



I hope this letter finds you in good health and on the road towards recovering a sense of normalcy that we perhaps too often take for granted. Over the past several years, you've been a consistent and loyal customer to our facility. I'm writing today to update you on steps we have, and will be, taking so that you can feel comfortable using our building again to help execute your business objectives.

Just a few weeks ago, the Governor and our County Executive moved our County to the 'yellow phase' of business operations. Under this phase we are able to host events and gatherings of up to 25 people. Shortly before this announcement, our team created a 'Safe Meetings' protocol. This document utilizes best practices from around the country and takes into account guidance from the CDC, WHO and local health authorities. Attached is the document I speak of and it outlines our commitment to maintaining a safe environment for you to host your essential meetings and gatherings. If you have any questions about this plan or would like to start scheduling small events, our team is always just a phone call or email away.

Looking ahead, we anticipate that Erie County will soon be moving into the 'green phase'. Our current plan prepares us for that step, and we have all the necessary items in place to start hosting gatherings of groups larger than 25 both in terms of social spacing and cleanliness practices. We are eager to see you and your colleagues back at the convention center, and our sales team has been given a lot of flexibility to ensure we can meet whatever budget you are now working under.

You've been a loyal and consistent user of our facility and I know I speak for all of us when I say thank you. We are available to answer any questions you have and we are eager to see you at the Bayfront Convention Center soon!

All the best,

A handwritten signature in blue ink, appearing to read 'Gus Pine', is written over a white background.

Gus Pine  
General Manager





## COMMITMENT TO SAFE EVENTS

This plan presents what we, as hosts of events and meetings, will do to keep our guests, employees, and our community safe. The procedures below are just a snap shot of the key common elements in place to re-open our facilities. Our plans rely on the best available science on sanitization methods along with social distancing advice and protocols.

With a comprehensive and industry-wide commitment in Erie, we are providing a solid footing for government officials to confidently proceed with re-opening the hospitality industry sooner rather than later.

### Employee Health

- **Physical Distancing:** Associate work areas and staffing levels will promote the ability to maintain a six-foot distancing protocol in all areas front and back of house.
- **Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all employees based on their role and in adherence to state or local regulations and guidance. Associates will be required to wear company supplied facial masks. Nitrile gloves will be required when doing all but administrative tasks.
- **Health Concerns:** Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19
- **Hand Sanitizer:** Touchless hand sanitizer dispensers will be placed at key guest and employee entrances
- **Back of House Signage:** There will be health and hygiene reminders throughout the property reminding employees of the proper way to wear, handle and dispose of masks, gloves, hand washing, sneeze protocol, etc.
- **Training:** No employee will be allowed to work a shift without first completing company specific training on COVID-19 safety and sanitation protocols.

### Meeting and Events

- **Meeting Room Configurations:** Seating capacities and floor plans to be reviewed on an event by event basis and guest count reductions will be below normal fire code guidelines.
- **Physical Distancing:** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on state or local recommendations
- **Food Service:** Self-serve buffet style food and beverage service will be suspended and replaced by alternative service styles.
- **Registration Areas:** When necessary, registration tables and areas will be protected with the addition of face shields, sanitizer and other materials necessary to maintain safety.
- **Linens:** Table covering will be changed and cleaned after each use and changed during meeting breaks when possible.

- **Site Inspections:** Site visits will be done virtually and/or appropriately physically distanced.
- **Personal Protective Equipment:** Guests will be required to wear appropriate PPE based on state or local regulations and guidance.
- **Cleaning:** Doors, tables, chairs, light switches and other equipment will be sanitized after each group use and during breaks when appropriate.
- **Signage:** Front of house signage will remind guests of appropriate distancing and PPE protocol.

## Cleaning Protocols

- **Training:** Training for new cleaning protocols will be mandatory for all staff members.
- **Cleaning Products:** In conjunction with our vendors, cleaning products are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
- **Supply Chain:** We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- **Public Space:** Increased frequency of cleaning has been implemented with special emphasis on frequent contact surfaces such as vending machines, elevators and restrooms.
- **Back of House:** Cleaning in high traffic back of house areas will increase in frequency, with emphasis on high-touch areas.
- **Meeting Rooms:** All meeting rooms will be cleaned and sanitized before and after each use.
- **Shared Equipment:** Shared tools and equipment will be sanitized before, during and after each shift or anytime equipment is transferred to a new employee. This includes radios, keys, small tools, kitchen utensils and computers.

## Additional Physical Distancing Protocol

- **Elevators:** Elevators will have a maximum temporary capacity of 3 people.
- **Floor signage:** Floor tape and signage will be used to direct flow of traffic throughout the building to promote distancing.
- **Staffing:** Staffing will be reduced in all areas to allow for appropriate social distancing.
- **Seating Areas:** All guest and staff seating and gathering areas will be arranged to abide by current distancing guidelines.
- **Traffic Control:** One-way traffic direction will be applied wherever possible in both front and back of house areas to promote distancing.

## Administration

- **Staffing:** Staff on-site will be reduced as appropriate using work-from-home when possible.
- **Office Space:** Office spaces will be re-designed to allow for proper social distancing if necessary.
- **Staff Meetings:** In house meetings will be conducted via phone or utilizing oversized meeting rooms to allow for appropriate social distancing.
- **Food and Beverage:** Shared coffee, water dispensers and similar items will be discontinued.
- **Supplies:** Cleaning wipes and sanitizer will be provided for high-touch areas.
- **Cleaning:** Cleaning of common areas will be increased.
- **Training:** All administrative staff will participate in safety training procedures.