



*Music City*  
CENTER<sup>®</sup>

CREATING *SAFE* NOTEWORTHY EXPERIENCES

A GBAC STAR<sup>™</sup> Facility

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*The Music City Center (MCC) is closely monitoring policy and protocol changes from the Global BioRisk Advisory Council (GBAC), the Centers for Disease Control and Prevention (CDC), the State of Tennessee, and the Metropolitan Government of Nashville and Davidson County. As restrictions are lifted or added, MCC will update this information to help ensure your health and safety.*

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## CREATING SAFE NOTEWORTHY EXPERIENCES

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The safety and well-being of our team members, customers, business partners, and friends in the community has always been our top priority. Never has that goal been clearer than it is now. That is why we have made several changes to many of our procedures to employ even more stringent cleaning/disinfecting and safety practices to support the health and wellness of everyone that works or visits the Music City Center.

This current challenge is unlike any we've faced before, but Nashville and the Music City Center have been through other difficult periods and we are resilient. We will approach it as we have many other challenges with a determination to provide our customers and team members with the utmost care and assistance. Like you, we feel extreme gratitude for those who are serving on the frontlines of this pandemic. We also share an immense pride in the service our team is providing to our customers during these uncertain times. We are committed to reconnecting with you soon with commitment of unmatched hospitality and an unwavering focus on your safety and well-being.

I commend Governor Bill Lee, Mayor John Cooper and their administrations for their resilient leadership and well-planned strategies in the fight against COVID-19. Their thoughtful and data driven decisions guided us through these tough times of uncertainty and volatility.

Additionally, we are closely monitoring government policy changes as we adhere to Centers for Disease Control (CDC) guidelines, federal, state, and local government mandates, public health advancements and we have been awarded [Global BioRisk Advisory Council \(GBAC\) STAR™](#) Facility Accreditation. Resources such as [goodtotonashville.com](http://goodtotonashville.com) and [asafenashville.org](http://asafenashville.org) provide invaluable information, including the [Roadmap for Reopening Nashville](#).

What you need to know for your safe return:

- a. MCC has significantly enhanced cleaning procedures by utilizing the GBAC and CDC best practices for cleaning & disinfecting along with electrostatic cleaning & disinfecting of the facility. MCC currently has 128 GBAC trained technicians on staff.
- b. MCC has 121 strategically placed hand sanitizers throughout the facility that contain 70% isopropyl alcohol.
- c. Food and beverage have 18 ServSafe® Certified Professionals not including management. Further, we have 8 HACCP (Hazard Analysis and Critical Control Point) certified culinarians. HACCP is internationally recognized system for reducing the risk of safety hazards in food.
- d. Restroom lights, toilets, soap dispensers, water, and paper towel dispensers are touch free.
- e. Restrooms will be closed and cleaned/disinfected regularly.
- f. Touchless elevator buttons are installed on all elevators, ADA entry doors, and parking equipment.

We invite you to view the following websites for additional information:

[Professional Convention Management Association \(PCMA\)](#)

[American Society of Association Executives \(ASAE\)](#)

[International Association of Exhibitions and Events \(IAEE\)](#)

[Society of Independent Show Organizers \(SISO\)](#)

[U.S. Travel Association](#)

[Nashville Health Department](#)

[Tennessee Department of Health](#)

[Centers for Disease Control and Prevention \(CDC\)](#)

[World Health Organization \(WHO\)](#)

If you have any additional questions, please do not hesitate to contact your event manager or give me a call.



**Charles L. Starks**  
President & CEO

## MUSIC CITY CENTER'S SAFE REOPENING

*The Music City Center (MCC) provides the following guidelines to keep our guests, team members, and the community safe during scheduled tradeshows, conventions, and events as we host you and your attendees.*



## HEALTH AND SAFETY GUIDELINES

The health and safety of our team members and guests is our number one priority. These guidelines also pertain to all MCC Team Members and Service Partners.

### Physical Distancing

Our MCC Event Managers will work with event planners on the guidelines for specific event participants, tradeshows, and conventions. In public areas, practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators, or moving around the facility. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. Team members will be reminded not to touch their faces, shake hands and to also practice physical distancing by standing at least six feet away from guests and other team members whenever possible. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Face coverings may be required by state and/or local mandates.

