



# **GBAC STAR™**

## **Facility Accreditation Program**

## **Protocols for Convention Centers**

1-800-225-4772 (North America)  
1-847-982-0800 (Outside North America)  
[GBACsales@issa.com](mailto:GBACsales@issa.com)

# Prepare. Respond. Recover.

The cleaning industry's only outbreak response and recovery accreditation.

“ ACCREDITATION EMPOWERS FACILITY OWNERS AND MANAGERS TO ASSURE WORKERS, CUSTOMERS, AND KEY STAKEHOLDERS THAT THEY HAVE PROVEN SYSTEMS IN PLACE TO DELIVER CLEAN AND HEALTHY ENVIRONMENTS THAT ARE SAFE FOR BUSINESS. ”

Patricia Olinger  
Executive Director of GBAC

## About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response, and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance, and leadership to government, commercial, and private entities looking to mitigate, quickly address, and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals, and consulting for building owners and facility managers. For more information, visit [www.gbac.org](http://www.gbac.org).

## About ISSA

With more than 9,300 members—including distributors, manufacturers, manufacturer representatives, wholesalers, building service contractors, in-house service providers, residential cleaners, and associated service members—ISSA is the world's leading trade association for the cleaning industry. The association is committed to changing the way the world views cleaning by providing its members

with the business tools they need to promote cleaning as an investment in human health, the environment, and an improved bottom line. Headquartered in Northbrook, Ill., USA, the association has regional offices in Mainz, Germany; Whitby, Canada; Parramatta, Australia; Seoul, South Korea; and Shanghai, China. For more information about ISSA, visit [www.issa.com](http://www.issa.com) or call 800-225-4772.

# The GBAC STAR™ Facility Accreditation Program

Reopen your facility with confidence:  
the cleaning industry's only outbreak response  
and recovery accreditation.

**The Gold Standard Of Safe Facilities:** To achieve GBAC STAR™ accreditation, facilities must demonstrate compliance with the program's 20 elements, which range from standard operating procedures and risk assessment strategies, to personal protective equipment and emergency preparedness and response measures.

- ☑ Establish and maintain a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- ☑ The proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- ☑ Highly skilled cleaning professionals who are trained for outbreak and infectious disease preparation and response.



This GBAC STAR™ Event/Convention Center template is intended to provide process and procedural options for cleaning, disinfection and infectious disease prevention for event and convention facilities. These are guidelines to assist a facility with its GBAC STAR accreditation process.

GBAC will continue to monitor information from international health associations, organizations and regulatory agencies, and will communicate changes, requirements and recommendations as the situation evolves. GBAC will communicate to GBAC STAR Facilities via GBAC STAR communications networks.

# Protocols

It is recognized that some guidelines may be considered restrictive as facilities initiate the re-start of their businesses. In general, GBAC STAR templates will be changed and updated based on public health advice, personal protective equipment (PPE) recommendations or requirements, social distancing requirements and other recommendations, and will be implemented to be consistent with business needs.

It is also recognized that in many facilities a service contractor will service the show floor areas and the facility may service the common areas of the property. This program is designed to ensure there is no disruption of services, as both contractors and facilities will have GBAC- or otherwise-trained and competent technicians on staff.

**A full list of approved Personal Protective Equipment can be found [here](#).**

## Index of Convention Center Protocols

**Considerations: Pg. 7**

**Events: Pg. 11**

**Lobbies: Pg. 16**

**Public Restrooms: Pg 17**

**Hallways: Pg. 18**

**Elevators: Pg. 18**

**Meeting Rooms: Pg. 19**

**Restaurants & Bars: Pg. 20**

**Ballrooms: Pg. 23**

**Back of House: Pg. 23**

# Considerations

## Space Usage

Current social distancing requirements are based on the assumption that 6 feet between individuals is acceptable, independent of the use of masks. With each person having a radius of 3 feet space (6 feet between each other), the social distancing space per person is around 28 square feet per circle. If social distancing requirements for the event are in place, the total available space for the event might have to be divided by the social distancing space requirements per individual to determine the maximum allowable number of space occupants.

Therefore, the maximum number of registered attendees when social distancing is required equals the gross square footage — which includes the exhibit hall, the lobby areas and the meeting rooms — minus 10% of the square footage allowing for exhibits and equipment. You then take the number of registered attendees, less 25% loss factor, and divide by the total gross footage.

