TEAM SAN JOSE

SAN JOSE MCNERY CONVENTION CENTER

MONTGOMERY THEATER    SAN JOSE CIVIC    CALIFORNIA THEATRE    CENTER FOR THE PERFORMING ARTS
Since the COVID-19 outbreak began in the U.S., **24 conferences and 118 theater performances** have cancelled in the Team San Jose managed facilities.

Through the end of May, the accumulated revenue lost due to San Jose McEnery Convention Center cancellations is approximately **$25.2 million**.

This loss supported **180,000 in projected employee work hours** throughout TSJ managed buildings.

In addition to these losses, an estimated **$37.2 million has been lost in projected direct spending** – that is spending in the business community around San Jose and not inclusive of revenues within the TSJ facilities.
Our health and sanitization program will be implemented across our facilities – the San Jose McEnery Convention Center, San Jose Civic, Montgomery Theater, California Theatre, the Center for the Performing Arts, South Hall and Parkside Hall.

Modified or new protocols will be in place in all areas of business including our Operations and Production teams, in-house Food & Beverage team, Administrative Offices, and our on-site franchises.

The Team San Jose Health and Sanitization Program is a living document and will be continually updated as guidelines and recommendations change. Our team is in active communication with our health and industry agencies to receive recommended guidelines from expert health agencies, including:

+ County of Santa Clara Public Health Department
+ State of California
+ Center for Disease Control (CDC)
+ World Health Organization (WHO)
+ Global Biorisk Advisory Council (GBAC)
• Convention industry’s only outbreak prevention, response, and recovery accreditation

• Establishes requirements to assist facilities with work practices, protocols, procedures, and systems to control risks associated with infectious agents

• GBAC is a division of ISSA, the worldwide cleaning industry association.
Team San Jose has been participating as part of a statewide coalition of convention centers and destination marketing organizations (DMOs) to address statewide standards for reopening.

The governor currently places convention centers in Phase 4 of his reopening plan; however due to the greater controls on internal spaces capable within convention centers – the coalition is seeking to gain state approval to move into Phase 3 on the State plan with the understanding that convention centers would coordinate with their respective county on the individual plan.

All major California event facilities are signed on – and committed to reopening these vital economic engines in a manner that is safe for employees, residents and visitors.
The San Jose McEnery Convention Center (SJCC) and the collection of San Jose Theaters will implement the following safety measures and protocols to help ensure a successful event and visitor experience.

Please note that the SJCC and the San Jose Theaters will modify these protocols as needed.

Team San Jose is currently pursuing the GBAC STAR Facility Accreditation Program, the industry’s only outbreak prevention, response, and recovery accreditation. GBAC STAR establishes requirements to assist facilities with work practices, protocols, procedures, and systems to control risks associated with infectious agents.
A MESSAGE FROM TEAM SAN JOSE

Welcome to our new reality.

Living in Silicon Valley means that often times, we are first. As San Joseans, we are accustomed to leading the pack in innovation and redefining industry standards through change. When our county became the first in the nation to ban large-scale public gatherings and issue a shelter-in-place order, our community showed the rest of the nation how to adjust and navigate through recommended best practices for mitigating the spread of COVID-19.

Now, as we work with state and county health experts on lifting the shelter-in-place order, we look forward to welcoming back visitors to the San Jose McEnery Convention Center and our San Jose Theaters with new protocols in place. Protecting our guests and employees is our number one concern.

This document outlines our health and sanitization program that will be implemented across our facilities – the San Jose McEnery Convention Center, San Jose Civic, Montgomery Theater, California Theatre, the Center for the Performing Arts, South Hall and Parkside Hall. Modified or new protocols will be in place in all areas of business including our Operations and Production teams, in-house Food & Beverage team, Administrative Offices, and our on-site franchises.

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Team San Jose will be leading the way in a new direction of connecting with one another. Our region is a resource for state-of-the-art technology, world-renowned minds, and life-changing ideas. As we begin to open our doors, rest assured that you’ll be walking in with Team San Jose. The San Jose spirit takes care of each other and you are one of us. Together, we’ve got this.

Welcome back to San Jose. We are ready when you are.

Stay healthy,

John LaFortune
COO, Team San Jose
HEALTH & SANITATION GUIDELINES

Team San Jose is committed to the practice of up-to-date safety protocols as recommended by industry and health organizations. As standards and procedures change, so will our practices. The following procedures are currently recommended at time of publication. This document is continuously updated as new protocols develop.

