 31, 2020.
    - From that point forward, oversight of the future planning for this program will be governed by the personnel / committees outlined further within this document.
  - Once attained, the GBAC STAR Program will provide a cyclical process to revisit and update this plan.

- ✓ **DO**
  - GWCCA has already begun to implement procedures outlined in this plan.

- As more information becomes available and actionable, the processes used in execution of this plan will be updated.
- GWCC's Housekeeping Department is the leader of the overall sanitation effort made by the organization; however, all departments are responsible for elements of this plan and are outlined as such.

✓ **CHECK**

- GWCCA will continually monitor the execution of the elements of this plan through the following practices:
  - Enabling the Quality Management System as outlined in GBAC STAR Program Section 3.3 Program Controls and Monitoring
  - Customer Feedback. GWCCA regularly requests specific feedback relative to the guest experience and services provided by the organization during shows and events. In this new operational norm, customers will be an additional element of the feedback loop to ensure program compliance.
  - Industry Activity. By staying in touch and in tune with industry trade groups such as ISSA, IAVM, IAEE, GBAC, and others, GWCCA will keep up to date with current trends in GBAC STAR Program execution.

✓ **ACT**

- This plan will be updated, at minimum yearly, but more frequently as required by changing circumstances in guidance, compliance regulation, industry norms and expectations, and / or operational changes within the GWCCA.
- The Senior Director of Campus Operations is the responsible party for ensuring this plan is updated in accordance with the schedule set within.
- Third party resources may be enlisted to assist in the measurement and assessment of program efficacy and to generate recommendations of program improvements.

GWCCA GBACSTAR- 3.1
Conformity and Compliance

Requirement:

The organization shall ensure that all relevant requirements are identified and fulfilled within their GBAC STAR Program.

The organization shall identify all legal requirements associated with cleaning, disinfection, and infectious disease prevention and verify they have complied with these - including but not limited to - national / federal, regional / state, provincial, city, and local regulatory requirements to which the organization is subject to.

Response:

The Geo. L. Smith II Georgia World Congress Center Authority is a body corporate and politic, an instrumentality of the State of Georgia and a public corporation created under O.C.G.A. Title 10, Chapter 9 by operation of law. As such, the Authority is not generally subject to regulation by county or municipal jurisdictions as a matter of law, but of course is subject to the current and future Executive Orders of the Governor promulgated under O.C.G.A. Title 38, Chapter 3 in respect of the public health state of emergency and related matters (including but not limited to Executive Orders 05.28.20.02, 05.12.20.02; 04.30.20.01, and 04.23.20.02), various specified public health-related requirements promulgated by the Georgia Department of Public Health under O.C.G.A. Title 31, Chapter 2A and O.C.G.A. Title 31, Chapter 12, and other applicable federal and state law.

(**GBAC Feedback** – Need to identify the state and federal laws impacting operations and provide those laws or regulations concerning health or safety, which can be done using web links or attached documents.)

GWCCA GBACSTAR- 3.2
Goals, Objectives, and Targets

Requirement:

The organization shall establish, implement, and maintain documented objectives and targets for their cleaning, disinfection, and infectious disease prevention program.

Response:

Goals: The GWCCA has established the following goals for the beginning of the GBAC STAR™ Program adoption in 2020.

- **Goal 1**: Introduce and utilize new technologies into the execution of the operation and audit / inspection aspects of this plan.
    - Objective 1.1 – Purchase and deploy Hygiene SystemSURE plus ATP testing system by August 1, 2020. Build and implement an ATP testing regimen to verify cleanliness level in the highest risk areas of public spaces with the GWCCA
    - Objective 1.2 – Increase the number of electrostatic sprayers on the GWCCA campus by 200% over the next 3 months.
    - Objective 1.3 – Document all routine custodial operations within a work order management system and achieve a 90=% completion rate through fiscal year 2021.
- **Goal 2**: Create and implement a corrective action reporting process and utilize it to document needed improvements identified in the gap analysis.
    - Objective 2.1 – Develop a sustainable corrective action reporting process by August 1, 2020.
    - Objective 2.2 – Establish a schedule of meetings for the governing group of the corrective action reporting process
    - Objective 2.3 – Implement corrective action reporting process, including documentation, meeting, review, and inspection, by August 1, 2020
- **Goal 3**: Increase the number of certified custodial technicians on campus by 50% by September 30, 2020.
    - Objective 3.1 – Create Certified Custodial Technician Training content and calendar all required sessions by August 1, 2020.
    - Objective 3.2 – Identify and schedule all potential candidates for this training program by August 1, 2020.
    - Objective 3.3 – Deliver all required training content by target date.

GWCCA GBACSTAR- 3.3
Program Controls and Monitoring

Requirement:

Management shall establish program controls and put in place documented procedures for monitoring the effectiveness of the controls being applied to ensure that the elements of the GBAC STAR™ Program are being met.

Response:

GWCCA RESPONSE
Summary: the following program controls are in place and used by GWCCA staff to monitor the planning, execution, and completion of actions set forth this program.

- Inspections:
    - Visual inspections: will be conducted by Custodial Leads, Supervisors, and Managers throughout the operations periods. During this time, inspectors will confirm completion of work and quality of work process visually. In-the-moment coaching is encouraged during these inspections.
    - Formal Inspections: will be conducted on 10% of all work orders completed. Using the Cleantelligent Work Order System, inspection data will be stored and used to discern trends in service levels.

- Corrective Action Reporting process:
    - The GWCCA will maintain a corrective action reporting process that is overseen by the Director of Facility Operations.
    - Identified required corrective actions will be documented and stored through Office 365 and Sharepoint.
    - The GWCCA will create a Corrective Action Review Committee, who will be responsible for the review, documentation, and implementation of all corrective actions.

- Incident Reporting
    - 24/7 Incident Management System: the GWCCA utilizes the 24/7 incident management system to document non-public safety incidents and work requests throughout the facility. Unplanned cleaning requests will be documented through this system.
    - Public Safety Incident Response / Investigation Methods: The GWCCA public safety division possesses a full investigative capability and will use that functionality to investigate any criminal or public safety related incidents on the GWCCA campus, including infectious disease response protocols.

OPCC RESPONSE

Purpose

The purpose of this requirement is to establish three ongoing goals that will exhibit a continuous commitment to improve the organization's performance regarding cleaning, disinfection, and infectious disease prevent practices. Repeat when once a goal is completed.

Procedure

Conduct a gap analysis, identify a deficiency or an area for improvement and prioritize a SMART game plan based on the GBAC STAR Program gap analysis, risk assessments and customer feedback/requirements.

GOAL #1

Results of Gap Analysis:

The current restroom cleanliness and disinfection auditing process is lacks measurability, quality control, and accountability.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

Brett C. Mitchell- General Manager
Jeffrey Spotwood- Environmental Services Manager
Scott Riesterer- Director of Events
Tracey Jones- Event Services Manager
Ron McEachron- Event Services Manager
Service Shift Supervisors
Jen Megaris- Operations Administrative Assistant

SMART Goal:

Restroom Monitoring and Audit Program

Specific	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
Measurable	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
Action Oriented	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less

	than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
Realistic	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.
Time Bound	Implement a formal restroom monitoring and audit program for the general cleaning tasks performed by Environmental Services and event cleaning tasks performed by Event Services as part of show care. Employee documentation should be visually monitored and recorded by an immediate supervisor no less than one time per shift with audits of documentation performed and reviewed monthly by Safety Committee.

GOAL #2

Results of Gap Analysis:

Commonly Touched Surface protocols lack specificity and administrative tools to properly communicate to staff.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

Brett C. Mitchell- General Manager
Jeffrey Spotwood- Environmental Services Manager
Scott Riesterer- Director of Events
Tracey Jones- Event Services Manager
Ron McEachron- Event Services Manager
Service Shift Supervisors
Jen Megaris- Operations Administrative Assistant

SMART Goal:

Commonly Touched Surfaces

Specific	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.
Measurable	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.
Action Oriented	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.

Realistic	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.
Time Bound	Develop enhanced protocols for Commonly Touched Surfaces to include training, chemicals, delivery system, PPE, checklist, and mapping for Safety Committee approval by August 4th, 2020.

GOAL #3

Results of Gap Analysis:

Upon return, staff as a whole needs to be updated regarding infectious disease and latest methods to prevent, respond, and control in their area of operations.

Project Coordinator:

George Middleton- Director of Operations

Key Stakeholder:

Brett C. Mitchell- General Manager
Jeffrey Spotwood- Environmental Services Manager
Scott Riesterer- Director of Events
Tracy Roberts- Director of Sales & Marketing
Jeanne Kanoy- Director of Finance & Administration
Jessica Corona- Director of Food & Beverage

SMART Goal:

Infectious Disease Training

Specific	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6th, add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.
Measurable	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6th, add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.
Action Oriented	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6th, add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.
Realistic	Revise safety training program to mandate all staff retake Coronavirus training within 5 days of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course by July 6th, add an annual infectious disease training module for all staff achieving 90% compliance with results reviewed monthly by Safety Committee.

Time Bound	Revise safety training program to mandate all staff retake Coronavirus training **within 5 days** of being called back to work, identify two stakeholders to complete the GBAC Fundamentals Online Course **by July 6th**, add an annual infectious disease training module for all staff achieving 90% compliance with results **reviewed monthly** by Safety Committee.

GWCCA GBACSTAR- 4.1
Risk Assessment and Risk Mitigation Strategies

Requirement:

Facilities shall ensure that suitable methodologies for assessing and prioritizing risks are identified, implemented, maintained, and documented and are based on relevant hazards.

The identification and implementation of control measures shall be based on the results of the risk assessment. Control measures shall be designed to eliminate or mitigate risks to an acceptable level.

Response:

Risk Assessment Matrix

The Matrix below is designed to mitigate ongoing and daily risks associated with high traffic, cross contamination, close quarter areas and other hazards involving infectious disease. Staff will utilize this matrix to determine the mitigation strategy areas based on location, risk assessment and hazards. The Risk Rating will determine mitigation strategies including but not limited to scheduling, frequency of cleaning, type of chemical, PPE requirements and disinfection methods. The matrix is to be utilized to protect all building occupants from the ongoing risk of infectious disease.

Low Risk

1. Light traffic and gatherings of less than 15 persons.
2. Common areas, lobbies, offices… etc.
3. A normally scheduled cleaning via the Horizontal Surfaces Cleaning / Disinfecting Procedure should be followed.
4. Routine follow ups via the General Disinfecting Procedure should be followed.

Moderate Risk

1. Medium traffic and gatherings of between 15- 45 persons.
2. Restrooms, breakrooms, locker rooms and smaller meeting room events…etc.
3. A more frequent scheduled cleaning via the Horizontal Surfaces Cleaning / Disinfecting Procedure and/or Restroom Cleaning should be followed.
4. Planned and routine follow ups via the General Disinfecting Procedure should be followed.

High Risk

1. Heavy traffic and gatherings of more than 45 persons.
2. Larger meeting room events and conventions and confirmed OPIM.
3. The General Disinfecting Procedure must be followed.
4. Then a cleaning via the Horizontal Surfaces Cleaning / Disinfecting Procedure and/or Porous Surfaces OPIM Cleaning must be followed.
5. Then the General Disinfecting Procedure must be followed.

Location	Area Description	Risk Rating	Hazards	Mitigation Strategy
Lobbies	Elevators, Hand Rails, Door Handles, Water Stations, ATM's, FFE, Phones, Countertops, High Traffic, Stairs	Moderate	Heavy Furniture, Electronics, Touch Points, Chemicals, High Traffic, Infection, Slip/Falls	Above-Floor Cleaning Procedures General Disinfecting Procedure
Exhibit Hall Space	FFE, Door Handles, Water Stations, High Traffic	High	High Traffic, Touch Points, Electronics, Infection	Above-Floor Cleaning Procedures General Disinfecting Procedure
Meeting Space	FFE, Door Handles, Water Stations, High Traffic	High	High Traffic, Touch Points, Electronics, Infection	Above-Floor Cleaning Procedures General Disinfecting Procedure
Restrooms	Fixtures, Partitions, Dispensers, Vertical/Horizontal Surfaces, Mirrors, Door Handles, High Traffic	High	Bodily Fluids, Cross Contamination, Infection, Close Quarters, Chemicals, Slip/Falls	Restroom Cleaning/Disinfecting Procedure
Back of House Corridors	FFE, F&B Equipment, Electric Carts, Forklifts, Electronics, Crate Storage, Ice Machines	Low	Heavy and Moving Objects, Noise, Electrocution, Slip/Fall	General Disinfecting Procedure
Docks	Forklifts, Electric Carts, FFE, Crate Storage	Low	Heavy and Moving Objects, Noise, Electrocution, Slip/Fall, Propane, Fire	General Disinfecting Procedure
Shared Offices	FFE, Electronics, Phones, Door Handles, Water Cooler, Appliances	Moderate	Electrocution, Cross Contamination, Infection, Touch Points	Above-Floor Cleaning Procedures General Disinfecting Procedure
Personal Offices	FFE, Electronics, Phone, Door Handle	Low	Electrocution, Cross Contamination, Infection, Touch Points	General Disinfecting Procedure

Locker Rooms	Lockers, FFE, Restrooms, Door Handles, Benches	High	Cross Contamination, Touch Points, Infection, Bodily Fluids, High Traffic, Close Quarters	Restroom Cleaning/Disinfecting Procedure
Storage Rooms	FFE, Electronics, Forklift, Electric Carts, Tools, Chemicals, Supplies	Low	Cross Contamination, Heavy and Moving Objects, Electrocution, Infection, Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
First Aid/Nursing Rooms	FFE, Refrigerator, Door Handle	High	Chemicals, Infection, Child Safe Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
F&B Areas	FFE, Appliances, Service Ware, Condiments, Packaged and Exposed Food	High	Food Safe Chemicals, Infection, High Traffic, Chemicals	Above-Floor Cleaning Procedures General Disinfecting Procedure
Parking Structures	FFE, Vehicles, Stairs	Low	Heavy and Moving Objects, Fumes	General Disinfecting Procedure

The OPCC will be enhancing our Risk Assessment and Mitigation strategies in conjunction with the Safety Committee, who will be our multidisciplinary team with oversight our of Accreditation Program. All members are scheduled to be back from furlough in July with our first Safety Meeting scheduled for August. We will utilize the Eight-Step Risk Management Plan and Risk Assessment Tool as a guide (see below). This will be a great opportunity to actively introduce the program to those members and reinforce this is a living program that is meant to be enhanced.