Venues will follow regulatory guidance regarding social distancing guidance when and where it exists.

## General

### Wearing of Gloves and Masks

When required by local, regional, or national public health authorities or when required by GBAC STAR program risk assessment, masks may need to be worn by conference attendees, exhibitors and/or support staff. Wearing gloves may also be required for certain activities. The event management, venue, or contractor shall be prepared to provide in appropriate sizes when required.

### Documentation

Documentation is an important part of the process. The risk assessment and cleaning and disinfection protocols including the use of PPE need to be documented in advance.

## Hand Sanitization

Current public health guidelines outline the need for appropriate hand hygiene accomplished by hand washing and/or the use of hand sanitizers. While handwashing with soap and water is the preferred option for hand hygiene, the number of handwashing facilities is normally limited and the use of portable hand wash facilities might not be feasible in all locations.

**Method** — Approved hand wipes and alcohol-based hand sanitizer.

**Location** — Hand sanitizer station locations and capacity needs must be based on occupancy needs, usage records and user feedback. The number of units can also be adjusted, based on usage records.

Hand sanitizer station locations — examples might include but not limited to:

- At every entrance one or more station depending volume.
- All public corridors — one every 200 feet, with a minimum of one per aisle.
- Meeting rooms — as a general guidance one for every 100 people scheduled in the room, one should be placed at every entrance.
- Lobbies — one per 5,000 square feet of lobby space.
- At the entrances of all Food and Beverage locations.
- At all elevator banks and escalators (note position so as to not interrupt traffic flow).
- At employee time clocks and entrances, and employee dining areas, based on use.

Units must be replenished frequently. It is recommended that stations are checked initially **every two hours** during the event and inspection frequency be adjusted based on usage.

During pre- and post-event activities, it may be more effective to provide individual hand alcohol hand sanitizer to all workers, event management personnel and exhibit personnel. Hand sanitization stations may be stationed in the lobbies and meeting rooms but may be in the way of set up and tear down activities on the show floor.

## Social distancing

GBAC will continue to monitor information from international health associations, organizations and regulatory agencies, communicating to GBAC STAR facilities. Through GBAC communication networks, opportunities to discuss strategies and ideas of how to achieve social distancing goals will be provided.

**Strategies** — When social distancing is required, the venue or the Event Security Contractor should implement controls to assist in accomplishing social distancing goals. Strategies such as, but not limited to:

- Signage shall be placed throughout the venue asking everyone to keep a respectful social distance from others.
- Adding floor markings to aid in queuing at the lobby, registration desk, restrooms, exhibitor booths and any other attendee queue locations. Stanchions with 6-foot belts may also be used in these locations to designate appropriate distancing.
- Spacing of seating and tables where applicable.

## Signage throughout the venue

The event manager, event security contractor, and venue, as appropriate, shall maintain a list of signage associated with their GBAC STAR program. The list should include the locations and description of the signage at each location. This is to ensure the signage is in place and maintained during the event. A list makes this easy to audit during the event. Examples might include but not limited to:

- Rules and recommendations for the day, include use or no use of PPE.
- Social distancing and face mask reminders.
- Handwashing reminders in restrooms.
- "Don't touch your face" reminders.
- Notify event security about concerns.
- GBAC STAR Facility signage to remind people that this is a GBAC STAR Facility.

## Temperature Monitoring Program

When required, temperature monitoring stations at venue entrances and employee entrances may be implemented. These can be automated or implemented by a security officer with a temperature-scanning device. Communication is essential and clear instructions on requirements need to be provided in advanced (e.g., no entrance for individuals with elevated temperatures).

Medical emergency response plans should include responding to ill guests, exhibitors and employees, and an isolation room may be considered.

## Wearing of Gloves and Masks

When required by local, regional, or national public health authorities or when required by GBAC STAR program risk assessment, masks may need to be worn by conference attendees, exhibitors and/or support staff. Wearing gloves may also be required for certain activities. The event management, venue, or contractor shall be prepared to provide in appropriate sizes when required.