HAND WASHING

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All Team San staff have been instructed to wash their hands, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the venue, going on break and before or after starting a shift.

COVID-19 TRAINING

All team members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Facility Operations, Food & Beverage and Security.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

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

DAILY PRE-SHIFT

Team member pre-shift meetings will be conducted. Hand sanitizer effective against COVID-19 will be available to all team members throughout the facility. Soap and water will be available in areas that allow for appropriate physical distancing. Our management team will ensure proper PPE and sanitation procedures are followed and updated as needed.
THE VISITOR EXPERIENCE

The Team San Jose Sales and Events teams take pride in the trademark San Jose experience in our facilities. The following standard guidelines may be scalable to event size to minimize intrusion to the overall visitor experience.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Per the [May 18, 2020 order](#) of the County of Santa Clara Public Health Department, individuals must wear face coverings at all times when at a business facility or using public transportation, and are otherwise strongly urged to wear face coverings. Guests are to wear personal face masks while visiting San Jose McEnery Convention Center and the collection of San Jose Theaters. For added safety, masks that obscure the entire face are prohibited. If a guest does not have a face covering, one will be provided for them.

Disclaimer: PPE guidelines are based on recommendations by CDC, State of California, County of Santa Clara Public Health Department and City of San Jose

SIGNAGE

Appropriate signage will be prominently displayed at all entrances to the facility and theaters. It will outline current mandates on mask usage and physical distancing practices.

ELEVATORS

Signage will be posted at each elevator to explain current social distancing guidelines. As each meeting space layout and attendee traffic flow is customized, active elevators and directions will be scaled to each event.

GUEST STATION AMENITIES

Free standing hand sanitizer units will be available in all public passthrough areas. Individual hand sanitizer units will be placed in locations throughout the facility, with placement and allocation to be determined by the Director of Facilities. Sanitary door openers will also be installed where appropriate.
CLEANING & SANITATION PROTOCOLS

Team San Jose facilities use cleaning products and protocols that meet and surpass current EPA guidelines and are effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

GOING BEYOND

The San Jose Convention Center and the San Jose Theaters are following the sanitization guidelines recommended by the EPA and CDC. In addition to the recommended procedures, Team San Jose has implemented the following measures across our facilities:

GBAC STAR FACILITY ACCREDITATION PROGRAM
Team San Jose is currently pursuing the GBAC STAR Facility Accreditation Program, the industry’s only outbreak prevention, response, and recovery accreditation and establishes requirements to assist facilities with work practices, protocols, procedures, and systems to control risks associated with infectious agents. Once fully accredited in its 20 GBAC STAR Program Elements performance-based certification, the San Jose McEnery Convention Center and The San Jose Theaters facility staff will be implementing the industry’s highest standards for cleaning and disinfection of infectious agents. GBAC is a division of ISSA, the worldwide cleaning industry association.

FREE STANDING & INDIVIDUAL HAND SANITIZER UNITS
Placement of free standing and individual hand sanitizer units in all public passthrough areas at SJCC and San Jose Theaters. Placement and allocation are to be determined by the Director of Facilities with consultation of local safety authorities (e.g. Fire Marshall recommendations).

ELECTROSTATIC SPRAY SYSTEMS
Electrostatic Spray Systems using a US EPA Registered Broad-Spectrum Disinfectant solution and application across our facilities and theaters after business hours as determined by the Director of Facilities. The disinfectant solution is an environmental and hazard free solution and professional grade rated to a 99.9% one-minute kill rate when applied to hard nonporous surfaces.

INCREASED FREQUENCY OF CLEANING & SANITIZATION
The frequency of cleaning and sanitizing will be increased in all public and passthrough areas with an emphasis on frequent contact surfaces including, but not limited to, elevators and elevator buttons, door handles, public bathrooms, escalator and stair handrails, table surfaces and seating areas.
CLEANING & SANITATION PROTOCOLS

TRANSIENT BARRIERS
The addition of transient barriers will be in use where appropriate to provide proper distancing at guest-contact areas. We encourage barriers to be incorporated into booth design by exhibitors and, where appropriate, designed into other service locations such as conference registration, show management office, and general contractor service desks.

