

An aerial photograph of The Baltimore Convention Center, showing its modern architecture with large glass panels and white structural elements. A large, semi-transparent blue checkmark is overlaid on the left side of the image. The text "The Baltimore Convention Center" is positioned in the upper right quadrant.

# The Baltimore Convention Center

## Exhibitions Now

Safety Guidelines for Exhibiting at the  
Baltimore Convention Center



# Welcome

Thank you for you for being here. We are grateful that you have chosen to exhibit at this in person event at the Baltimore Convention Center. Our teams of event professionals are here to ensure you experience a safe and successful exhibition. This document contains key information that speaks directly to the exhibition experience at the Center and is designed to walk you through the procedures that have been put into place for your health and safety.

The new processes are just one small part of the world-class customer service you will experience during your time with us. Our commitment to providing an exceptional experience inside a clean and safe facility is spelled out in our Clean Space Commitment below. These measures are also in place for the health and well-being of our staff who are here to serve. We hope that your experience here will encourage you to return to Baltimore and the Convention Center for years to come.



# Clean Space Commitment



## Training and Certification

We are committed to:

- Maintaining our Global Biorisk Advisory Council (GBAC) STAR™ Accreditation for facilities for the health and safety of our employees and visitors.
- Educating our staff, providing training and certification through ISSA the World Wide Cleaning Association. 60 staff members have been certified.



## Sanitation and Cleanliness

We are committed to:

- Ensuring the cleanest air quality possible, all of our air handlers are being upgraded with MERV-16 hospital grade air filters for the highest level of particulate capture.
- Maintaining cyclical cleaning procedures before, during, and after event hours.
- Increased attention to high-touch areas throughout our entire facility.
- Thorough space sanitization at the end of each event day.



## Communication

We are committed to:

- Utilizing all communication channels from direct contact with our sales & services staff to our website and social media platforms to ensure a clear understanding of our operational procedures.
- Utilizing signage throughout the facility to provide clear guidance for safe and healthy meeting practices.



## Equipment & Technology

We are committed to:

- Utilizing chemicals that are EPA approved for efficacy against COVID-19
- The use of advanced technology such as electrostatic sprayers as a more effective means of cleaning hard to reach spaces.
- Touchless point-of-sale options in retail spaces.
- MODUS thermal imaging to monitor temperature for anyone prior to entry of the facility.



## Collaboration

We are committed to:

- Collaborating with other industry professionals including facility managers, event planners, distributors, and professional organizations including IAVM, ISSA, ESCA, and other like entities to ensure that we share the development of best practices.
- Following standard guidelines set forth by City, State, and Federal governments for safe and healthy meetings.

# Safety Measures

The Baltimore Convention Center team has dedicated time and attention to creating a safe, welcoming environment with your care and comfort in mind. We continue to focus on educating our staff in new processes and procedures as well as investing in acquiring and implementing the latest technologies.



## New Technologies

- The **MODUM High Accuracy Body Temperature Detection System** is used to monitor temperature upon entry. The unit measures heat up to 16.4 ft away, allowing for safe physically distanced temperature readings.
- To ensure the cleanest air quality possible, all of our air handlers are being upgraded with **MERV-16** hospital grade air filters for the highest level of particulate capture.
- All new point-of-sale cash registers give touchless transaction options.



## Certification

- To achieve our GBAC STAR™ accreditation, the Baltimore Convention Center demonstrated compliance with the program's 20 core elements, which range from standard operating procedures and risk assessment strategies, to personal protective equipment, emergency preparedness, and response measures.
- Through ISSA, the World Wide Cleaning Association, the Center has certified more than 60 employees who are responsible for cleaning and sanitation of the facility through the Certified Custodial Technicians Program.



## Collaboration

- Visit Baltimore has taken the lead in facilitating regional certification for the City of Baltimore through the GBAC STAR™ accreditation program.
- The program verifies that the Baltimore Convention Center and other facilities in the program have implemented best practices to prepare for, respond to and recover from outbreaks and pandemics.



## Physical Distancing

- New easy-to-follow, directional signage placed throughout the facility to make physical distancing easy.
- Upon entry into the facility you will be directed to specified entry and exit points and directional paths to lead you through the building.
- Great measures have been taken to ensure that floor plans for exhibits meet new distancing recommendations from ESCA, IAVM, and other leading industry associations.