### Self-Screening

We ask guests to abide by self-screening protocols before entering the facility. If you have reason to believe you may have been exposed to COVID-19, we strongly urge you to follow CDC guidelines for self-quarantine and not travel. We will look forward to welcoming you when the self-quarantine period is complete.

### Hand Sanitizers

Hand sanitizer dispensers are placed throughout the front of house and back of house areas of the facility in key guest and team member locations such as near entry points, escalators, elevators, ATM's, and other high traffic areas.

### Front of House Areas

The MCC Facility Services team conducts daily cleaning of all touchpoints throughout the facility. The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, handrails, elevator buttons, restrooms, ATM's, service desks, Ask Me desks, dining surfaces, lobby furniture, etc.

### HVAC and Air Quality

Based on our sustainability efforts and our LEED Gold certification, we have always placed a high priority on indoor air quality for our team members and guests. We chose during construction of the facility to use low VOC paints and MERV 13 air filters (comparable to healthcare facilities) for all our air handlers. MCC's indoor air quality continues to be one of the best and is reassuring these days. Additionally, outdoor air exchange rates can be maximized through manual operation controls.

### Signage

Health and hygiene reminders will be placed throughout the facility on both front and back of house digital signage, floor and glass clings along with free standing signage to remind guests and team members of appropriate PPE and social distancing requirements.

### Back of House Areas

The frequency of cleaning and disinfecting will be increased in high traffic back of house areas with an emphasis on break rooms, entrances, control rooms, loading docks, restrooms, offices, kitchens, etc.

## HEALTH AND SAFETY GUIDELINES *continued*

### **Case Notification**

We have many protocols in place that are aimed at reducing the chance the infection will spread in our facility. In the unfortunate event a guest or team member tests positive for the virus, we will activate incident response protocols to ensure the infected individual is isolated, has access to medical treatment, exposed areas are thoroughly disinfected and, when possible, notify those who may have come in close, prolonged contact with the infected individual. MCC has medical and security personnel on site to respond quickly and place the individual in an isolation room in the event of an incident.

### **Global BioRisk Advisory Council (GBAC) STAR™ Facility**

The Music City Center has been awarded accreditation as a GBAC STAR™ Facility. This program on cleaning, disinfection, and infectious disease prevention for facilities establishes requirements to assist facilities in their cleaning, disinfection, and infectious disease prevention work practices to control risks associated with infectious agents. It is performance based and sets out requirements for and places responsibility for facilities to demonstrate that appropriate cleaning, disinfection, and infectious work practices, protocols, procedures, and systems have been established and implemented.

[Click here](#) to watch “GBAC STAR™ The Experience” interview with Charles Starks, President/CEO of the Music City Center.

### **Good To Go**

The Music City Center is a certified member of the “Good to Go” hospitality safety program created by The Nashville Convention & Visitors Corp, in cooperation with Vanderbilt Health, to help businesses in every industry confidently welcome residents and visitors as the city reopens. MCC is committed to keeping our guests and team members SAFE. For more information feel free to visit <https://www.goodtotonashville.com/>

## TEAM MEMBER RESPONSIBILITIES

MCC team members are vital for an effective cleaning and health program.

### Team Member Health Concerns

Team members are instructed to stay home if they do not feel well and to contact their manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Anyone experiencing COVID-19 symptoms will not be allowed entry and will be advised to seek medical attention as well as notifying their HR Director.

### Training

All team members will receive training on COVID-19 safety and cleaning protocols with more comprehensive training for our teams with frequent guest contact including facility services, food & beverage, event services, exhibitor services, and security. Training includes GBAC fundamentals, basic principles of infection control, area wide disinfection procedures, cleaning after a suspected/confirmed COVID case, etc.

### Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by all team members based on their role and responsibilities and in adherence to Metro Nashville city regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every team member entering the MCC will be provided with a facemask and be required to wear that mask while on property as current mandates may require. Gloves will be provided to team members whose responsibilities require them including facility services, food & beverage, etc.