## Floor Care

In addition to current protocols of floor care for both hard surfaces and carpet, special attention should be made for, but not limited to:

- The use of HEPA vacuums on all carpet, followed by spray disinfection using facility-approved spray technology and approved disinfectants compatible with the materials being disinfected when required by GBAC STAR program risk assessment;
- The use of approved floor scrubbers, mops and tools with approved chemistry on hard floor surfaces. The cleaning and disinfecting of hard surfaces floors is critical.
- Frequency of cleaning will depend on usage and local risk assessment and/or official requirements.

## Public Self-Serve Water Stations

Public self-serve water stations with touch points **should not** be permitted.

# Events:

## Pre-Event Move-In

### Floors

Floors should be prepared and inspected for readiness (criteria to be determined by risk assessment and/or official requirements).

### Wearing of Gloves and Masks

When required by local regulations and/or risk assessment, masks and gloves will be required to be worn by workers, exhibitors, and support staff during Move-In activities.

### Temperature Monitoring Program

When required, a temperature monitoring program will be utilized for all workers, exhibitors, and support staff during Move-In activities.

### Signage

Signage during Move-In shall be in place describing requirements for all Move-In personnel, such as social distancing, hand hygiene and the wearing of masks.

### Spray Disinfection

Spray disinfection requirements of certain areas within the venue need to be based on the risk assessment during the Move-In stage.

### Other set up considerations when possible:

- Staggering of the exhibitor set up times.
- Single point of entry and separate single point of departure for contractors and exhibitors.
- Signage to include appropriate distancing for exhibitors, contractors and employees.

# Night Prior to Opening

## Schedule

The Move-In schedule must consider several hours overnight for disinfection services to be completed after the aisle carpet has been installed.

## Signage

Signage placement including, but not limited to:

- Social distancing reminders
- Mask reminders
- Handwashing reminders
- GBAC STAR™ signage

## Floor Care

The use of vacuums with HEPA filters on all carpeted area; floor scrubbers, mops, etc., on hard-floor surfaces; and the cleaning and disinfecting of hard-floor surfaces is critical

## Disinfection

Disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s). Disinfection may include but is not limited to:

- Exhibits, aisles, lobbies, restrooms, and meeting rooms.
- Any off-limits items, areas, etc., need to be clearly identified.

## Other Considerations

- Placement of hand sanitization stations.
- Social distancing floor markings where and when appropriate.

# Duration of Event

See below for specific area templates for both the Custodial Services Professional and Disinfection Technician.

## Custodial Services Professional- GBAC-trained personnel

### Exhibit Floor: Open Event Times

When the event is open, Custodial Services Professionals should address the following:

- Wearing approved required PPE.
- Normal routine cleaning rounds should be scheduled and documented for completion. Frequency to be determined by usage and risk assessment (e.g., every two hours during high occupancy times for frequently used areas).
- Collect all trash.
- Hand sanitization stations need to be checked that they are in place and replenished. It is recommended that stations are checked every two hours during the event. Frequency can be adjusted upon actual usage needs. This should be documented.
- Sanitize/disinfect high touch points such as registration counters, info booths, touch screens, etc.
- Replenish all items as needed.

# End Of Day

## Custodial Services Professional

### All Areas In Venue

At the end of each day during the event – this applies to all spaces within the venue (i.e. lobbies, exhibit hall and meeting rooms):

- Wearing approved PPE.
- Collect all trash.
- Commence with room cleaning with approved chemicals.
  - Pay careful attention to all touch points.
- Replenish all items as needed.
- Hand sanitization stations need to be checked that they are in place and replenished.
- HEPA vacuum carpets when and where applicable.
- Use floor scrubbers/mops when and where applicable.
- Document that cleaning has been completed.

## Disinfection Technician

### Exhibit Floor, Public Spaces, and Meeting Rooms

Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. Disinfection technicians begin spray sanitizing/disinfecting all surfaces on exhibit floor starting at either the back of the room and working toward the exit door, or starting from the middle and working their way out. Sanitation/disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s).

Surface sanitization/disinfection might include but not limited to:

- Flooring
- Exhibit booths
- Walls (up to 8 feet)
- Doors
- Drawers and handles
- Tables
- Chairs
- Trash cans
- All touch points

# Post-Event

## Daily during post-event activities

### Wearing of Gloves and Masks

When required, masks and gloves will be worn by all workers, exhibitors and support staff during tear-down activities.