Eight-Step Risk Management Plan – Suggested How To Approach

1. Assemble a multidisciplinary team – facilities are using their GBAC Team
2. Establish goals and objectives for reducing risk – reduce pathogen transmission
    a. Use SMART approach
    b. Could include restoring certain services by a certain date and then maintaining them
3. Describe the flow and user experience for the event
    a. Describe the user experience from arrival at the building and through various functional locations within the building
4. Identify the hazards
    a. Identify space type and location in the building

   b. Identify primary hazard – biological e.g. SARS-CoV-2 virus
   c. Identify secondary hazards – physical, chemical, biological, psychological
5. Characterize the potential risk
   a. Provide short description of risk characterization
   b. Determine occupant risk level – employees and patrons
   c. Determine activity risk level
   d. Using risk characterization (description, occupant, and activity) the team determines if the risk is significant for each hazard identified at each building location
6. Using the hierarchy of controls, identify controls for each hazard determined in Step 4
   a. Elimination – can the hazard be physically removed
   b. Substitution – can the hazard be replaced
   c. Engineering controls – isolate people from the hazard
   d. Administrative controls – change the way people work
   e. Personal Protective Equipment policies and procedures for each hazard
7. Verify system hazard controls
   a. Describe protocols to verify that the controls as designed are maintained
   b. Maintain a log for cleaning and disinfection of surfaces
8. Validate system hazard controls
   a. Assess whether actual controls are performing to meet the design intent
   b. Perform testing to determine whether actual applied controls are performing to meet design intent

(**GBAC Feedback** – provide additional details on implementing ongoing risk assessment process and means for revising or revisiting the matrix to eliminate or mitigate risk to an acceptable level.)

GWCCA GBACSTAR- 4.2
Standard Operating Procedures (SOP)

Requirement:

The facility shall establish internal standard operating procedures (SOPs) for cleaning, disinfection and infectious disease prevention work practices.

Standard Operating Procedures (SOP) should be established and developed specific to activities and processes within the facility, especially for routine activities associated with cleaning, disinfection, and infectious disease prevention programs.

Response:

The following SOPs are written, maintained, and updated regularly per the documentation control procedures contained within this plan. The *GWCCA Campus Operations SOP Template* is included below for reference. All other SOPs are included in the Appendix of this document.

- FO 1.0 Personal Protective Equipment (PPE)
- FO 1.1 Infectious Material Exposure Control Procedures
- FO 1.2 Donning and Doffing PPE for Decontamination Cleaning and Whole Room Disinfecting
- FO 4.1 Above Floor Surfaces Cleaning Procedure
- FO 4.2 Restroom Cleaning and Disinfecting Procedures
- FO 4.3 General Disinfecting Procedure
- FO 5.1 Basic Touchpoint Cleaning and Disinfecting Procedure

(**GBAC Feedback** – ensure SOPs, whether listed here or in the appendices, are thorough and meet OSHA requirements.)

GWCCA Campus Operations SOP Template

TASK	DEFINITION
SOP Reference #:	Assign an SOP number. First two The first 2 digits are alpha characters that should reflect the department issuing the SOP (i.e. FO-Facility Operations). The next digits are numeric in sequential order for the number of SOP's issued by that Department. Place a period and assign the revision number. Start with revision "zero" for the first approved issue of the SOP. (Example: FO – 13.5)
Revision Date:	Enter the date the SOP was issued or revised (Example: 12-07-2017
Purpose:	State the purpose of the SOP including the specific audience (user) in one or two sentences. Include information about process and regulatory standards, and both desirable and undesirable consequences.
Procedure:	List and explain the process steps in sequential order in which an SOP user should perform the steps. • Provide a more detailed explanation if a reader needs more information to fully understand the reason for performing a step. • When an SOP is time-dependent, indicate the times clearly. (Example: Once a week: check laboratory hood air flow to ensure it meets required specifications). • When a step depends on informational input (data), include the source, reference document number, and date if possible. • Incorporate any criteria, checklists, work instructions, or process flow charts if applicable.
Quality Assurance:	Activities that allow self-verification and consistency of work and quality (spell check, conditions of product received in warehouse, etc.).

GWCCA GBACSTAR - 4.3
Tools and Equipment

Requirement:

The facility shall select and provide cleaning and disinfection tools and equipment based on the facility needs and ongoing risk assessment program.

The organization evaluates existing technologies and considers implementation of those that can automate or increased efficacy and efficiency when increasing cleaning, disinfection, and infectious disease prevention strategies and processes. Technologies to consider, but are not limited to electrostatic sprayers, automation, robotics, validation meters, microfiber, touchless or powered versions of common tools, and single-use / disposable items for reduced cross-contamination.

Response:

The OPCC uses the following equipment in the cleaning / disinfection process:
(**GBAC Feedback** – clarify whether the equipment is currently included in your inventory)

Tool/ Equipment Name:	Item Description:	Use Care:
Upright Vacuum	Windsor and Pro Force models with HEPA filtration	Daily carpet maintenance. Walk off mat maintenance.
Wide Area Vacuum	Tennant S9 36" Wide Space vacuum used for high production carpet vacuuming. Self-propelled. Battery operated. No HEPA filtration.	Daily carpet maintenance for large surface areas.
Riding Vacuum	Tennant 6100 30" riding sweeper. Self-propelled. Battery operated. No HEPA filtration.	Daily carpet maintenance for large surface areas.
Carpet Extractor	Multiple models used to deep clean carpets. Current focus is on hot water use for standard carpet cleaning. Not currently used in disinfecting process.	Quarterly deep cleaning through extraction of limited surface areas.
Riding Carpet Extractor	Tennant R14 28" riding extractor. Current focus is on hot water use for standard carpet cleaning. Not currently used in disinfecting process.	High volume quarterly deep cleaning through extraction of large surface areas.
Riding Floor Scrubber	Tennant cylindrical brush agitation and water reclamation to clean hard floor surfaces. Not currently used in disinfecting process. OPCC is exploring available options for disinfecting.	Concrete floors in Exhibit Hall and back of house corridors.
Floor Scrubber	Tennant Q12 multi-surface cleaner Current focus is on hot water use for cleaning. Not currently used in disinfecting process.	Granite floor in Prefunction space.
Kai Vac Machine	Kai Vac touchless restroom cleaning machine. Enables staff to disperse cleaning/disinfecting chemical directly	Nightly restroom cleaning

	on restroom surfaces using a low pressure electric pump.	
Hand Triggered Sprayers	Hand triggered plastic spray bottles used for direct spray applications for a variety of solutions. Typically multiple bottles are deployed with cleaning staff.	Varied uses including general cleaning, glass cleaning, degreasing, and disinfectants.
Microfiber Hand Cloths	Microfiber cloths are critical to help "lift" away soil from a surface versus a paper towel "pushing" soil around a surface. OPCC will institute a three color system of microfibers; general cleaning and degreaser (green), glass (blue), restrooms (red).	Varied used in combination with hand triggered sprayers including, general cleaning, glass cleaning, degreasing, and disinfectants.
Disposable Disinfecting Wipes	Different brands are used at varies times depending on supply and pricing. Disposable wipes significantly reduce the logistics associated with traditional and economical hand cleaning methods.	Common Touch Point cleaning and disinfecting in public spaces, equipment wipe down, and office cleaning and disinfecting.
Hand Sanitizer Station	Purell battery-operated, infrared hands free dispensers mounted on stanchions.	Deployed in high and moderate traffic areas at points of transition such as entrances and exits, elevators, escalators, restrooms, and food areas.

GWCCA GBACSTAR- 4.4
Cleaning and Disinfection Chemicals

Requirement:

Cleaning and disinfection chemicals are selected based on the facility needs and ongoing risk assessment program.

Cleaning and disinfectant chemicals shall be appropriate for the area and objects being treated, the environment surrounding the area, and the infectious agent in question. Consideration for safety (risk assessment) and environmental impact shall be taken into consideration as applicable and appropriate.

Facilities and service providers must ensure that the cleaning and disinfectant product is approved by their local government for the infectious agent in question. In the United States this is the Environmental Protection Agency (EPA). As an example, for SARS-CoV-2/COVID19, the disinfectant must be on the EPA N list. The facility shall maintain a list of cleaning and disinfection solutions and make all relevant safety data sheets available.

Response:

A comprehensive list of all chemicals used by the GWCCA staff is maintained through the GWCCA supply chain division. All SDS are maintained digitally through the supply chain team. The following products have been evaluated and chosen for use during the COVID-19 outbreak based on these parameters:

- Meets EPA guidance for emerging pathogens
- Lowest level of toxicity given the use case
- Supply chain reliability

Manufacturer	Product Name	"Green Product?"	EPA Registration Number	EPA List N?	Dwell Time
Purell	Professional Surface Disinfectant	No	84368-1	Yes	30 Seconds
Clorox	Hydrogen Peroxide wipes	No	67619-25	Yes	2 Minutes
EcoLab	Peroxide Multi Surface Disinfectant	No	1677-238	Yes	2 Minutes
Envirox	Concentrate 118	No	69268-2	No	5 minutes
Kaivac	KaiO	Yes	N/A	No	N/A
Purell	Advanced Hand Sanitizer Foam	No	FDA regulated	No	30 Seconds
PurTeq	Prevent	Yes	N/A	No	3 minutes

GWCCA GBACSTAR- 4.5
Inventory Control and Management

Requirement:

The facility shall identify supplies, tools, and equipment associated with cleaning, disinfection, and infectious disease prevention activities and ensure that monitoring and control measures shall be applied to ensure supplies, tools, and equipment are available and maintained and contingency plans are in place.

Response:

Inventory Management: At the OPCC, inventory management related to infection control supplies and equipment falls to the Operations Department and Environmental Services Department and follows GAAP standards related to segregation of duties.