### Daily Pre-Shift and Timekeeping

Team member pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between team members. Schedules may be staggered to minimize traffic volume in back of house areas and service elevators. Hand sanitizers will be available at each time clock location and team members will be required to wash or sanitize their hands after clocking in. Our leadership team will ensure timely communication, proper PPE, and updates to cleaning/disinfecting procedures as updates are made.

### GBAC and new Cleaning Technology

MCC is an accredited GBAC STAR<sup>™</sup> Facility. Team members are trained and provided with approved cleaning/disinfecting chemicals and use of new disinfecting technology such as electrostatic sprayers to enhance our already robust cleaning processes. Random ATP testing is also conducted to ensure proper cleaning is conducted prior to disinfecting. *Note: New emerging technologies will continue to be researched and best practices will continue to evolve.*

## MCC CLEANING AND DISINFECTING PROTOCOLS

Our top priority is protecting our team members, guests, and the community. Our forward-thinking cleaning strategies and protocols include taking advantage of new cleaning technologies and enhanced education and training offered by our GBAC STAR™ Facility Accreditation.

### **Cleaning and Disinfecting Systems**

MCC utilizes EPA List N chemicals as required for GBAC STAR™ Facility Accreditation for cleaning and disinfecting. These chemicals have passed stringent federal requirements to ensure they are effective in killing viruses and bacteria. These chemicals are provided in 39 janitorial closets throughout the facility to ensure they are always ready and accessible to our team throughout their shifts.

MCC also has a substantial fleet of industrial style carpet extractors, shampoos, scrubbers, and vacuums both riding and manual. We have added electrostatic sprayers to our arsenal of weapons to destroy viruses and bacteria while also exploring ultraviolet light cleaning options. Research into new technologies will continuously be evaluated.

### **Hand Washing Areas**

There are 248 restroom sinks in the facility that are equipped with touchless water and soap dispensers. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All MCC team members have been instructed to wash their hands for 20 seconds or use hand sanitizer when a sink is not available. All restrooms are also equipped with touchless paper towel dispensers for hand drying.

### **Hand Sanitizing**

MCC has 121 hand sanitizing stations strategically located throughout the facility for use when a sink is not available. Team members have been instructed that hand washing is the preferred method of hand cleaning.

### **MCC Offices**

Team members will utilize well-spaced workstations and staggered scheduling to ensure separation between team members.

### **GBAC STAR™ Facility Accreditation**

MCC has revamped all cleaning/disinfecting SOP's, changed our chemical inventory to the most effective chemicals to kill COVID-19 and other viruses, implemented ATP testing, introduced new technology and significantly enhanced our training programs.

## MCC SERVICE PARTNER GUIDELINES

Our service partners will follow MCC protocols at a minimum, but they have developed specific guidelines for the services they provide as well.

### **MCC Food & Beverage – Centerplate**

- Protocols are being evaluated and updated daily as needed.
- Follow all mandated CDC, federal, state, and local guidelines and/or restrictions for service stations, service carts, beverage stations, counters, handrails, dining tables, bar tops, stools, chairs, and trays to be sanitized.
- POS terminals will be disinfected between each use and before/after each shift.
- Team members will be screened for temperature and proper PPE upon arriving for work and prior to facility entry.
- Centerplate has created a Centerplate Corporate Response Team with support from all facets of its operations focused on safety, purchasing, and servicing guests in a new environment.
- Centerplate has a full-time sanitation manager on the team and will work closely with local health department teams to implement necessary local and county safety measures.
- Centerplate has secured PPE equipment for team members to ensure they have the right safety measures in place.
- There are new menus featuring a wide selection of individually packaged meals.
- We are prepared to offer new presentations, service styles, and new vessels for your f&b needs.
- We are prepared to have hand washing and/or sanitizing stations at all points of service and banquet service locations.
- New receiving protocols have been implemented as directed by state and local guidelines.
- Service safety barriers (plexiglass) have been installed in our retail outlets.

## **MCC Audio-Visual – LMG**

The health and safety of our team members, attendees, and vendors is of utmost importance. Key areas of focus will be:

- Social distancing and protective equipment (PPE).
- Sanitation and disinfection of service area and equipment.