### Temperature Monitoring Program

When required a temperature monitoring program will be utilized for all workers, exhibitors and support staff during post-event activities.

### Disinfection

Disinfection using approved systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with appropriate disinfectants will be conducted each night.

### Final Floor Care

After everything has been cleared from the event floor, final floor cleaning will be conducted. This may include but is not limited to:

- Removal of all tape.
- Sweeping of entire surface.
- Use floor scrubbers/mops when and where applicable.
- Sanitizing/disinfecting (e.g., electrostatic sprayers or other suitable delivery systems) with approved disinfectant(s).

**Note:** During pre- and post-event activities, it may be more effective to provide individual alcohol hand sanitizer to all workers, event management personnel and exhibit personnel. Hand sanitization stations may get in the way of set up and tear down activities.

# Lobbies: Daily Cleaning

**Step 1:** Lobby Attendant enters lobby area wearing approved PPE (see page 6).

**Step 2:** Remove all trash.

**Step 3:** Commence area cleaning with approved chemicals and equipment.

- Pay careful attention to all touch points.

**Step 4:** Hand sanitization stations need to be checked that they are in place and replenished. It is recommended that stations are checked every two hours during high-occupancy times.

- Frequency can be adjusted upon actual usage needs; this should be documented.
- At least one hand sanitization should be located at every hotel entrance -- more than one should be considered based on usage records.

**Step 5:** HEPA vacuum carpets when and where applicable.

**Step 6:** Use floor scrubbers/mops when and where applicable

**Step 7:** Ensure signage and/or table tents are placed in lobby indicating that the venue is a GBAC STAR Facility.

**Step 8:** Document that lobby cleaning has completed in facility documentation system.

## Disinfection

**Note: this is usually completed at night.**

**Step 1:** Disinfection Technician enters lobby area wearing approved PPE.

**Step 2:** Remove all non-custodial personnel while area is being treated.

**Step 3:** Disinfection Technician begins spray disinfecting all surfaces in lobby.

- Large lobbies may need to be sectioned off and completed section by section.

**Step 4:** Disinfection using systems such as electrostatic sprayers, spray bottles or other suitable delivery systems with approved disinfectant(s).

Venue lobbies vary from facility to facility-- from small intimate lobbies to grand scale large lobbies. Special attention must be made for several reasons, as it is an area that can be subjected to significant traffic.

**At least one hand sanitization station should be located at every facility entrance.**

More than one should be considered, depending volume of traffic or based on usage records.

**Areas and objects to be treated are to be determined by Risk Assessment and/or official requirements. Surface disinfection might include but not limited to**

- Registration/Reception desk
- All doors in lobby area including entrance/exit doors
- Drawer and door handles
- Flooring
- Walls (up to 8 feet)
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc

# Public Restrooms: Daily Cleaning

**Step 1:** Restroom Attendant enters bathroom area wearing approved PPE (see page 6).

**Step 2:** Remove all trash.

**Step 3:** Gather all soiled linens and place in laundry bag.

**Step 4:** Commence with room cleaning with approved chemicals (see approved list).

- Pay careful attention to all touch points.

**Step 5:** Replenish all items as needed.

**Step 6:** Use floor scrubbers and/or mops when and where applicable.

**Step 7:** Ensure signage is in place including GBAC STAR and personal hygiene signage (e.g., "Remember to Wash Your Hands").

**Step 8:** Document that bathroom cleaning has completed in facility documentation system.

## Disinfection

**Step 1:** Disinfection Technician enters restroom wearing approved PPE.

**Step 2:** Restrooms should be cordoned off during spray disinfection service.

**Step 3:** Starting at the back of the restroom, the disinfection technician begins disinfecting all surfaces in restroom.

**Step 4:** Each stall, door, door handle, stool, and urinal must be spray disinfected.

**Step 5:** All other surfaces including, but not limited to:

- Countertops
- Faucets
- Hand dryers
- Paper towel dispensers

# Common Hallways: Daily Protocol

- Hallways are vacuumed daily using a HEPA vacuum.
- Ensure hand sanitization stations are in place and dispensers are full.
- Hallways will be sanitized/disinfected nightly using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant.
  - Floors and touch points will be treated.