Supplies noted in this section are stored in one of three areas:

1. Main Supply Room
2. Satellite Storage Closets
3. Environmental Services Supply Room

Equipment noted in this section are stored in one of three areas:

1. Dock- back of house
2. Ballroom- back of house
3. Courtyard- back of house

Below is a detailed breakdown of the responsibilities:

Supplies and Consumables:

1. Access Control
    - Supply locations are under restricted card access for staff that have been preapproved by the Director of Operations
    - All other access must be gained through security
    - Access doors and times are monitored and recorded via the OPCC access control system
2. Inventory Control
    - Supplies taken out of inventory by approved staff and logged on appropriate forms
    - Environmental Services Manager conducts a Main Supply Room inventory of on a weekly basis

- Environmental Services Manager reconciles the physical inventory count to staff logs and reports anomalies to Security Department for generation of incident report
- Items below par levels are submitted for procurement via OPCC established purchase order approval process

3. Inventory Procurement
    - Purchase order requisitions for supplies are submitted by Environmental Services Manager for Director of Operations approval
    - Purchases in excess of $1,500 require approval of general manager
    - Approved requisition is forwarded to finance department who issues a Purchase Order number to be used as approval for ordering/billing
    - All supplies and consumables are received, logged, and signed for by the Security Department
    - Received shipments are picked up and restocked by Environmental Services authorized staff

Equipment:

1. Access Control
    - Inventory locations are placed in defined, accessible locations for staff efficiency and with security camera coverage
    - Key access to operate large equipment for approved staff must be checked out, logged, and returned through the Security Department
2. Inventory Control
    - Department Managers conduct an annual physical inventory of assigned equipment as recorded in "MicroMain", OPCC's CMMS.
    - Director of Operations and Operations Assistant conduct a spot audit of submitted physical inventory counts with anomalies recounted
    - Director of Operations reconciles the annual physical inventory count to previous year and reports anomalies to the Security Department for generation of incident report
    - Director of Operations records inventory data in "MicroMain"
    - Items below par levels are considered for procurement via OPCC established purchase order approval process
3. Inventory Procurement
    - Purchase order requisitions for equipment are submitted by Department Managers for Director of Operations approval
    - Purchases in excess of $1,500 require approval of general manager

- Approved requisition is forwarded to finance department who issues a Purchase Order number to be used as approval for ordering/billing
- All equipment are received, logged, and signed for by the Security Department
- Equipment is held in a "bonded warehouse" environment until identified assets are entered into "MicroMain" and asset tags are generated and affixed
- Once asset tags are affixed, equipment is picked up and placed in assigned location by authorized staff

Type	Tool/ Equipment Name:	Inv:	Par:	Lead Time:	Contingency	Location:
Equip	Upright Vacuum	10	10	3 weeks	broom & pan	BR BOH
Equip	Wide Area Vacuum	4	4	3 weeks	Upright vac	BR BOH
Equip	Riding Vacuum	2	2	8 weeks	Wide Area vac	Dock
Equip	Carpet Extractor	2	2	3 weeks	Spot clean	Dock
Equip	Riding Carpet Extractor	2	2	8 weeks	Carpet extractor	Dock
Equip	Riding Floor Scrubber	3	3	8 weeks	Floor scrubber	Dock
Equip	Floor Scrubber	3	3	4 weeks	Mop	Dock
Equip	Kai Vac Machine	1	1	4 weeks	Mop	ES Supply
Tools	Hand Triggered Sprayers	50+	24	1 week	Hand applied	ES Supply
Tools	Microfiber Hand Cloths	500+	100	3 weeks	Paper towels	ES Supply
Tools	Hand Sanitizer Station	17	24	8 weeks	8 oz. pump	On Floor
Consume	Disposable Chlorox Wipes	24	12	Unknown	Microfiber cloth	ES Supply
Chemicals	Purell Surface Disinfectant	6	12	Unknown	EcoLab Peroxide	Main Supply
Chemicals	EcoLab Peroxide Surface Dis.	24	12	Unknown	Purell Surface	Main Supply
Chemicals	Envirox Concentrate 118	12	6	4 weeks	EcoLab Peroxide	Main Supply
Chemicals	Kaivac KaiO	6	6	4 weeks	Envirox 118	Main Supply
Chemicals	Purell Hand Sanitizer Foam	12	24	Unknown	8 oz. pump	Main Supply
Chemicals	PurTeq Prevent	0	12	4 weeks	Envirox 118	Main Supply

GWCCA GBACSTAR- 4.6
Personal Protective Equipment (PPE)

Requirement:

The facility shall ensure that suitable selection, provision, use and maintenance of PPE, is specified based on the risk assessments.

The facility shall make PPE available and provide appropriate training for the use of PPE to relevant personnel.

Response:

BASIC PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following PPE is in use at the OPCC.

PPE Item	Description	Use Case	Inventory
Pleated Surgical Masks	Disposable Pleated Face Mask	Current CDC suggests Cloth Face Coverings or similar masks be worn by all eligible personnel while in areas where social distancing is not possible. Disposable low cost option for use to prevent asymptomatic spread of infections.	1,000 ordered
N95 Respirator	Disposable respirator with built in filter	For use in circumstances where particles from grinding, sanding, bagging, or processing minerals. Also for use with liquid or non-oil based particles from sprays that do not also emit oil aerosol vapors.	1,000 ordered
Nitrile Gloves	6 mil gloves used for basic hand protection	Standard issue gloves for non-sterile environments. Used to protect against bulk soils, non-corrosive chemicals, and paints.	2,500 on site
Leather Work Gloves	Leather heavy duty gloves	Physical hand protection from rough work materials such as wood, glass, metal, or landscaping material.	1 case on site
Splash/Impact Resistant Googles	Anti-fog splash, impact resistant	The chemical/product being utilized and the method of product delivery/dispersion may require the use of eye protection.	1 case on site
Tyvek Coveralls	Full body, non-hooded, non-footed coveralls	The chemical/product being utilized and the method of product delivery/dispersion may require the use of full body protection. CDC guidance related to cleaning spaces in which an individual with a confirmed case of COVID-19, or has been exposed to COVID-19, may require full body protection. This would relate to patient isolation rooms.	100 on site
Shoe Covers	Tyvek shoe covers	The chemical/product being utilized and the method of product delivery/dispersion may require the use of full body protection. CDC guidance related to cleaning spaces in which an individual with a confirmed case of COVID-19, or has been exposed to COVID-19, may require full body protection. This would relate to patient isolation rooms.	100 on site

(**GBAC Feedback** – PPE is subject to OSHA regulations, including the use of a risk assessment to identify what is the appropriate PPE for the job.)

GWCCA GBACSTAR- 4.7

Waste Management

Requirement:

The facility shall establish and maintain an appropriate waste management policy for waste that may be contaminated with infectious materials.

Response:

Waste Management Policy:

Purpose
Overland Park Convention Center (OPCC) is committed to mitigating the environmental impacts of product consumption and disposal. Solid waste management has become an important eco-sensitive activity, which affects natural resources, landfill space, pollution, toxins, and employee health and safety.

Policy
Waste diversion is an important management practice. To minimize the amount of waste and hauled to and disposed of in landfills or incineration facilities, the Overland Park Convention Center (OPCC) has created this solid waste management policy. The intent of this policy is to help management, employees, vendors, and partners work together to prioritize and focus on the best practices for material disposal.

This policy also includes health and safety criteria per the Global Biorisk Advisory Council's (GBAC) STAR certification for infectious waste.

Infectious Waste: includes waste that is or potentially is contaminated and can spread diseases, bacteria, viruses, and other health risks. This can include blood-soaked bandages, sharps and needle waste, surgical waste, pathological waste, human waste or body parts, as well as cultures and swabs, or PPE used in the cleaning of any of the above areas.

1. Medical waste is generated through EMS operations and is to be handled only by appropriately trained staff wearing appropriate PPE
2. This material requires separate storage and disposal which is the responsibility of the trained staff
3. Infectious waste, along with the waste associated its cleaning and disinfection, must be stored in appropriate containers to prevent leakage and impact from weather, animals, and the general public

4. Removal of this material should be separate from other waste streams at the venue and utilize the designated reds bags and containers that feature the universally recognized biohazard symbol
5. Trained OPCC staff are required to dispose of infectious waste, are to double-bagged waste and disposed of in the traditional landfill-bound waste stream
6. OPCC team members are to treat all material collection as if it were potentially harmful waste by not reaching into containers or bags to remove items and by wearing appropriate protection such as gloves and eye protection

Ongoing Consumables: including paper, toner cartridges, glass, plastics, cardboard, corrugated cardboard, aluminum and other metals, donated food, food waste and compostable products - should be reused, donated, recycled, or composted whenever possible.

1. Office/ Workstations
    - Desk-side recycling bins shall be made available to encourage recycling participation.
    - Comingled recycling bins shall be located at staff workstations, break rooms, and conference rooms.
    - These materials are separated with compostable bags by Environmental Services Department and are taken to the single-stream recycling container located on loading dock.
2. Food & Beverage
    - The OPCC in conjunction with the official foodservice operator donates leftover consumer meals and other food items through partnerships with local food shelters and food banks.
    - Food that is not eligible to be donated should be placed in the organic waste stream, along with compostable food materials and products.
    - OPCC also composts pre- and postconsumer food waste.
    - OPCC captures all food waste from its foodservice operations and the contracted hauler transports the waste as needed. By removing food waste from the landfill waste stream, OPCC significantly reduces disposal costs that are dependent on weight.
    - OPCC has an established composting area, managed by its food services team, located on the dock and separated from other disposal containers. Compost material is collected and transported to where it is made into finished compost for cultivating
    - In addition to food waste, OPCC also composts other materials from its food operation and from specified events that are not food waste such as compostable plates, coffee cups, paper towels, and flatware.
3. Event and Environmental Services
    - OPCC uses a combination of recycle and trash receptacles in common areas, outside areas, meeting rooms, and exhibit halls to collect discarded material from event attendees.

- The combination of trash and recycle receptacles assist with separation of waste and lessen the risk of contamination.
- To better direct staff and visitors, signage is placed on receptacles, compactors and designated loading docks specifying acceptable recycled material (e.g. cardboard, aluminum, plastic and glass bottles, etc.).
- Responsible for removal of cardboard bales from the venue for vendor pick up on back dock

Durable Goods: including office equipment, such as computers, monitors, copiers, fax machines, printers, and scanners; appliances, such as refrigerators, dishwashers, and water coolers; external power adapters, electronic ballasts, lighting fixtures, televisions, other audiovisual equipment; furniture, such as desk chairs, workstations, breakroom furniture, desks, office cabinets, and couches and all other durable materials leaving the campus shall first be determined whether reuse elsewhere on campus is feasible.

1. Operations
    a. Director of Operations is responsible for ensuring employees and selected waste service vendors adhere to OPCC guidelines through education, training, and communicating issues and requirements
    b. The Operations Department will require general contractors and sub-contractors to adhere to accepted recycling principles as part of pre-bid documents.
    c. Recycling plan will be included in all construction and contracting documents.
    d. Lamps including mercury-containing bulbs, are to be handled and recycled properly in accordance to the hazardous waste regulations under the Resource Conservation and Recovery Act (RCRA) Universal Waste Rule (UWR)
    e. Batteries including single use and rechargeable batteries used in radios, phones, cameras, computers, and other devices or equipment are part of the recycling stream with a recycling area located in the Security Office
    f. Batteries are recycled by the OPCC battery vendor
    g. Electronics are prioritized for reuse, auction, or recycling through the Technical Services Department via established replacement and procurement process
    h. If the goods are not able to be reused or auctioned, donation through electronics recycling program is utilized
    i. Electronics are recycled through an OPCC IT vendor with pick up services upon request

(**GBAC Feedback** – be sure to provide details on who is responsible for removing regulated medical waste.)

GWCCA GBACSTAR- 5.0
Personnel Training and Competency

Requirement:

The facility shall ensure that personnel that have responsibilities to clean, sanitize, and disinfect are trained and competent to do so. Competence levels shall be judged on appropriate education, training, certifications and experience.

Training records shall be maintained, and the organization shall verify that staff members have attained required certifications and needed levels of competency.

Response:

A well-trained and industry-certified custodial staff are capable of handling nearly every part of a solid infection control cleaning regimen. All veteran staff will be re-trained on current techniques, chemistry, and equipment to be prepared to engage in the new work environment. All training detailed below will be required within 90 days of any new hire.

The current list of training concepts to be offered to GWCCA staff are below:

Facility Operations Training Requirements Position	Essential Custodial Skills and Operations	Basic Touchpoint Cleaning Fundamentals	Whole Room Disinfection Procedures	Restroom Cleaning Fundamentals	Basic Principles of Infection Control*
Chief Operating Officer			x		
Sr. Director of Campus Operations			x		
Director of Facility Operations		x	x		
Facility Manager		x	x		
Facility Supervisor	x	x	x	x	
Custodian Lead	x	x		x	
Setup Lead					
Custodian	x	x		x	
Setup Attendant					
All GWCCA Staff					x

**A "Basic Principles of Infection Control" course will be required of all GWCCA employees.*

Essential Custodial Skills

Covers the basic processes and methods required to work as a custodian on the GWCCA campus. A practical review of fundamentals.

Basic Touchpoint Cleaning

Training on what touchpoints are, where to clean, and how frequently cleaning must occur given non-event or event parameters. Discussion also covers the distinction between cleaning, sanitizing, and disinfection.

Area-Wide Disinfection Procedures

Use of advanced cleaning / disinfection processes and procedures to disinfect large areas and entire rooms. Practical training includes donning and doffing PPE and use of electrostatic sprayers. Special attention paid to particle size and its impact on meeting required dwell times for selected chemistry.

Cleaning After Suspected/Confirmed COVID Case

Specialized training for small select group. Specific focus on infection control, donning and doffing PPE, specific chemistry requirements, and reopening procedures. Completion of this training will place a trainee on the deconamination response team.

Restroom Cleaning Fundamentals

Practical exercises and review of fundamentals specific to cleaning restrooms. This course utilizes skills developed in the Essential Custodial Skills course. Special attention paid to disinfecting amindst COVID-19 reponse.

Basic Principles of Infection Control

Intended for a wide audience – this course is geared toward fact-based scientifically-grounded approaches to infection control procedures. While content will cover some custodial practices, this course is tailored to non-custodial technicians, and as such focused on practical action steps for those outside the cleaning industry.

Supplementary training courses may be recommended or required based on evolving market and industry standards.

- The Global Biosrisk Advisory Council continues to release new and updated information.
- A limited number of GWCCA staff have registered for the GBAC Fundamentals Online Course
    - All GWCCA Facility Operations Leadership are required to take the GBAC Fundamentals Online Course.
- Any training associated with the testing / verification program will be a requirement of all leads/ supervisors / managers

Additional classes or revisions to current training documentation may also be required for all GWCCA employees.