## **Physical Distancing and PPE**

- All crew will wear masks. Masks will be provided to anyone without one or as requested.
- Technicians will ensure that their workspaces are a minimum of six feet apart both side to side and front to back from any other technicians.
- Any crew loading or unloading trucks will maintain a six-foot distance as they push individual cases and utilize elevators for movement.
- Project Managers or lead technicians will make decisions around safely handling equipment or cases that require more than one person to move or lift it into position.
- Team members and technicians will not sit next to each other on battery-powered carts or in vehicles like trucks and vans. Any individual carts or scooters will have disinfecting wipes at all times and will be wiped down before and after each use.

## **Sanitation and Disinfection**

- Hand sanitizers and cleaning supplies will be distributed to the entire crew and refilled as needed throughout the event.
- A Sanitation Technician will be designated and will be responsible for following sanitation and disinfection guidelines and will perform and assist in performing and cleaning procedures required.
- Any shared equipment like microphones, tablets, or intercom will be disinfected before and after each event and before and after being delivered from person to person.
- All physical elements on stage including but not excluding lecterns, chairs, tables, and stands will be disinfected between events and between individuals.
- Technician work areas and tables should not be covered in tablecloths or other soft goods and should be cleaned before and after each event or between crew changes.
- Touch screens, monitors or other equipment that must be touched or handled during the course of a workday must be disinfected before and after each event.
- All equipment will be sanitized and disinfected following outlined procedures upon its return to our warehouse or to a cross rental vendor.

## **MCC Business Center – UPS Store**

### **Cleaning and Disinfecting Protocol**

The cleaning and disinfecting protocols ensure proper disinfection of devices and tools team members use on a daily basis. When possible, we will assign team members to perform specific duties (ex. phone duty, processing shipments, quality checking orders, packing, etc.) to avoid multiple team members interacting with devices.

### **Cash and Credit Card Handling**

Team members should use hand sanitizer or wash their hands immediately after handling cash or credit cards.

For intermittent handling of cash (customer transactions), team members should perform hand hygiene immediately after handling cash (both soap and water or hand sanitizer), whichever is available.

For cash handling longer than customer transactions (ex. cash countdown and till reconciliation), gloves should be worn. Once complete, carefully remove the gloves and perform hand hygiene by washing hands with soap and water.

- As much as possible team members should be assigned a specific till and workstation.
- When a team member uses a workstation or device that is not assigned to them, they must thoroughly sanitize the device and/or area after use.
- Team members should perform hand hygiene (soap and water or hand sanitizer) when handling cash during till reconciliation and following customer transactions.

### **Self Service**

Self-service items such as tape guns should be moved to a non-customer area of the store. All supplies must be wiped down using disinfectant wipes or non-acid disinfectant cleaner before and after each use.

Supplies to be provided to customers upon request. Wipe down items prior to handing to a customer and wipe down again when items are returned or brought back behind the counter.

Proactively assist by encouraging customers at various self-service stations/computers to utilize as much open space as possible. Position customers at least 6 feet apart and limit 1 person at a time inside the store.

## **MCC Rigging – CPR**

Convention Production Rigging, Inc. (CP Rigging) is working to ensure the safety of team members and guests by implementing the below guidelines and policies.

CPR management will continue to inform and educate team members of MCC Guidelines, CDC Guidelines and CP Rigging Policies. CP Rigging's goal is to follow guidelines put in place by the MCC, CDC and local government entities.

CPR will encourage team members to stay home if:

- They are having any symptoms of COVID.
- Have recently encountered anyone having a positive COVID test.
- Have a COVID positive person in their household.
- The work can be done from home and onsite involvement is not required.

## **On-site Policies**

- All team members will wear a mask. Anyone without one will be provided one or given the option to go home.
- All team members are expected to respect and follow the rules and guidelines of each facility in which they work.
- Team members should allow six feet of space between all personnel including when working at workstations and in communal environments.
- Either a supervisor, management team member or designated Safety Lead will be required for all onsite work to ensure the guidelines are followed by crews.
- Equipment will be disinfected between uses.
- Hand sanitizer will be available for use by all employees and should be used multiple times throughout every event.
- Extra sanitation breaks will be provided for employees to wash their hands throughout an event.