# Elevators: Daily Cleaning

Elevator areas should be checked frequently during high-occupancy times. Set a schedule, and document that the activity has been completed.

- During high occupancy it is recommended that elevator lobbies and elevators are checked and cleaned every two hours.
- Elevators will be cleaned with high attention to touch points (e.g. elevator buttons, railings).
- Elevator lobby floor surfaces will be cleaned/HEPA vacuumed daily.
- Hand sanitization stations need to be checked that they are in place and replenished as needed.
- At least one hand sanitization station should be located at every elevator entrance.
- Escalators are checked and cleaned every two hours.
- Document that lobby cleaning has completed.

# Disinfection

- Elevator lobby areas will be sanitized/disinfected daily, at a minimum. This includes all touch points, buttons and floors.
- Escalator rails should be sanitized/disinfected daily, at a minimum.
- Elevator Lobbies will be sanitized/disinfected using systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant nightly, at a minimum.
- Elevators will be sanitized/disinfected using systems such as electrostatic sprayers or other suitable delivery systems with approved disinfectant nightly, at a minimum.

# Meeting Rooms: After Each Use

**Step 1:** Room Attendant enters meeting room wearing approved PPE (see page 6).

**Step 2:** Bag all trash, **excluding** all unused consumable items.

- **Example:** notepad paper

**Step 3:** Commence room cleaning with approved chemicals.

- Pay careful attention to all touch points including electronics and AV equipment (see note).

**Step 4:** Replenish all items as needed.

**Step 5:** Hand sanitization stations need to be checked that they are in place and replenished as needed.

- At least one hand sanitization station for every 50 people scheduled within the meeting room.

**Step 6:** Floor surfaces will be cleaned/HEPA vacuumed as last step prior to exiting the meeting room.

**Step 7:** If room is disinfected by a separate disinfection technician, some form of communication (such as a sign or door tag) should be used to indicate that the room is ready for sanitization/disinfection.

**Step 8:** Document the meeting cleaning has been completed.

# Disinfection

**Step 1:** Disinfection Technician enters meeting room wearing approved PPE (see page 6).

**Step 2:** Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. Disinfection technician begins sanitizing/disinfecting all surfaces in meeting room starting at the back of the room and working toward the exit door. Disinfect using systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved disinfectant(s). Compatibility with sensitive equipment (e.g. AV equipment) is to be determined.

Meeting room surface disinfection might include but is not limited to:

- Flooring
- Walls (up to 8 feet up)
- Closet doors (open)
- Drawer and drawer handles
- Podium
- Tables and chairs
- Trash cans
- All touch points, light switches, lamps, phone, TV controls, etc.

**Step 4:** Mark room with identifying door tag to signify room is completely clean and disinfected (Event – GBAC STAR card)

**Note: Follow manufacturers recommendations for electronics and AV equipment regarding cleaning and disinfection. This includes, but is not limited to, clickers, keyboards, pointers, AV equipment and microphones. Some equipment may need to be hand-sanitized and disinfected; some may be able to be spray-disinfected.**

# Cafés, Restaurants and Bars

## General Considerations

Restaurants and bars should continue to clean and disinfect in accordance with property protocols with special attention to the following:

- Wait staff, porters, bus staff, wait assistants, bartenders must clean, sanitize and disinfect using approved disinfectants in accordance with venue policy.
- Linens are replaced and washed between customers.
- Table placement is at least 6 feet apart (while social distancing requirements are in effect).
- All menus and check presenters should be disposable. If non-disposable menus or check presenters are used, they must be decontaminated after each use.
- Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance and restroom entrance area. Depending on the size of the restaurant/bar, other station locations should be considered.
- Hand washing stations shall be available for all staff in the back of the house.
- Wait staff and servers wear masks when social distancing is in effect.
- Food handlers should wear gloves when preparing food.
- Disposable utensils may be used when and where applicable. When not utilizing disposable utensils, flatware must be wrapped or in a roll-up.
- All condiments must be personal use or places in individual service containers.
- Frequent cleaning and disinfection should be conducted.