(**GBAC Feedback** – provide information regarding how you will retain records of training.)

GWCCA GBACSTAR- 6.0
Emergency Preparedness and Response

Requirement:

The facility shall establish, implement and maintain a process(es) needed for and to respond to potential emergency situations and incidents involving potentially infectious materials.

Response:

The OPCC has an extensive and comprehensive Emergency Management Plan that has been attached as **Appendix B** of this document.

OPCC Security and Emergency Medical Service staff will adhere to the current CDC protocols for a response to a Patient Under Investigate (PUI) call.

1. OPCC Security and Emergency Medical Service staff have been trained on the CDC recommended questions to ask if they receive a call concerning a sick person.
    - Symptoms (fever, cough, shortness of breath, etc.)
    - Recent travel history
    - Proximity to others who have been diagnosed with COVID-19 or who have traveled outside the U.S.
2. OPCC Security staff will be immediately dispatched to the location of the person needing attention, direct the person away from any other guests or staff, maintain a 6 foot distance while gathering information (patient personal information, rooms visited, comfort stations utilized, booths visited, etc.), await arrival of Emergency Medical Service staff.
    - OPCC Security staff responding to an incident will at a minimum utilize the following PPE:
        - N95 or greater respirator
        - Protective gloves (Nitrile or other)
3. Emergency Medical Service staff will respond to the scene, while taking the proper precautions, evaluate the patient and make a determination on further treatment based on the initial evaluation. If the evaluation determines COVID-19 is suspected, medical staff will immediately place a N95 or equivalent mask on the PUI.
4. OPCC Security and Emergency Medical Service staff will escort the PUI, by least traveled and occupied paths, to the medical isolation room for further treatment and triage.

5. Emergency Medical Service staff will continue PUI assessment at the medical isolation room and contact Overland Park Paramedics as necessary. If feasible per by Overland Park Paramedics and regardless of severity of symptoms, all PUI's will not depart the OPCC site until COVID-19 test results are performed and a diagnosis has been determined.
6. OPCC Security staff will make the required notifications to Johnson County and City of Overland Park Health officials.
7. Trained Environmental Services or Event Services staff will be requested to disinfect any locations a PUI may have occupied or lingered. Emergency Medical Service staff will disinfect the medical isolation room and dispose of all biohazardous materials related to treatment of PUI's.

(**GBAC Feedback** – What is the plan for potentially infectious materials?)

GWCCA GBACSTAR- 7.0
Facility Infection Disease Prevention Practices

Requirement:

The facility shall implement infection control programs, procedures, and technologies which protect employees, clients, and customers.

Response:

The OPCC will continually monitor and adapt to the latest CDC and OSHA guidance regarding infection disease control, including CDC's "Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes" and "Considerations for Events and Gatherings", and OSHA's guidance on "Preparing Workplaces for COVID-19".

https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html

As the OPCC moves towards reopening our reopening plan follows the guidance from the CDC program referenced above which include the following principles:

1. Identify Areas to be Cleaned
    a. Complete Venue Clean per Standards
2. Identify Areas to be Disinfected
    a. Areas Occupied in Last 7 Days
    b. Frequently Touched Surfaces
        i. Tables
        ii. Door Handles
        iii. Crash Bars
        iv. Light switches
        v. Desks
        vi. Phones
        vii. Keyboards
        viii. Toilets
        ix. Sinks & Faucets
3. Identify Products and Equipment Needed
4. Implement Plan
    a. Clean Dirty Surfaces
    b. Use Appropriate Product
    c. Follow Directions on Label
5. Maintain and Revise Plan
    a. Continue Routine Cleaning and Disinfecting
    b. Maintain Safe Behavioral Practices
    c. Consider Practices that Reduce Exposure

https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/considerations-for-events-gatherings.html

In an effort to reduce the spread of COVID-19, the OPCC has adopted the following CDC principles for events:

1. Promoting Healthy Behaviors that Reduce Spread
    a. Staying Home when Appropriate
    b. Hand Hygiene and Respiratory Etiquette
    c. Cloth Face Coverings
    d. Adequate Supplies
    e. Signs and Messages
2. Maintaining Healthy Environments
    a. Cleaning and Disinfection
    b. Restroom Management
    c. Ventilation
    d. Safe Water Systems
    e. Modified Layouts
    f. Physical Barriers and Guides
    g. Communal Space Management
    h. Food Service Management
    i. Discourage Shared Objects
3. Maintain Healthy Operations
    a. Regulatory Awareness
    b. Protections for High Risk Staff and Attendees
    c. Limit, Stagger, or Rotate Shift and Attendance Times
    d. Travel and Transit Management
    e. Designate COVID-19 Point of Contact
    f. Communication System
    g. Time Off Policies
    h. Back-Up Staffing Plan
    i. Staff Training
    j. Recognize Signs and Symptoms
    k. Unite Efforts in Shared Facility Spaces
    l. Support Coping and Resilience
    m. Lessons Learned After Event
4. Preparing for When Someone Gets Sick
    a. Advise Sick Individuals of Home Isolation Criteria
    b. Isolate and Transport the Sick
    c. Clean and Disinfect
    d. Notify Health Officials and Close Contacts

https://www.osha.gov/Publications/OSHA3990.pdf

In an effort to reduce the spread of COVID-19, the OPCC will adopt the following OSHA principles for the Workplace into our employee protection plan and workplace processes:

1. Understand How COVID-19 Could Affect the Workplace
    a. Absenteeism
    b. Change in Business Patterns
    c. Interrupted Supply Chain
2. Develop Infectious Disease Preparedness and Response Plan
    a. Stay Abreast of Federal, State, and Local Health Agency Guidance
    b. Address Levels of Risk for Workers
    c. Follow Federal, State, and Local Recommendations for Outbreak Contingency Plans
    d. Address Steps to Reduce Worker Exposure
3. Prepare to Implement Basic Infection Prevention Measures
    a. Promote Good Hygiene
    b. Encourage Sick Staff to Stay Home
    c. Encourage Respiratory Etiquette
    d. Provide Flexible Work Policies
    e. Discourage Sharing of Tools and Equipment
    f. Maintain Routine Cleaning and Disinfecting Procedures
4. Develop Policies and Procedures to Identify and Isolate the Sick
5. Develop, Implement, and Communicate Workplace Flexibility and Protections
6. Implement Workplace Controls
    a. Engineering Controls
    b. Administrative Controls
    c. Safe Work Practices
    d. Personal Protective Equipment
7. Follow OSHA Standards
    a. Personal Protective Equipment https://www.osha.gov/laws-regs/regulations/standardnumber/1910#1910_Subpart_I
    b. General Duty Clause https://www.osha.gov/laws-regs/regulations/standardnumber/1910#1910_Subpart_I
    c. Bloodborne Pathogens https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.1030
    d. COVID-19 Standards https://www.osha.gov/SLTC/covid-19/standards.html
8. Classify Worker Exposure
    a. Utilize Occupational Risk Pyramid for COVID-19
    b. OPCC would be classified as a Medium Risk
    c. Utilize Protections Outlined in the section "Steps All Employees Can Take to Reduce Workers Risk of Exposure" from this Document

The following tables are examples of Administrative and Engineering Controls included in the OPCC Workplace and Infection Disease Prevention Plans:

ADMINISTRATIVE CONTROLS	
Strategy	**Description**
Personal Protective Equipment	PPE relative to protections from catching or shedding SARS-CoV-2 should be determined from CDC guidance. Current guidance still suggests a cloth face covering for employees and N95 or greater masks for Healthcare workers
Temperature checks for employees	Using contactless thermometers or other emerging technology (telethermographic technology), screen entrants to determine if anyone has a fever of 100.4 or greater
Encourage Sick Employees to Stay Home	Encourage employees that are feeling ill to stay at home for their benefit and the benefit of their fellow employees
Minimize Worker Contact	Replace face-to-face meetings with virtual meetings and implement telework program
Eliminate Nonessential Travel	Eliminate nonessential travel replacing it with virtual meetings, especially to areas with COVID-19 outbreaks
Provide Enhanced Training	Provide employees training on COVID-19 risk factors and protective behaviors, and on the use of specific PPE required for their role including donning and doffing equipment
Social Distance Staff	Utilize revised office and workstation configurations and assignments to maintain social distancing in the workplace
Access Restrictions - Close non-occupied areas to through traffic	Using General and Event Planning, signage and possible personnel, restrict access and thereby the cleaning scope by keeping unoccupied areas activated
Access Restrictions - Close restrooms while cleaning (modify "refreshing")	Using General and Event Planning, signage and possible personnel, restrict access to allow appropriate dwell time for all disinfectants. This would modify current "refreshing" process to trash pulls only and enhance effectiveness of procedure.
Access Restrictions – establish geographical "ownership areas" for all parties involvement (Venue, Client, General Service Contractor, etc.)	Through Event Planning, determine the responsible party for each geographical area of venue. Responsible parties must adhere to approved chemistries and procedures.
Access Restrictions – Stagger Shifts /operational times/ event times	Through General and Event Planning, stagger shifts arrivals and departure times for employees, venue contractors, and event contractors limiting the number of staff gathering simultaneously. Through Event Planning stagger the arrival and departure times for show staff, exhibitors, and attendees.
Require Face Coverings for all Employees	Require face coverings for all venue employees and contractors who, cannot maintain 6 ft. of separation, to aid in the reduction of asymptomatic spread and create equity among employees
Support Face Coverings for all Show Staff, Exhibitors, and Attendees	Through Event Planning, although not required at this time, upon show producer request fully support and encourage face coverings for all show staff, exhibitors, and attendees to aid in the reduction of

	asymptomatic spread and create equity among employees, especially in circumstances where social distancing will be challenging.
Drayage, Equipment, and Show Material Isolation Guidelines for General Service Contractors	Given current guidance that SARS-CoV-2 does not survive beyond 3 days on standard event materials, direct General Service Contractors to either isolate or disinfect drayage, equipment, and show materials, prior to use at the venue, and maintain sanitation and disinfectant measures in accordance with industry standards and this plan.
Small Package Shipping Guidelines	Given current guidance that SARS-CoV-2 does not survive beyond 3 days on standard event materials, venue staff will either isolate or disinfect small package shipping prior to use at the venue, and maintain sanitation and disinfectant measures in accordance with this plan.
Recalculate Capacities for Each Room for Each Type Set	To maintain 6ft. social distancing between individuals, revise standard theatre, classroom, and banquet sets to accommodate 36 sq. ft. per person on a square and 28 sq. ft. per person on a circle.

ENGINEERING CONTROLS	
Strategy	**Description**
Reduce Number of Touch Points	Through General and Event Planning in accordance with safety and security protocols, and with fire marshal approval, remove, prop, or hold open doors at points of ingress/egress. Consider the use of alternative opening methods such as foot openers. Remove or limit all other non-essential touch point items.
Evolve to Touchless Payment Systems	As technology and consumer acceptance allows, modify current payment systems to accept credit cards without customer touch verification and actively promote other touchless payment systems such as Apple or Google Pay.
Touchpoint Cleaning / disinfecting – by hand	Using approved chemistry, saturate microfiber cloth with disinfectant and wipe identified touch points (Can also be performed with pre-moistened wipes) to achieve target frequency
Touchpoint disinfecting – backpack or other sprayer	Using approved chemistry, saturate surfaces sufficiently in order to achieve desired dwell time required by chemical label.
Public Space disinfecting – backpack or other sprayer	Similar to touchpoint spraying, using approved chemistry and sprayer technology, spray down identified areas with sufficient product to allow appropriate dwell time.
Change chemistry to a product meeting CDC guidance	Follow CDC, EPA, FDA, and GBAC guidance in selecting appropriate chemistry. EPA list N denotes substances with an emerging viral pathogen claim.
Review HVAC Alternatives and Operation Methods	Explore modifications or enhancements to current HVAC and filtering systems to identify potential practices that could enhance sanitation and disinfection protocols in an efficient manner.
Increase Ventilation Rates	Increase the ventilation rates of outside air when conditions allow

Placement of Hand Sanitizer Stations	Through general and Event Planning, place touchless hand sanitizer stations at strategic transition points (entrances, exits, restrooms, elevators, escalators, food stations, etc.) throughout the venue to reduce the risk of transmission from contact surfaces.
Disinfectant Wipes at all Workstations	Place disinfectant wipes at all workstations for employees to use on surfaces, keyboards, phones, etc. prior to and ending each day
Install Plexiglas Barriers	Install Plexiglas barriers at the reception desk and all Food & Beverage points of sales

Inspections

As part of the Plan-Do-Check-Act principle that is fundamental the GBAC STAR Program the OPCC will continue, enhance, or develop inspections processes to ensure our efforts are properly measured against the intended purpose and goal. Below outlines how we will continually assess our processes and controls:

1. Supervisors and managers will monitor adherence to the controls outlined above throughout the day as they work alongside staff
2. Coaching and correction will be made in real time
3. Continual nonconformance will be reported to the Department Director no less than monthly in scheduled department meetings
4. Department Director will review strategies, assess intended outcome versus actual outcome, and evaluate staff knowledge and performance
5. Department Director may recommend Safety Committee revise strategy, assign additional training, and/or set further performance metrics
6. Department Director will raise all non-conforming items to the Safety Committee for targeted monthly audits and documentation

Audits

As part of the Plan-Do-Check-Act principle that is fundamental the GBAC STAR Program the OPCC will continue, enhance, or develop audit processes to ensure our efforts are properly measured against the intended purpose and goal. Below outlines how we will continually assess our processes and controls:

1. Safety Committee no less than quarterly will identify three infection control strategies for review and verification of system effectiveness.
    - This review will be done utilizing employee feedback, visual inspections, review of incident reports, and other means as necessary.
    - Recommendations for revision will be submitted to General Manager for approval.