SHARED EQUIPMENT SANITATION PROCEDURES
Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facility.
PHYSICAL DISTANCING

We will meet or exceed state and local health authority guidelines on proper physical distancing throughout the facility.

QUEUING

Any area where visitors or team members queue will be clearly marked for appropriate physical distancing.

SET-UP ARRANGEMENTS

Meeting and banquet set-up arrangements will allow for physical distancing between attendees in all meetings and events based on CDC, State of California and County of Santa Clara Public Health Department recommendations.

BACK OF THE HOUSE

Recommended physical distancing protocols will be enforced.

SITE INSPECTIONS

Facility and theater site inspections will meet or exceed state and local health authority guidelines on proper physical distancing throughout the facilities. Please contact our Sales and Event teams for more information.
CATERING & BANQUETS SAFETY

Service stations, service carts, beverage stations, counters, handrails and trays will be sanitized after each use.

Team San Jose takes pride in utilizing as many green and eco-friendly products available to sanitize and clean our facilities and equipment. As new green sanitization products are introduced to market, Team San Jose will reevaluate our supply inventory to incorporate improved environmentally-safe products.

Point of Sale (POS) terminals will be assigned to a single server where possible and sanitized between each team member usage. POS terminals will also be sanitized before and after each shift change. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.

ADDITIONAL PROTOCOL IMPLEMENTATION

- Condiments will be served in single use containers (either disposable or washed after each use)
- Trays (all types) and tray stands will be sanitized after each use
- Storage containers will be sanitized before and after each use
- Food preparation stations will be sanitized at least once per hour
- Kitchens will be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared will be transferred to other team members using contactless methods (e.g. leaving on expediting tables, conveyors, etc.)
- All shared equipment and meeting amenities will be sanitized before and after each use. If not able to be sanitized, amenities will be single use.
- Physical distancing protocol will be followed
- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items will be individually plated and served
- Coffee and other break items will be attended and served by a server
- Flatware will be prepackaged for single-use only. Silverware options will be provided as a roll-up.
- Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing guidelines are met
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
FOOD & BEVERAGE

CONCESSIONS SAFETY

ADDITIONAL PROTOCOL IMPLEMENTATION

+ Transparent dividers for theater concessions will be installed
+ Transparent dividers for convention center concessions will be installed in Exhibit Halls
+ Transparent dividers for temporary concessions (e.g. in concourse, etc.) will be installed
+ Floors will be marked for safe social distancing at all concession locations
SAN JOSE THEATERS

The mission of the San Jose Theaters is to provide excellent professional services and exceptional customer care, setting the stage for the success of your event. Our highly experienced staff includes experts in sales, marketing, event services, production, food and beverage, safety and security, operations and ticketing. We have partnered with local labor unions, the San Jose hotel community and the San Jose arts community to build an environment that will allow you and your guests to have a fantastic event in our San Jose Theaters.

The collection of the San Jose Theaters include the Montgomery Theater, California Theatre, Center for the Performing Arts (CPA), and the San Jose Civic. Below are modifications to the San Jose Theaters experience.

BOX OFFICE & TICKETING SERVICES

San Jose Theaters provides several degrees of Ticketing Services ranging from a centralized Box Office out of the San Jose Civic (Tuesday – Saturday), full ticketing services for on-sale events, and day-of-event support with cashiers and equipment for ticket scanners.

The following guidelines will be implemented for the Box Offices across the San Jose Theaters:

PHYSICAL DISTANCING

All San Jose Theaters Box Office Representatives will adhere to physical social distancing protocols in each designated Box Office space. Clients managing their event’s onsite Box Office services will be provided with Team San Jose recommended policies for best practices. All Box Office cue lines will be marked for social distancing.

MODIFIED TRANSACTION PROCEDURES

The majority of transactions will move to a touchless purchasing option, when applicable.

All credit card transaction machines will be placed outside of Box Office windows for direct patron contact. Hand sanitizer and/or cleaning wipes will be made available to buyers.

All cash transactions will be handled with gloves and sanitized or discarded after each use.
VI S I TO R  T H E A T E R  E X P E R I E N C E

The San Jose Theaters continue to follow State of California and the County of Santa Clara Public Health Department’s guidelines on when and how live entertainment can resume. As we anticipate further details, our San Jose Theaters Event Services and Ticketing teams are available to work with event organizers to start discussions around appropriate seat configuration and protocol options for individual shows or events.