# Nightly Cleaning

## Dining Room

**Step 1:** Restaurant Attendant enters area wearing approved PPE for nightly cleaning.

**Step 2:** Document restaurant cleaning has started in facility documentation system.

**Step 3:** Bag all trash.

**Step 4:** Use approved chemicals and equipment commence restaurant/bar cleaning in accordance with the hotel restaurant/bar cleaning policy.

- Pay careful attention to all touch points.

**Step 5:** Replenish all items as needed.

**Step 6:** Hand sanitization stations must be in place and replenished as needed. It is recommended that a review cycle is scheduled, such as every two hours during high-occupancy times.

- Hand sanitization stations should be placed at the restaurant/bar entrance, kitchen entrance, restroom entrance area, or bar. Depending on the size of the restaurant, other station locations should be considered.

**Step 7:** HEPA vacuum carpets when and where applicable.

**Step 8:** Use floor scrubbers and/or mops when and where applicable.

**Step 9:** Ensure signage is in place indicating that the facility is a GBAC STAR-cleaned and disinfected hotel.

**Step 10:** Document that dining room cleaning has completed in facility documentation system.

## Kitchen

**Step 1:** Bag all trash.

**Step 2:** Use approved chemicals and equipment commence kitchen cleaning in accordance with the venue cleaning policy.

- Pay careful attention to all touch points.

**Step 3:** Replenish all items as needed.

**Step 4:** Hand sanitization stations need must be in place and replenished as needed.

**Step 5:** Use floor scrubbers and/or mops when and where applicable.

**Step 6:** Ensure hygiene signage is in place, such as hand washing reminders and SOPs.

**Step 7:** Document that kitchen cleaning has completed in facility documentation system.

## Food Prep Areas

**Step 1:** Document food prep area cleaning has started in facility documentation system.

**Step 2:** Remove all trash.

**Step 3:** Using approved chemicals and equipment commence Food Prep Area cleaning in accordance with the hotel Food Prep Area Cleaning policy.

- Pay careful attention to all touch points.

**Step 4:** Replenish all items as needed.

**Step 5:** Hand sanitization stations must be in place and replenished as needed.

**Step 6:** HEPA vacuum carpets when and where applicable.

**Step 7:** Use floor scrubbers and/or mops when and where applicable.

**Step 8:** Ensure hygiene signage is in place, such as hand washing reminders.

**Step 9:** Document that food prep area cleaning has completed in facility documentation system.

## Disinfection

Areas and objects to be treated are to be determined by the risk assessment and/or official requirements. Disinfection Technician begins disinfection all surfaces in restaurant/bar/kitchen/café/food prep areas. Disinfection is completed using systems such as electrostatic sprayers, spray bottles, or other suitable delivery systems with approved sanitizer(s)/disinfectant(s). Special attention to approved chemistry list must be taken into consideration in areas where food is prepared and served.

Restaurant/Café/Bar surface sanitation/disinfection might include, but is not limited to:

- Flooring
- Walls (8 feet up)
- Doors
- Tables
- Chairs
- Trash cans
- All touch points, light switches, lamps, phones, etc.

## Ballrooms:

Are a combination of restaurants and meeting spaces — Recommendations for both spaces should be followed for ballrooms.

## Back of House

Back of the House/Heart of the House — kitchens, storage rooms, corridors, service corridors, tee up the food, triple deck warmers with food, loading docks, locker rooms, employee restrooms.

- Routine cleaning and disinfection policies and procedures must be established for all spaces in the “Back of the House/Heart of the House”.
- A list of “Heart of the House” spaces should be developed specific to each venue.
- At a minimum, spray-disinfect all spaces every 24 hours in food preparation areas, service stations, locker rooms, employee restrooms, cafeterias, and snack bars.
- When required, a temperature monitoring program will be utilized for all employees and contract support staff. This can be accomplished by automated temperature-monitoring stations at employee entrances or implemented by a security officer with a temperature-scanning device.
- Wearing of gloves and masks – When required masks will be required to be worn by all conference attendees, exhibitors and support staff. Wearing gloves may also be required for certain tasks and/or positions.



**1-800-225-4772 (North America)**

**1-847-982-0800 (outside North America)**

**[GBACsales@issa.com](mailto:GBACsales@issa.com)**

Copyright © 2020 by ISSA. All rights reserved. This publication or any portion thereof may not be reproduced or used in any manner without the express written permission of ISSA.