2. Safety Committee will perform targeted monthly audits for nonconforming items that Department Directors have raised through the inspection process
    - Targeted audit reports will be submitted to the Department Directors and documented
    - Items deemed to have consecutive clean audits may be removed from the targeted audit list and documented accordingly

GBAC Feedback

- Please look at the CDC guidance and the OSHA guidance and ensure your Element 16 includes the actions recommended by CDC and OSHA and include the CDC and OSHA documents in Section 6.0 Related Documents and Reference.
- Include your Engineering Controls and Administrative Controls (see GBAC handbook for examples).
- Also see OSHA Guidance on Preparing Workplaces for COVID-19 for examples.
- Include a paragraph only or bullet points on how you will "regularly assess practices and controls for appropriateness within your GBAC STAR Program as part of your internal audit program and program continual improvement goals." (Handbook page 19)

GWCCA GBACSTAR- 8.0
Worker Health Program

Requirement:

The facility shall ensure that risks to worker physical and psychological health are managed effectively, including consideration for preventive and protective measures. All cleaning personnel whose health could be directly impacted by exposure to infectious materials shall be included in the worker health program.

Response:

The OPCC makes every reasonable attempt to comply with CDC guidance listed at the link below:

https://www.cdc.gov/coronavirus/2019-ncov/downloads/Mass-Gatherings-Document_FINAL.pdf

Additionally, the OPCC focuses on five basic elements of a comprehensive Workplace Health Program.

EMPLOYEE BENEFITS OVERVIEW

The following is a brief list of the health and wellness benefits that are offered our qualified employees who elect to enroll. These benefits include multiple plan options from multiple carriers for physical, mental and emotional care, financial services, education, and other preventative measures.

- ✓ Medical Benefits
- ✓ Prescription Drug
- ✓ Dental Benefits
- ✓ Vision Benefits
- ✓ Health Savings Accounts (HSA)
- ✓ Flexible Spending Accounts (FSA)
- ✓ Life and Disability Insurance
- ✓ 401k Retirement Accounts
- ✓ Employee Assistance Program
- ✓ Vacation
- ✓ Sick Leave
- ✓ Wellness Planning

WORKPLACE SAFETY

The OPCC enforces an awareness and high standard of expectation regarding safety in the workplace.

1. The OPCC Safety Committee is formed from staff members from each department via a recommendation from Directors. The Safety Committee meets monthly to coordinate and measure safety training compliance, conduct safety inspections, review incidents reports, and provide recommendations to General Manager for enhanced workplace safety and wellbeing.
2. We offer FMLA and Workers Compensation to our eligible staff members in the event they need to take protected leave or get injured onsite.
3. We have a Return-to-Work policy, which ensures the staff member is fit to return to work.
4. The OPCC Emergency Response Plan in its entirety has been electronically delivered to each full-time staff member. In addition, the OPCC Emergency Response Quick Guide has been posted by each phone and workstation throughout the venue.
5. The OPCC Security Department is fully staffed to handle all physical security duties, equipped with over 200 internal and external cameras, and an electronic access control system for enhanced protection and response capabilities.
6. The OPCC Security Department goal is to have 50% of FT staff EMT Certified for faster and more effective emergency response.
7. For the past 19 years, event security has been provided as an in-house exclusive through an OPCC exclusive contractor to ensure consistency and continuity.
8. We are a drug-free work environment and require mandatory drug test upon hire and incidents were impairment is suspected.

PHYSICAL WELLNESS

Making healthy choices through regular exercise, proper nutrition and developing good habits.

1. The OPCC Health providers offer cash incentives of $150.00 for the completing a biometric screening.
2. RedBrick Health allows employees to participate and earn rewards in a program for wellness activities.
3. RedBrick Health offers tools, programs, and resources to help employees understand and improve health including educational videos, health evaluations, tools for diet and exercise, plus personal coaching.

EMOTIONAL WELLNESS

Aware of feeling and ability to handle emotional state of mind, through self-care, relaxation, stress reduction and development of inner strength.

1. Employee Assistance Program through ComPsych provides assistance through counseling and other resources at no cost to employees.
2. Through RedBrick Health wellness programs employees and spouses have access to resources to better manage stress and improve emotional health including educational videos, health evaluations, and personal coaching.
3. During Open Enrollment in November we offer and encourage staff members to meet with Human Resources staff in an attempt to raise the understanding and alleviates stress regarding benefits programs which are often confusing and overwhelming for staff.

FINANCIAL WELLNESS

Understanding and managing your money by finding the balance between saving and spending responsibly.

1. The OPCC provides a 401(k) program with employer match for qualified employees who elect to enroll. The program helps employees set aside needed retirement income.
2. RedBrick Health provides tools and resources to help employees budget wisely, reduce debt, save money, and set and meet financial goals.

SOCIAL AND WORKPLACE WELLNESS

Finding meaning in your daily interaction with others and the community, to achieve a work/life balance that promotes personal satisfaction.

1. The OPCC offers flexible work arrangements and time off programs with Departmental approval to aid in work/life balance.
2. Professional development for personal and career growth is encouraged, supported, and funded by the OPCC. To date our small staff has generated (8) Certified Meeting Planners, (2) International Wedding Planning Professionals, (10) Certified Riggers, (1) Certified Technology Specialist, and (1) Certified Venue Executive.
3. To engage all staff in the direction and future of the OPCC, the R.I.S.E. Program was developed in 2018 by the full-time and part-time staff. It redefined the

mission statement, vision statement, and core values of the OPCC. Elements of the R.I.S.E. Program also include:

- Employee Orientation
- Guest Service Training
- Job Specific Training
- On the Job Training
- Employee Recognition Program

4. The OPCC R.I.S.E. Recognition Program allows staff members to recognize each other for instances in which they exhibited one or more of the core values of the program (Relationships, Integrity, Stewardship, and Excellence). Each month (8) employees are selected by executive staff from those submitted by peers. Each employee is recognized in all-staff meeting and selects a gift card of their choosing. One employee of the month is selected in addition.
5. The OPCC staff produces an annual Touch-a-Truck Event as a service to the community. The event is held indoors during the heat and humidity of the summer and targets children and their families. The event is also tied to a fundraiser creating a double impact for the community. Attendance in excess of 5,000 is typical.
6. The OPCC staff promotes and hosts an annual Toys for Tots drive serving children in need during the Christmas Season. The OPCC has grown to become the largest collection site in the Kansas City Metro.

(**GBAC Feedback** – Is there a program for staff with health issues which may be exacerbated by exposure to infectious disease pathogens or cleaning chemicals?)

GWCCA GBACSTAR- 9.0
Audits and Inspections

Requirement:

The facility shall conduct internal audits and inspections at planned intervals to provide information on whether the GBAC STARTM Program conforms to the organization's own requirements for its GBAC STARTM Program and the requirements of this document and is effectively implemented and maintained.

Response:

GWCCA Integrated Audit and Inspections for Cleaning, Disinfecting, and Infectious Disease Prevention

Inspections

Current Inspection protocols in place at the GWCCA:

- Work order tools
  - Checklists to frontline staff
  - Work Control / "Hot-line" system
  - CleanTelligent software management
- Cleaning verification tools
  - Supervisor and/or manager confirmation
  - CleanTelligent software management

Future inspection protocols under consideration at the GWCCA:

- ATP technology
  - Test result data can lead to an improvement in the communication and understanding of cleanliness, engage staff and provide positive reinforcement for best practices.
  - Can also be used to support training initiatives, and to prioritize and optimize use of cleaning resources, thereby improving safety and productivity.
  - Provide an objective, quantitative measurement of cleanliness from which invisible contamination can be detected, potential hazards identified, and a benchmark for cleanliness standard.

Audits

- Internal
  - Consists of designated personnel to review and confirm data on consistent intervals (quarterly)
    - Existence and completeness
  - Review and modification of SOPs
  - Verification of system effectiveness and corrective action

        - Walk-through of facility
    - Exit briefing
        - Generate report of findings and recommendations

- External
    - Consists of a reputable organization to independently verify compliance (annually)
    - Completely impartial
    - 3rd party verification

GBAC Feedback

- Provide any internal audit checklists, methods for closing any findings or tracking for trends.
- Address how the GBAC STAR program elements will be effectively implemented and maintained.
- If you are planning on using ATP meters as a benchmark for cleanliness, please indicate where and when they will be used.
- For audits and inspections, include a timeline that demonstrates that they will be done at planed intervals.

GWCCA GBACSTAR- 10.0
Control of Suppliers

Requirement:

The facility shall determine and apply processes for the acquisition of products and services from suppliers to ensure conformance to specified requirements depending on their potential impact on the GBAC STARTM Program.

The facility shall establish criteria for selection, evaluation, and re-evaluation of suppliers and products. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained.

Response:

When selecting a potential vendor, the Authority takes into consideration the following:

1. Years in business
2. Ability to constantly supply products or services
3. Ability to supply all the products required or the complete solution
4. Flexibility to allow changes in orders or product lines
5. 5 Substantial catalogues of products or range of services
6. Appropriate supply of internal experts that can answer questions we may have
7. References
8. Sustainability/financial stability
9. Prices
10. Delivery times
11. Payment terms
12. Customer Service

Purchasing also conducts quarterly & semi-annual business review

Product standardization

Policy Statement: The Georgia World Congress Center shall have a multidisciplinary committee (Product Standardization/Value Analysis Committee) that meets regularly to review and determine whether or not proposed and existing products, equipment and services are providing the best value for the organization. This committee may form subcommittees or teams that will work in focused specialties to accomplish the same goal.

3rd Party Partners / Vendors:

- The GWCCA has existing partnership agreements with the following entities:
  - Levy Restaurants

    - SP+
    - CCLD
- All 3rd party partners and vendors, through the GWCCA contract administration process, are required, even within proprietary procedures, to perform operations at a level meeting or exceeding the specifications set forth in this GBAC STAR program.
    - Verification of this level of efficacy will be performed through the current contract administration framework established for each partnership agreement.

(**GBAC Feedback** – for the product standardization/value analysis committee, please indicate who is on the committee and how often they meet.)

GWCCA GBACSTAR- 11.0
Documentation Management

Requirement:

The facilities GBAC STAR™ Program shall include documented information required by this document, including but not limited to policies, plans, procedures, protocols, and records; and any other documented information determined by the organization as being necessary for the effectiveness of the GBAC STAR™ Program. Documented information required by the GBAC STAR™ Program shall be controlled to ensure:

- It is available and suitable for use, where and when it is needed;
- It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity;
- It reflects the most current policies, plans, procedures, protocols, records, and other information associated with the GBAC STAR™ Program.

Response:

1. **Document storage**
   All documents are stored in the GWCCA Campus Operations SharePoint site for easy mobile access. The following documents are controlled by the process outlined below:
   a. The GBAC STAR™ Plan
   b. SOPs
   c. Work Instructions
   d. Risk Assessments
   e. Equipment Inventory Lists
   f. Maintenance Records
   g. Job Descriptions
   h. Training Logs*

   *Applicable training assessments (*to be stored in Paycom*)

2. **Document review**
   To ensure the documents are following GBAC Star Program standards all documents will be reviewed the first month of each quarter for validity. The Chief Administrative Officer and the Senior Director of Campus Operations are responsible for the timely and consistent review of these documents.

3. **Version Control**
   All outline and draft versions of the above-mentioned documents will be saved to the Authority P:Drive (Local Network Drives)

Final versions of these documents will be saved to the Campus Operations SharePoint site. Final versions will be available in PDF form only.

(**GBAC Feedback** – will you be retaining Word document versions as well so they may be updated and then generate new PDFs?)