As with all events at Team San Jose, the following standard guidelines are scalable to event size to minimize intrusion to the overall visitor experience.

PHYSICAL DISTANCING

✦ Scale seating to adhere to capacity caps mandated by the County of Santa Clara Public Health Department to allow for social distancing of a least 6’ for individuals and immediate households

✦ Stagger entry times to the venue to allow for social distancing to give patrons ample time to settle into their seats

✦ Establish intermission egress and ingress protocols into house chambers, lobbies and restrooms

✦ Determine egress protocols for end-of-show (i.e. Usher to release rows from back to front)

✦ Develop schedule and plan to allow ample time between shows (i.e. matinee and evening shows) for sanitation and cleaning of house chambers
INDUSTRY RESOURCES

HEALTH & SANITIZATION GUIDANCES

CENTER FOR DISEASE CONTROL (CDC)  STATE OF CALIFORNIA
CALIFORNIA DEPARTMENT OF PUBLIC HEALTH  WORLD HEALTH ORGANIZATION (WHO)
COUNTY OF SANTA CLARA PUBLIC HEALTH DEPARTMENT  UNITED STATES ENVIRONMENTAL PROTECTION AGENCY (EPA)
GLOBAL BIORISK ADVISORY COUNCIL (GBAC)

TRAVEL & MEETINGS BEST PRACTICES

CONNECT ASSOCIATION  SMART MEETINGS
EVENT SAFETY ALLIANCE (ESA)  U.S. TRAVEL ASSOCIATION
PROFESSIONAL CONVENTION MANAGEMENT ASSOCIATION (PCMA)
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Team San Jose
Industry/Sector: Convention Center
Date: 6/5/2020

1. Are you open or partially open? - Yes
   a. Are you an essential business? – Non Essential
   b. Are you open under an exception such as:
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution? – Yes – City Homeless Project

   c. Have employees and customers cooperated with the health safety protocols? – Yes, we have experienced consistent compliance from on-site team members, visitors and contractors.

   d. To your knowledge, have employees or customers become infected with COVID-19? – No reported cases to date (6/5/2020)

2. How many of your activities can be moved outdoors? – Indoor Facility/Loading Dock Area

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?
      • Establishing a written, worksite-specific COVID-19 infection control plan, perform a comprehensive risk assessment of all work areas and designate person(s) to implement the plan.
      • Ensuring policy directives comply with all regulatory guidelines.

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)? We are providing information and training on the following:
• COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
• Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
• The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
• The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
• The importance of physical distancing, both at work and off work time.
• Employer or government-sponsored leave benefits the employee may be entitled to receive.
• Methods for communicating any concerns about COVID-19 or other health and safety issues.

c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?
   • Provide and require all staff to wear a mask, at a minimum, and more advanced PPE as deemed appropriate for their job role. All team members and visitors must currently enter the facility and check in at our Security Office.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time? - Yes and can be required.

e. Can customers make appointments to gain entry while inside capacity is restricted? - Yes via our main contact line and access check in with our Security Office.

f. How can social distancing be maintained inside your premises?
   • Assign specific designed staff points of entry for reporting to work.
   • Develop physical distancing guidelines for all workstations and break locations. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
• Stagger employee breaks in compliance with wage and hour regulations and any collective bargaining agreements, to maintain physical distancing.  
• Reduce the number of staff working within the venue to appropriate minimums by staggering shifts, days off, and remote work to support physical distancing. Working remotely would be based on the appropriateness of the specific role.  
• Discourage employees from congregating in high-traffic areas such as bathrooms and hallways.  
• Require employees to avoid handshakes and similar greetings that break physical distance.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?  
   All team members and visitors must currently enter the facility and check in at our Security Office.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.) - Our established guidelines and protocols are scalable to any size event up to our maximum capacity’s.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.) - In development

7. In order to assist safe and productive re-opening, what are your needs relative to:  
   a. Regulation?  
   b. Licensure?  
   c. Childcare?  
   d. Housing?  
   e. Digital Inclusion?
f. Commute-Free Working? - SJCC Team members are currently working from home.

8. If you have been opened or partially opened, what challenges have you experienced? - N/A

9. If you have been opened or partially opened, how has the community’s adherence and response to the COVID health safety protocols been?

We have experienced consistent compliance from on-site team members, visitors and contractors.