## Sanitation

- During event hours, the frequency of cleaning is intensified.
- There is an increased emphasis on cleaning and sanitizing high-touch areas including: public restrooms, elevator buttons, escalator hand rails, door handles, restroom dispensers and handles, lobby tables, stair railings, vending machines, and other areas that are frequently used.
- After hours, a thorough cleaning and disinfection of all public spaces will occur utilizing electrostatic sprayers that allow for efficient and full coverage of surfaces.



## Wellness

- Hand sanitization stations are located throughout the facility, easily accessible from entry into meeting areas.





## Health and Safety Suggestions

While regulations concerning health and safety are changing, we have outlined some key elements with suggestions from the Baltimore City Health Department and in partnership with show management. The following suggestions help to ensure the wellbeing of our visitors, clients, and staff. We appreciate the cooperation of all that enter the building and want you to manage your visit to best serve your personal comfort level.



### **Sanitizing Stations**

Please wash your hands or use hand sanitizer as often as possible as you move throughout the day.



### **Health Screening**

Visitors entering the facility may be subject to health and temperature screenings. If you are feeling unwell, experiencing illness or have a temperature of 100.4 higher, please contact your healthcare provider.



### **Masking Mandates**

Face and nose coverings are required for anyone participating in activities in the building.



### **Physical Distancing**

Physical distancing is recommended wherever possible. We have left in place markers and furniture arrangements that make it easy for visitors to feel comfortable in a safe environment.



M.C. Dean has upgraded all aspects of technical offerings to rise to the occasion of the new technology required for events:

- Now offering 1 Gigabyte of bandwidth to power internet and streaming needs simultaneously throughout the building.
- Partnerships with AT&T and Comcast for internet ensures professional grade services.
- 130 wireless access points and wired service covering the entire facility with the ability to deploy remote access kits to any location.
- Central helpline that event staff, exhibitors, and attendees can call for internet queries: 410.649.7099.

## Technical Collaboration Personified

Our business partners have taken carefully measured steps to create new policies, procedures, and offerings that provide innovation to safe in person meetings.



Serving as the exclusive electrical and plumbing provider for the Baltimore Convention Center since 2010, Edlen takes a pro-active approach to customer service.

- Installation of temporary utilities for future events will be achieved while following all health and safety protocols.
- To limit in-person interaction 90% of Edlen's communication and labor is completed prior to the event.
- On-line ordering and payment is available for all events.
- Enhanced labor scheduling ensures all power is delivered prior to exhibitor arrival and dismantling of services and materials are completed after customer departure.



Studio BCC powered by Projection offers full, turn-key production services for virtual or hybrid event.

We create customized solutions to pre-recorded presentations and assist with live webinar and live stream production.

Studio BCC can help with:

- Pre-Recording Management
- Webinar and Live Stream Production
- Hybrid Meeting Design and Execution



## Centerplate

### Doing Business on Site

Food & Beverage Partners

#### Concession Enhancements

New safety equipment and practices allow for reduced contact including:

- Sneeze guards and barriers
- Touchless point of sale equipment reduces contact
- Personalized condiments
- Single dispensed utensils
- Lidded containers
- Served hot beverages
- Sanitizer available at queue line entrances & all registers
- Sanitizing crews on rotation

#### Health Ambassador

The Health Ambassador Program puts procedures into place that ensure teams stay up-to-date with safety practices:

- Partners with local health department for up to the minute safety measures
- Receives additional and continual training and certification
- Directs local team and the orientation of staff prior to reopening
- Pre-shift safety training
- Daily sanitation walks and PPE enforcement
- Client liaison provided for all customers

#### Culinary Enhancements

Enhanced sanitation practices have been adopted to ensure safety practices across all culinary areas:

- Executive Chef oversees all sanitation
- Continual corporate mandated training
- Direct relationship with Baltimore City Health Department
- Workstations adjusted for physical distancing in the kitchen
- Revised menus with enhanced grab and go offerings for an ever-diversifying clientele that are designed to be fast, safe, and delicious. Simply-to-Go items are made in-house and sealed for quality and safety
- Buffet and break services will all be attended by a staff member in charge of safety
- Pre-packaged bar items, single serve wine, and pre-made cocktails, featuring Maryland's Orange Crushes and Baltimore's Heavy Seas, reduce contact during bar and beverage services



For more information visit our website at [www.bccenter.org](http://www.bccenter.org) or use the QR Code below to be taken directly to our COVID-19 FAQ page to learn more.



To learn about our [GBAC STAR™](#) accreditation for facilities health and our Clean Space Commitment



Let's get social