APPENDIX A

Standard Operating Procedures

- FO 1.0 Personal Protective Equipment (PPE)
- FO 1.1 Infectious Material Exposure Control Procedures
- FO 1.2 Donning and Doffing PPE for Decontamination Cleaning and Whole Room Disinfecting
- FO 4.1 Above Floor Surfaces Cleaning Procedure
- FO 4.2 Restroom Cleaning and Disinfecting Procedures
- FO 4.3 General Disinfecting Procedure
- FO 5.1 Basic Touchpoint Cleaning and Disinfecting Procedure

Task:	**Personal Protective Equipment (PPE)**
SOP Reference #:	FO – 1.0
Revision Date:	06/02/2020
Purpose:	Engineering controls are the principal methods of controlling exposure risk associated with hazardous chemical. PPE is the least preferred control method to mitigate risk of exposure to hazards. PPE shall be used when no other mitigation methods are practicable, when required by law or policy, and to further enhance protection provided by other controls. PPE will vary depending on the job function, job task, and the specific hazard. The purpose of this procedure is to establish procedures for the Georgia World Congress Center Authority (GWCCA) Campus Operations Department's selection, provision, and use of Personal Protective Equipment (PPE).
Procedure:	**1. General Procedures** a. PPE must be used, stored, and maintained according to manufacturer instructions and not modified in any way. b. All employees will be supplied, at no cost to the employee, appropriate PPE for the work tasks required of their position. c. All employees must be trained on the correct selection, donning and doffing procedures, and limitations of selected PPE. **2. Selecting Appropriate PPE** a. PPE should be selected to mitigate the greatest degree of hazard that the wearer is likely to encounter. b. PPE must fit properly c. PPE must be inspected for degradation during use and discarded if / when any damage is present. **3. Procedures by PPE Type** a. Hand protection i. There are no ANSI standards for hand protection ii. Many different types of gloves are available depending on the protection required (i.e., cotton, nitrile, rubber, latex, PVC stainless steel mesh, leather, etc.). iii. Selection must be based on protection required for the specific risk and use case. Consideration should be given to at the following at a minimum: 1. Type of chemicals handled. 2. Nature of contact (total immersion, splash, etc.). 3. Duration of contact. 4. Area requiring protection (hand only, forearm, arm). 5. Grip requirements (dry, wet, oily). 6. Thermal protection. 7. Size and comfort. 8. Abrasion/resistance requirements. iv. Latex and leather gloves shall be worn when it can be reasonably anticipated that the employee may have contact with needles, blood, OPIM; and when handling or touching contaminated surfaces. v. Leather or equivalent gloves shall be decontaminated after each use.

vi. Disposable (single use) gloves shall be replaced as soon as practicable when contaminated, torn, punctured, or otherwise exhibit signs of deterioration, or when their function barrier is compromised.
vii. Disposable (single-use) gloves shall not be washed or decontaminated for re-use.
viii. Hypoallergenic gloves, glove liners, powderless gloves, etc. shall be provided if special needs of the worker are identified.

b. Eye Protection
   i. All GWCCA-supplied eye protection must meet ANSI Z87.1-1989.
   ii. Safety glasses must be worn in areas where there is a risk of eye damage from flying particles.
   iii. Indirect splash resistant safety glasses/goggles are to be worn where there is a risk of chemical splashes
   iv. Full goggles can be worn when extra protection is required
   v. Any eye protection worn at night must be non-tinted and clear
   vi. Tinted safety glasses can be worn while working outside

c. Body Protection
   i. Employees who face injury of any kind or exposure of any kind that cannot be engineered out of the work practice and that cannot be mitigated through administrative or other controls, must wear appropriate body protection.
   ii. There are many kinds of body protection available depending on the specific hazard facing employees.
   iii. Paper-type fiber coveralls
      1. Disposable suits appropriate for protection against dust and splashes of non-corrosive materials
   iv. Fire retardant uniform parts (Shirts and pants):
      1. These materials assist as an extra layer of protection during hot work such as welding / soldering.

d. Respiratory Protection
   i. Every attempt should be made to mitigate particulate or vapor risks through engineering or administrative control means.
   ii. Employees must not wear respirators into atmospheres containing contaminants or levels that are not compatible with their assigned respirator. For example, a respirator designed to filter dust particles will not protect against gases and vapors.
   iii. Single use respirators must not be reused

e. Hearing protection
   i. Hearing protection should be selected based on the frequency and volume of the noise risk
   ii. Over ear and in ear protection are acceptable forms of PPE if selected appropriately
   iii. All employees using hearing protection should perform a personal fit check before entering the noise production environment.
   iv. Hearing protection must be worn throughout the exposure period

Task:	**Infectious Material Exposure Control Procedures**
SOP Reference #:	FO – 1.1
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to establish procedures for the Georgia World Congress Center Authority (GWCCA) Campus Operations Department's Exposure Control Plan. This plan applies to all GWCCA employees who may reasonably anticipate contact with potentially infectious materials during the performance of their job duties. All employees for whom this procedure applies shall be trained on the contents of this procedure. This procedure is not specifically time bound; rather it should be considered prior to the design and execution of all work tasks for applicable employees.
Procedure:	**1. Exposure Determination** a. Exposure Risk by Job Classification: i. The following job classifications have been identified in which all employees have occupational exposure to bloodborne pathogens or other potentially infectious materials ("OPIM"). 1. Medical Staff ii. The following job classifications have been identified in which some employees may have occupational exposure to bloodborne pathogens or other potentially infectious materials ("OPIM"). 1. Set Up Attendants 2. Custodians 3. Utility Services Technicians 4. Grounds Attendants 5. Skill Trades Workers 6. All Campus Operations Supervisors 7. All Campus Operations Managers b. Exposure Risks by Job Task i. The following job tasks have been identified in which employees may have occupational exposure to bloodborne pathogens or other potentially infectious materials ("OPIM"). 1. Removal of debris, including needles, feminine hygiene products in/around the Convention Center or assigned areas. 2. Cleaning of storm drains which may involve the removal of needles. 3. Clean-up of bodily fluids where blood may be present. 4. Cleaning of restrooms where blood may be present. **2. Method of Compliance:** a. General Administrative Control i. Universal precautions should be observed to prevent contact with blood or other potentially infectious materials. 1. *Universal precautions is an approach to infection control in which all human blood, and certain human body fluids are treated as if known to be infectious for HIV, HBV, HCV, and other bloodborne pathogens.* ii. When differentiation between body fluid types is difficult or impossible, all body fluids shall be considered potentially infectious materials. b. Engineering and Work Practice Controls

i. The following engineering and work practice controls should be used to eliminate or minimize employee exposure:
    1. Employees should not touch the snake line hose ends used to contact debris from the sewers or storm drains. Needles and other potentially infectious materials may be present or hidden in the debris.
    2. If a needle is observed; tongs, pliers or equivalent tools shall be used to place the needle in an approved sharps container. These containers shall be rigid, puncture resistant, labeled, color-coded, leak-proof on all sides, and stored or processed in a manner that does not require employees to reach by hand into the containers.
    3. Readily accessible hand washing facilities shall be provided to employees. When provision of hand washing facilities is not feasible in a work area, employees shall be provided with either appropriate antiseptic hand cleanser in conjunction with paper towels, or antiseptic towelettes.
    4. Employees shall wash or sanitize their hands immediately (or as soon as feasible) after removal of gloves or other personal protective equipment.
    5. Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
    6. Food and drink shall not be kept in refrigerators, freezers, shelves, cabinets, or on countertops or benchtops where blood or other OPIM may be present.
    7. All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, spattering, and generation of droplets of these substances.
    8. Equipment which may become contaminated with blood or other potentially infectious materials shall be examined prior to servicing or shipping and shall be decontaminated as necessary, unless it can be demonstrated that the decontamination of such equipment or portions of such equipment is not feasible.

c. Personal Protective Equipment
    i. When there is occupational exposure, employees shall be provided, at no cost to the employees, with appropriate personal protective equipment such as, but not limited to latex / nitrile and leather gloves (or equivalent hand protection), coveralls, N-95 respirators, eye protection and/or face shields.
    ii. Latex and leather gloves shall be worn when it can be reasonably anticipated that the employee may have contact with needles, blood, OPIM; and when handling or touching contaminated surfaces.
    iii. Disposable (single use) gloves shall be replaced as soon as practicable when contaminated, torn, punctured, or otherwise exhibit signs of deterioration, or when their function barrier is compromised.

iv. Disposable (single-use) gloves shall not be washed or decontaminated for re-use.
v. Hypoallergenic gloves, glove liners, powderless gloves, etc. shall be provided if special needs of the worker are identified.
vi. Leather or equivalent gloves shall be decontaminated after each use.
vii. Personal Protective Equipment shall be considered appropriate only if it does not permit blood or other potentially infectious materials to pass through to or reach the employee's work clothes, street clothes, undergarments, skin, eyes, mouth, or other mucous membranes under normal conditions of use.
viii. The department management shall ensure that employees use appropriate personal protective equipment and that the equipment in the appropriate sizes is readily accessible at the worksite or is issued to employees.
ix. Cleaning, laundering, and disposal of personal protective equipment shall be provided by the department at no cost to the employees.
x. The department shall repair or replace personal protective equipment as needed to maintain its effectiveness, at no cost to the employees.
xi. If a garment is penetrated by blood or other potentially infectious materials, the garment shall be removed immediately or as soon as feasible.
xii. All personal protective equipment shall be removed prior to leaving the work area.
xiii. When personal protective equipment is removed it shall be placed in an appropriately designated area or container for storage, washing, decontamination, or disposal.
xiv. Gloves shall be worn when it can be reasonably anticipated that the employee may have had contact with blood, other potentially infectious materials; and when handling or touching contaminated surfaces from personal protective equipment that is to be stored, washed, decontaminated, or disposed.

d. Cleaning and Decontamination of the Worksite
i. The department management shall ensure that the worksite is maintained in a clean and sanitary condition.
ii. The department management shall determine and implement an appropriate written schedule for cleaning and method of decontamination based upon location within the facility, type of surface to be cleaned, type of "soil" present (e.g. blood, bodily fluids, etc.), and tasks for procedures being performed in the area.
iii. All equipment and environmental and working surfaces shall be cleaned and decontaminated.
iv. Contaminated work surfaces shall be decontaminated with an appropriate disinfectant after completion of procedures; immediately or as soon as feasible when surfaces are overtly contaminated or after any spill of blood or other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.

v. Protective coverings, such as plastic wrap, aluminum foil, or impervious-backed absorbent paper used to cover equipment and environmental surfaces, shall be removed and replaced as soon as feasible when they become overtly contaminated or at the end of the work shift if they may have become contaminated during the shift.
vi. All bins, pails, cans, and similar receptacles intended for reuse, which have a reasonable likelihood for becoming contaminated with blood or other potentially infectious materials shall be inspected and decontaminated on a regularly scheduled basis and cleaned and decontaminated immediately or as soon as feasible upon visible contamination.
vii. Broken glassware which may be contaminated shall not be picked up directly with the hands. It shall be cleaned up using mechanical means such as a brush and dust pan, tongs, or forceps.
viii. Contaminated sharps waste shall be discarded immediately or as soon as feasible in containers that are: closable, puncture-resistant, leak proof on sides and bottom, labeled with the word "biohazard".
ix. During use, containers for contaminated sharps waste shall be: easily accessible, located at the point of generation, maintained upright throughout use, replaced routinely and not allowed to be overfilled.
x. When moving containers of contaminated sharps waste from the area of use, the containers shall be closed prior to removal and placed in a secondary container if leakage is possible. The secondary container shall be closable constructed to contain all contents and prevent leakage during handling and labeled as "biohazards".
xi. Disposal of all regulated waste shall be in accordance with applicable federal, state, and local regulations.
xii. Contaminated laundry shall be handled as little as possible with a minimum of agitation. It shall be bagged or containerized at the location where it is used and shall not be stored or rinsed in the location of use.
xiii. Whenever contaminated laundry is wet and presents a reasonable likelihood of soak-through of or leakage from the bag or container, the laundry shall be placed and transported in bags or containers which prevent soak-through and or leakage of fluids to the exterior.
xiv. The department management shall ensure that employees who have contact with contaminated laundry wear protective gloves and other appropriate personal protective equipment.
xv. If contaminated laundry is shipped off-site to a facility which does not practice Universal Precautions, such laundry shall be labeled as contaminated and biohazard.