## **MCC Event Security – Elite Security**

### **Office Team, Visitors & Field Staff Protocols**

Following guidelines from the MCC, CDC and Nashville Health Department, Elite is continuing to take proactive measures to better protect our team and visitors from the potential spread of COVID-19 (coronavirus).

**NO ENTRY IS ALLOWED FOR ANY INDIVIDUAL SUSPECTED OF COVID-19 INCLUDING ANY OF THE SYMPTOMS THAT ARE IDENTIFIED WITH COVID-19.**

### **Social Distancing**

- All corporate and field staff employees will wear masks.
- Workspaces have been designed so they are a minimum of six feet apart.

### **Cleaning and Disinfection**

- Hand sanitizers and cleaning/disinfecting supplies will be distributed and made available to all employees.
- One person per shift will be responsible for disinfecting all areas that may be a potential for transmission of COVID-19 and will perform and assist in performing required cleaning procedures.
- Any shared equipment will be disinfected before and after each use.

These policies have been implemented for your protection and for the protection of others and in compliance with the ADA and in consideration of employee privacy guidelines provided during pandemics.

## **MCC Medical Services - MedStar**

### **Medical Response Guidelines**

In response to concerns of health-related issues with the Coronavirus, the following response guidelines have been put in place:

- 1) Any patients arriving at the First Aid Room will receive a general assessment based on the patient's complaints.
- 2) If the patient complaints correspond to the symptoms known for Coronavirus the following steps are to be taken:
  - Patients and healthcare providers will utilize appropriate PPE and remain isolated.
  - General assessment will be finalized.
  - Notification to the MCC management MCC Security team of potential exposure. MCC will notify show management as appropriate.
  - Notification to the Emergency Response Unit for Nashville Fire Department.
  - Notification of potential COVID-19 exposure to the Health Department/State of Tennessee.
  - Notify accepting Hospital ER that potential exposure is in-route.
  - Disinfect and clean areas where the patient has had contact following all GBAC and CDC protocols.

## HELPFUL EVENT INFORMATION

As governments provide guidelines, a term that is regularly used is “gatherings” – as in small gatherings are safe and mass gatherings are not. Things are never that simple.

Unlike mass gatherings, business events and exhibitions can take place in controlled environments. We can architect an experience in a space that is safe, adheres to guidelines for social distancing, and creates a meaningful and memorable experience for all who attend.

As face-to-face events come back, it is all our responsibility – event organizers, associations, contractors, exhibitors, and facilities – to consistently educate ourselves on how we are building safe events.

Here’s a few things MCC can help you with:

- Music City Center website has many useful tools including a virtual tour. Please visit our website at the bottom of the Planner page. <https://www.nashvillemusiccitycenter.com/planners>
- Contact your Event Manager for social distancing room drawings and capacities.
- Contact your Catering Sales Manager for new menus and service options.
- MCC Audio-Visual provider LMG and our Technology department can assist with any aspects of a virtual meeting or consider a hybrid meeting with packages readily available as options.
- Virtual Broadcast Studio – Please see your event manager or email [virtualsolutions@etp.net](mailto:virtualsolutions@etp.net) for more information regarding our semi-permanent studio inside the Music City Center to help you create a successful and easy virtual experience.
- Registration – go digital, stagger check in times, satellite registration locations, pre-event badge delivery, transparent barriers, eliminate swag bags, etc.
- Event Logistics – floor clings for social distancing, touch free doorways/entry, virtual service desk, etc.
- General Sessions – social distancing seating, allow attendees to use their own devices to follow along on presentations, participate in polls and see the presenter which could take place from the lobby space or their hotel room.
- Lobby spaces – MCC has rearranged lobby seating to allow for social distancing.
- Exhibit Hall – rethink the layout, one way or wider aisles, 8' high side drape, 10x15 booths with 5' in between, schedule show floor tours or designated times, virtual floor tours, control density, close floor mid-day for cleaning, etc.
- Customer Infections Control Plan- this plan should be submitted to your assigned event manager 60 days prior to your first day.

For more information regarding our cleaning/disinfecting protocols you may email [elisa.putman@nashvillemcc.com](mailto:elisa.putman@nashvillemcc.com) or [bob.lehn@nashvillemcc.com](mailto:bob.lehn@nashvillemcc.com).