3. <u>Communication of Hazards to Employees</u>

a. Labels and Signs
i. Warning labels shall be affixed to or printed on containers and bags of biohazard waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers

used to store, transport or ship blood or other potentially infectious materials.

ii. Labels shall be fluorescent orange or orange-red or predominantly so, with lettering and biohazard symbols in a contrasting color.

iii. Labels shall be affixed at a conspicuous location(s) on the container by direct print, adhesive, string, or wire that prevents their loss or unintentional removal.

iv. Red bags or red containers may be substituted for labels except for sharp containers or regulated waste red bags.

b. Information and Training

i. The department management shall ensure that all employees with occupational exposure, including themselves, participate in a training program which must be provided at no cost to the employees and during working hours.

ii. The training shall be provided as follows: at the time of initial assignment to tasks where occupational exposure may occur, and at least annually thereafter (within one year of the previous training).

iii. The department management shall ensure that additional training is provided when changes such as modification of tasks or institution of new procedures affect employees' occupational exposure.

iv. Material appropriate in content and vocabulary to the educational level, literacy, and language of employees shall be used.

v. The bloodborne pathogens training program shall be conducted by a person knowledgeable in the subject matter and shall contain, at a minimum, the following:

1. an accessible copy of the regulatory text of the bloodborne Pathogens Standard and Department Exposure Control Plan
2. a general explanation of the epidemiology and symptoms of bloodborne diseases
3. an explanation of the modes of transmission of bloodborne pathogens
4. an explanation of the department's Exposure Control Plan and means by which the employee may obtain a copy of the document
5. an explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and OPIM.
6. an explanation of the use and limitations of methods that will prevent or reduce exposure including appropriate engineering controls, administrative or work practices, and personal protective equipment
7. information on the types, proper use, location, removal, handling, decontamination and disposal of personal protective equipment
8. an explanation of the basis for selection of personal protective equipment
9. information on the hepatitis B vaccination program, including information on the efficacy, safety, administration,

and benefits of the vaccine and that the vaccine will be offered at no cost to the employees
10. information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials
11. an explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident, the medical follow-up that will be made available and the procedure for recording the incident on the Sharps Injury Log.
12. information on post-exposure evaluation and follow-up that the department is required to provide for the employee following an exposure incident
13. an explanation of the labels, signs and color-coding pertaining to biohazards required by department policy
14. an opportunity for interactive questions and answers with the person conducting the training session

4. Definitions

a. **Blood** means human blood, human blood components, and products made from human blood.
b. **Bloodborne Pathogens** means pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).
c. **Clinical Laboratory** means a workplace where diagnostic or other screening procedures are performed on blood or other potential infectious materials.
d. Contaminated means the presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface.
e. **Contaminated Laundry** means laundry which has been soiled with blood or other potentially infectious materials or may contain sharps.
f. **Decontamination** means the use of physical or chemical means to remove, inactivate, or destroy bloodborne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles and the surface or item is rendered safe for handling, use, or disposal.
g. **Engineering Controls** means controls (e.g., sharp disposal containers, self-sheathing needles) that isolate or remove the bloodborne pathogens hazard from the workplace.
h. **Exposure Incident** means a specific eye, mouth, other mucous membrane, non-intact skin, or parenteral contact with blood or other potentially infectious materials that results from the performance of an employee's duties.
i. **Hand washing Facilities** means a facility providing an adequate supply of running potable water, soap and single use towels or hot air drying machines.
j. **Licensed Healthcare Professional** is a person whose legally permitted scope of practice allows him or her to independently perform the activities

required by paragraph (f) Hepatitis B vaccination and Pose-exposure Evaluation and Follow-Up.

k. **HBV** means hepatitis B virus.

l. **HIV** means human immunodeficiency virus.

m. **Occupational Exposure** means reasonable anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

n. **Other Potentially Infectious Materials** (**OPIM**) means:

   i. The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids;

   ii. Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and

   iii. HIV containing cell or tissue cultures, organ cultures, and HIV or HBV containing culture medium or other solutions,; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.

o. **Parenteral** means piercing mucous membranes or the skin barrier through such events as needle sticks, human bits, cuts, and abrasions.

p. **Personal Protective Equipment** is specialized clothing or equipment worn by an employee for protection against a hazard. General work clothes (e.g., uniforms, pants, shirts or blouses) is not intended to function as protection against a hazard and is not considered to be personal protective equipment.

q. **Regulated Waste** means liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable or releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or other potentially infectious materials.

r. **Sharps** means any object that can penetrate the skin including, but not limited to, needles, scalpels, broken glass, broken capillary tubes, and exposed ends of dental wires.

s. **Source Individual** means any individual, living or dead, whose blood or other potentially infectious materials may be a source of occupational exposure to the employee. Examples include, but are not limited to, hospital and clinic patients; clients in institutions for the developmentally disabled; trauma victims; clients of drug and alcohol treatment facilities; residents or hospices and nursing homes; human remains; and individuals who donate or sell blood or blood components

t. **Sterilize** means the use of a physical or chemical procedure to destroy all microbial life including highly resistant bacterial endospores.

u. **Universal Precautions** is an approach to infection control. According to the concept of Universal Precautions, all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.

v. **Work Practice Controls** means controls that reduce the likelihood of exposure by altering the manner in which a task is performed (e.g., prohibiting recapping of needles by a two-handed technique).

	Employees found to be violating these rules are subject to disciplinary action, up to and including termination.

Task:	**Donning and Doffing PPE for Decontamination Cleaning and Whole Room Disinfecting**
SOP Reference #:	FO – 1.2
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to give guidance to Facility Operations (FO) staff for how to safely don and doff the required PPE for Decontamination Cleaning and Whole Room Disinfecting. This procedure is specific and detailed and must be followed closely to minimize any risks associated with exposure to contaminated environments.
Procedure:	**1) Safety Procedures** a) Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s). b) All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the GWCCA and are stored within the Supply Chain Warehouse. **2) Definitions:** a) Don: To put on. Typically used in reference to PPE. b) Doff: To take off. Typically used in reference to PPE. c) Cleaning: The removal of soil from a surface. "Clean" means the absence of soil. Cleaning can be completed using a variety of cleaning agents d) Sanitizing: The lowest level of germ control but is considered safe according to public health standards. Depending on the product used, sanitizers kill between 50% - 99.9% of microorganism. Typically uses a mild cleaning agent, sanitizer, or disinfectant. e) Disinfecting: Kills more germs than sanitization by using an EPA-registered disinfectant. A chemical can only be classified as a disinfectant if it kills 99.9999% of the pathogen microorganisms it claims to be able to kill in EPA-approved laboratory tests. **3) PPE Donning Procedure** a) When selecting the appropriate PPE for a whole room disinfecting procedure or for a decontamination cleaning procedure, the equipment selected should be that which is appropriate for the highest potential risk that an employee may encounter. i) For decontamination cleaning and whole room disinfecting, the PPE used should include at a minimum: (1) Goggles (2) N95 or better respirator (3) Full body coveralls (4) Shoe covers (5) Protective disposable gloves b) After the required dwell time, wipe off any remaining cleaning product, leaving behind a dry surface.

Task:	**Horizontal Surfaces Cleaning Procedures**
SOP Reference #:	FO – 4.1
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to give guidance on the general cleaning procedures for horizontal surfaces. This procedure applies equally to varied surface types, including plastic, wood, metal, and others.
Procedure:	**1) Safety Procedures** a) Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s). b) All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the GWCCA and are stored within the Supply Chain Warehouse. **2) Supplies for Above-Floor Surface Cleaning** a) Cleaning Detergents i) The GWCCA uses Gen Eon cleaning products for general cleaning purposes. Unless otherwise dictated, the following cleaning solutions are used for all cleaning operations: (1) Heavy-Duty All-Purpose Cleaner (Green) – Used for general cleaning (2) Glass Cleaner (Blue) – Glass cleaning and stainless-steel cleaning (3) Sanitizing cleaner / disinfectant (clear) – Microbial cleaning and sanitization. b) Trigger Sprayer i) The GWCCA uses trigger sprayer to disperse the products listed above. ii) Only one product can be used in a given bottle iii) All c) Microfiber Cleaning Cloths i) The GWCCA uses a color-coded method of microfiber cleaning cloth usage: (1) Green – general cleaning such as walls, stalls, dividers, trashcans, counters, and touchpoints. (2) Blue – Glass and stainless steel (3) Red – Restroom urinals and toilets only ii) All Cleaning cloths are to be laundered with like colors, and red cloths should be laundered separately from all other cloths **3) General Procedures** a) Use fresh microfiber cleaning cloths at the start of each cleaning session (e.g., routine daily cleaning) b) Change cleaning cloths when they are no longer saturated with solution, for a new, wetted cloth. i) Soiled cloths should be stored for reprocessing. c) Use the systematic approach to cleaning: i) Proceed from cleaner to dirtier to avoid spreading dirt and microorganisms: (1) Clean low touch surfaces before high touch surfaces (2) Clean public areas before restrooms (3) In common areas, proceed with shared equipment and common surfaces before cleaning individual areas ii) Proceed from High to Low to prevent dirt and microorganisms from dripping or falling and contaminating already cleaned areas (1) For example, clean floors last

	4) Cleaning Procedure a) Thoroughly wet (soak) a fresh cleaning cloth in the selected cleaning solution. b) Fold the cleaning cloth in half until it is about the size of your hand. i) This will ensure that you can use all of the surface area efficiently (generally, fold them in half, then in half again, and this will create 8 sides). c) Wipe surfaces using the general strategies for systematic cleaning: i) clean to dirty ii) high to low iii) making sure to use mechanical action (for cleaning steps) and making sure to that the surface is thoroughly wetted to allow required contact time (for disinfection steps). d) Regularly rotate and unfold the cleaning cloth to use all sides. e) When all the sides of the cloth have been used or when it is no longer saturated with solution, dispose of the cleaning cloth or store it for reprocessing. f) Repeat process from step 1 for other areas to be cleaned

Task:	**Restroom Cleaning and Disinfecting Procedures**
SOP Reference #:	FO – 4.2
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to give guidance to the Facility Operations (FO) staff regarding how to clean and disinfect restrooms at the Georgia World Congress Center Authority. This procedure, when consistently followed, will result in cleaner restrooms and reduced job task times.
Procedure:	**1) Safety Procedures** a) Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s). b) All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the GWCCA and are stored within the Supply Chain Warehouse. **2) General Procedures** a) Use fresh microfiber cleaning cloths at the start of each cleaning session (e.g., routine daily cleaning) b) Change cleaning cloths when they are no longer saturated with solution, for a new, wetted cloth. i) Soiled cloths should be stored for reprocessing. c) Use the systematic approach to cleaning: i) Proceed from cleaner to dirtier to avoid spreading dirt and microorganisms: (1) Clean low touch surfaces before high touch surfaces (2) Clean public areas before restrooms (3) In common areas, proceed with shared equipment and common surfaces before cleaning individual areas ii) Proceed from High to Low to prevent dirt and microorganisms from dripping or falling and contaminating already cleaned areas (1) For example, clean floors last d) When possible spray cleaning chemicals directly into cleaning rag to reduce broadcasting chemicals into the air. e) Gloves should be changed out frequently to reduce cross contamination. i) Gloves must be changed whenever the microfiber rag color is changed. **3) Restroom Cleaning Procedure** a) Always use the correct Personal Protective Equipment (PPE) i) Gather all tools, equipment and materials needed to complete the job. ii) Prop restroom doors open to allow adequate air circulation while cleaning. iii) Block the restroom entrance with the custodial cart to ensure no guests enter the room during cleaning b) Survey the Restroom i) Survey the restroom and note any special cleaning requirements. c) Walls, Stalls and Dividers i) Work from the top to the bottom. ii) Use duster to dust the entire ceiling, vents and light fixtures. iii) Use DZ-7 Cleaner/Disinfectant to clean the tile walls. iv) Use DZ-7 Cleaner/Disinfectant with a green microfiber cloth to clean product dispensers, stalls and dividers.

	(1) Pay extra attention to back of stall doors, latches and other touch points. d) Stocking Products i) Use 730 HP with a green microfiber rag to clean all toilet paper, paper towels, seat covers, soap, sanitary napkins and any other dispensers in the restrooms. (1) Pay extra attention to any handles, cranks or other touch points. ii) Restock dry goods with the appropriate supplies for a nearby supply closet e) Mirrors and Stainless Steel i) Use Gen Eon Glass Cleaner with a blue microfiber rag to clean mirrors and stainless-steel surfaces. (1) Use a clean blue microfiber rag to dry the mirrors and stainless steel to help reduce re-soiling and streaking. f) Counters, Sinks, Changing Stations and Trash i) Use DZ-7 Cleaner/Disinfectant with a green microfiber rag to clean all counters and changing stations. ii) Use DZ-7 Cleaner/Disinfectant with a green microfiber rag to clean sink basins. (1) Empty trash receptacles and wash out all containers with DZ-7 Cleaner/Disinfectant and a green microfiber rag. g) Prepare Toilets and Urinals i) Remove all deodorant screens from urinals and dispose of any debris the screens have accumulated. ii) Flush all toilets and urinals so nothing but clean water remains. iii) Place a generous amount of Tile and Porcelain Cleaner (TPC) inside the toilet bowls and urinal basins. (Let sit for 10-15 minutes). h) Toilets and Urinals i) While TPC is sitting for 10-15 minutes start cleaning and disinfecting the toilets and urinals (not inside the bowls and basins) using DZ-7 Cleaner/Disinfectant and a red microfiber rag. ii) Clean all porcelain including the bottom of the toilets and urinals using DZ-7 Cleaner/Disinfectant with a red microfiber rag. iii) Use DZ-7 Cleaner/Disinfectant with a red microfiber rag to clean tops and undersides of toilet seat rims. iv) Use DZ-7 Cleaner/Disinfectant with a clean green microfiber rag to clean all touch points such as flush handles. i) Toilet Bowls and Urinal Basins i) Toilet bowls and urinal basins must be properly cleaned to prevent, or at least slow, the building of hard water deposits and other soils. ii) After TPC has set for 10-15 minutes use a Johnny brush to clean inside the bowls and basins. (1) Use DZ-7 Cleaner/Disinfectant and a red microfiber rag under rims and corners to prevent buildup of odor causing bacteria. iii) Never leave chemicals in toilets, urinals or touch points because they can cause injury if they come into contact with people's skin. j) Sweeping Floors i) Use a broom and dustpan to sweep the entire floor area while it is dry before starting any wet cleaning. ii) Sweep from the back of the restroom toward the door, making sure to sweep from the wall toward the middle and from under wall mounter fixtures. iii) Do not push dirt and debris toward walls, as this is not cleaning and leaves you with additional work next time you clean the area. k) Mopping Floors i) Make sure all debris is removed from the floor. ii) Use DZ7 Cleaner/Disinfectant to clean the entire floor area.

	iii) Mop from the back of the restroom toward the door, making sure to mop from the wall towards the middle and from under wall mounted fixtures. l) Inspect i) Each worker should take thirty (30) seconds to inspect their work. ii) It is important for Event Custodians to fully inspect their work prior to moving into another location.

Task:	**General Disinfecting Procedure**
SOP Reference #:	FO – 4.3
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to give general guidance to Facility Operations (FO) staff for how to disinfect surfaces at the Georgia World Congress Center Authority (GWCCA). This procedure is to be followed whenever disinfecting prior to cleaning, disinfecting after cleaning, or when general disinfecting is requested / required. This procedure is to be following in conjunction with other cleaning procedures such as the Restroom Cleaning / Disinfecting procedure and the Vertical / Horizontal surfaces Cleaning / Disinfecting procedure.
Procedure:	**1) Safety Procedures** a) Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s). b) All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the GWCCA and are stored within the Supply Chain Warehouse. **2) General Guidelines:** a) When possible spray cleaning chemicals directly into cleaning rag to reduce broadcasting chemicals into the air. b) Gloves should be changed out frequently to reduce cross contamination. i) Gloves must be changed whenever the microfiber rag color is changed. ii) Gloves must be changed if they become torn or ripped. (1) When changing gloves employees should wash their hands as soon as possible after removing gloves c) When cleaning inside restrooms or other locations that may have limited air circulation the door must be propped open to allow for adequate are circulation. **3) Disinfecting Prior to Cleaning** a) There will be times when an area/objects will need to be disinfected prior to a team/employee cleaning the area/objects. b) This is done to help reduce possible risks of OPIMs to a cleaning team/employee. c) Note: Disinfection does not mean clean. **4) Disinfecting After Cleaning** a) There will be times when, to err on the side of caution, an extra round of disinfection will be needed/requested. b) This can occur even after an area/object has been cleaned and disinfected via the Restroom Cleaning / Disinfecting procedure, the Vertical / Horizontal Surfaces Cleaning / Disinfecting procedure **5) General Disinfecting** a) There will be times when a general disinfection of an area/objects will need to be conducted. b) This is mostly done when, due to time restraints or other variables, only a disinfection can be conducted. c) An example of this is when a meeting room goes on a break. d) During the break Facility Services personnel can conduct a general disinfection of an area/objects.

	6) Disinfecting Procedures a) Always use the correct Personal Protective Equipment (PPE). i) Gather all tools, equipment and materials needed to complete the job. b) Survey the area/object that is to be disinfected. i) Survey all types of surfaces and note any special requirements. c) Secure the area. i) Only the disinfection team/employee should be in the area while the disinfecting is occurring. d) Electrostatic Sprayer i) Prepare the area by removing any noticeable objects, soil and debris. ii) Select the appropriate setting for the spray nozzle to allow for the required dwell time for the disinfectant selected iii) Work one side of the area towards an exit point. iv) Work top to bottom using slow sweeping, overlapping strokes until complete.

Task:	**Basic Touchpoint Cleaning and Disinfecting Procedure**
SOP Reference #:	FO – 5.1
Revision Date:	06/02/2020
Purpose:	The purpose of this procedure is to give guidance to Facility Operations (FO) staff for how to disinfect surfaces at the Georgia World Congress Center Authority (GWCCA). Touchpoints are a subset of the surfaces to be cleaned and are addressed in the Above-Floor Surfaces Cleaning Procedure, however, this procedure is to be followed whenever cleaning / disinfecting high traffic touchpoints is required independently from procedural cleaning.
Procedure:	**1) Safety Procedures** a) Before beginning any cleaning task, it is essential that personnel fully understand how to use the chemicals and equipment required for the job(s). b) All employees have a right to know about the possible chemical hazards within their workplace. Safety Data Sheets (SDS) are available for every chemical and cleaning product in use at the GWCCA and are stored within the Supply Chain Warehouse. **2) Definitions:** a) Touchpoint: High-traffic / High-contact areas of the facility. Examples of touchpoints are door handles, light switches, elevator buttons, etc. b) Cleaning: The removal of soil from a surface. "Clean" means the absence of soil. Cleaning can be completed using a variety of cleaning agents c) Sanitizing: The lowest level of germ control but is considered safe according to public health standards. Depending on the product used, sanitizers kill between 50% - 99.9% of microorganism. Typically uses a mild cleaning agent, sanitizer, or disinfectant. d) Disinfecting: Kills more germs than sanitization by using an EPA-registered disinfectant. A chemical can only be classified as a disinfectant if it kills 99.9999% of the pathogen microorganisms it claims to be able to kill in EPA-approved laboratory tests. **3) Touchpoint cleaning procedure** a) Gather the supplies you need for the assignment. Typically, gloves, trigger spray bottle with approved cleaner/disinfectant, and green microfiber cloths. Premoistened disposable disinfecting wipes can be used in place of a trigger sprayer and microfiber cloth b) Know your assignment and required frequency: i) Many different combinations of touchpoints exist depending on your assigned area. ii) Get familiar with the assignment iii) Ask a Lead or Supervisor if you have any questions. c) Identify the touchpoints in your assigned area d) Don your gloves e) Saturate a green microfiber cloth with the approved cleaner/disinfectant (or use a premoistened disinfecting wipe). f) Wipe the surface to be cleaned/disinfected, leaving the surface wet g) Allow the surface to remain wet for the required dwell time listed on the product label.

	h) After the required dwell time, wipe off any remaining cleaning product, leaving behind a dry surface.

APPENDIX B

Emergency Response Plan

APPENDIX C

Hand Sanitizer Maps

APPENDIX C

Online Resources

Centers for Disease Control and Prevention (CDC): https://www.cdc.gov

CDC Disinfection Guide: https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Georgia Department of Health: https://dph.georgia.gov/

WHO: https://www.who.int/

ISSA – The Worldwide Cleaning Industry Association: https://www.issa.com/

- GWCCA Member Number: 35734

Global Biorisk Advisory Council: https://gbac.org/

EPA List N: Disinfectants for Use Against SARS-CoV-2For the most current list, please review the product list at the following website.

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2#filter_col1

APPENDIX D

Staff Guidance

Staff Guidance: All staff have an individual responsibility to help maintain a safe and healthy work environment. As such, all staff are expected to reasonably follow GDPH and CDC guidance by:

- Staying home if you are sick or live with someone who has recently been sick.
    - Immediately notify your supervisor and human resources if you or anyone in your home is presenting these symptoms
    - Get tested for COVID-19 and do not report back to work until you have been cleared by a doctor
    - More information can be found HERE
- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not accessible, use a hand sanitizer that contains at least 60% alcohol.
    - When using hand sanitizer, cover all surfaces of your hands and rub them until they feel dry.
    - Hand Sanitizer is not intended to replace regular and proper hand washing.
- Avoid touching your face with unwashed hands, specifically, eyes, nose, and mouth.
- Always cover your cough and/or sneezes inside of your elbow or using a tissue.
    - Throw away used tissues in a lined trash can.
    - Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Any employees that fall into the higher risk population as outlined in the Governor's Executive Order, are encouraged to contact Human Resources regarding accommodations for continuing shelter-in-place orders.
- Employees are expected to maintain social distancing as much as is reasonably possible.
    - Keep 6 feet of distance between people
    - Avoid gathering in groups
    - Take breaks and lunches in areas
- Leadership should consider the impact of social distancing on such regular business functions as briefings, meetings, equipment distribution, etc., and make alternate arrangements.
    - Staggered shifts
    - Virtual meetings
- When social distancing is difficult or not possible, employees should wear a face mask.
    - A face mask protects others from asymptomatic spread.

    - The cloth face coverings recommended are not surgical masks or N-95 respirators
    - These face coverings are not a substitute for social distancing.
- Staff should heed the following guidance to minimize touchpoint contact:
    - Only use the employee entrance to enter the facility
        - Hand sanitizer stations are currently deployed to all active employee entry locations
    - Timeclock Use: To continue to improve sanitation procedures during the Covid-19 crisis, all employees will discontinue use of the biometric "fingerprint" time clocks until further notice.
        - Use the Paycom Web app or the on-line Paycom website to clock in and out.
        - Please see the Paycom user guide titled "Web Time Clock Training Guide" if you are unfamiliar with that process.
        - If any employee is unable to access the sites, please contact your supervisor and/or Human Resources.
        - Any employees with access/password related issues should contact their supervisor who, if needed, can complete the necessary time punches for the week.
        - The following timeclock locations will be inoperable for the indefinite future:
            - Level 1 Dispatch
            - Level 1 Outside PS Offices
            - Level 1 FM shop
            - Level 2 Products and Services Offices
            - Level 3 HR
    - Limit the simultaneous use of elevators by more than 2 persons – standing in opposite corners
    - Open crash bars with hips or forearms rather than hands
    - Use a paper towel to turn off the water after washing hands
    - Use a pen to push elevator buttons
    - We suggest propping open one access door during business hours to limit the need to grip a door handle – where appropriate
- Employees should maintain a clean work/office/cubicle area using GWCCA-supplied cleaning supplies (do not bring in toxic cleaning supplies from home) once or twice per visit (upon arrival and before departure works best)
    - GWCCA has a stock of disinfectant wipes for this purpose
    - Each department should to assign a point of contact to procure these supplies from the supply chain team
    - A short-term supply has been delivered to the following offices, which are currently active:
        - 6 containers to Campus Ops
        - 6 containers to Public Safety
        - 6 containers to Program and Project management.
    - If any other departments are physically staffing critical functions on site at the GWCCA, please contact the Warehouse team directly to procure your allotment of supplies.
- Be cognizant of shared workspaces.

    - Adjust work arrangements as necessary to reduce or eliminate the need to share radios, workstations, supplies and desks.
    - If required, wipe the area with disinfectant wipes before transferring to the next user.

Arrival to the Work Site: In order to comply with the Governor's executive order, For the foreseeable future, employees will notice some key changes to their arrival experience.

- All GWCCA employees are required to enter and exit the building when reporting to work via the Employee Entrance, Building B, Lower level.
- Each Employee will maintain social distancing (6 feet or greater between individuals) and practice frequent hand washing.
    - The exterior of the Employee Entrance has been marked off with tape to guide responsible social distancing behavior.
    - Please arrive prepared to speak with the attending Public Safety Officer prior to being allowed to enter the facility.
- GWCCA employees will check with GWCCA Security at the exterior security window before entering the building, and verify that that they:
    - Do not have a fever of 100.4 degrees F or greater
    - Do not have a cough
    - Do not have shortness of breath
- Any employee exhibiting one or more of the above symptoms will not be allowed access into the building.

Data with analysis used for results and conclusions presented in the report.

APPENDIX E

Definitions

Clean	The absence of soil, dirt, pollution, and other contaminants.
Detergent	Any of numerous synthetic water-soluble or liquid organic preparations that are chemically different from soaps but that emulsify oils, hold dirt in suspension, and act as wetting agents
Disinfect	A process that destroys or irreversibly inactivates infectious or other undesirable microbes, but not necessarily the spores (reproductive bodies like plant seeds) of bacteria and fungi. The number of microbes killed during a disinfecting process will vary, depending on the specific chemical and how it is used.
Dwell Time	The contact time the disinfectant is required to remain on the target surface to effectively kill microbial organisms.
General Surface Cleaning	Physically removes visible dirt, organic matter, viruses, fungi, and bacteria. General surface cleaning is accomplished with water, detergent or cleaner, and physical scrubbing of the surface. The underlying principle here is to remove microbes if possible, rather than kill them (with a sanitizer or disinfectant). In addition, thoroughly cleaning a surface can reduce the need to disinfect because without the nutrients and moisture needed to survive and multiply, most microbes cannot live on a clean and dry surface for very long.
Infection Control	Standard precautions, procedures, and practices, which collectively are used to reduce the risk of transmission of potentially infectious pathogens and prevent the spread of infection from person to person.
Microorganism	An organism (such as a bacterium or protozoan) of microscopic or ultramicroscopic size
Pathogen	A specific causative agent (such as a bacterium or virus) of disease. This is a general term often use loosely to describe potential infectious material
Sanitize	Reducing the number of microorganisms present by 99.9%. Sanitizers make no claims against a virus or fungus.
Virus	Any of a large group of submicroscopic infectious agents that are usually regarded as nonliving extremely complex molecules, that typically contain a protein coat surrounding an RNA or DNA core of genetic material but no semipermeable membrane, that are capable of growth and multiplication only in living cells, and that cause various important diseases in humans, animals, and plants