



2021 Big E Safety Plan September 16, 2021

INTRODUCTION & OVERVIEW

Eastern States Exposition (ESE) has taken a number of steps to safely present the 2021 Big E, September 17 – October 3. This document provides an overview of ESE sanitation protocols and policies in place to provide a safe environment, from a public health perspective, for its guests, exhibitors, volunteers, partners, and employees.

ESE established a team to develop guidelines based on recommendations by the City of West Springfield and Commonwealth of Massachusetts for fair-time and non-fair event production. These guidelines encompass every area on the campus, are the framework for our response to assure that ESE is working diligently to keep its staff, volunteers and patrons as safe as possible.

ESE, in cooperation with public health officials, strives to present a clean, safe environment where communication with guests and constituents clearly states the changes guests will experience at the 2021 Big E as well as what is expected of them before they arrive at our gates. All updated information can be located at TheBigE.com.

GENERAL HEALTH AND SAFETY COMMUNICATIONS

Mask and Vaccination Policy

Per Town of West Springfield Board of Health, masks or face coverings are required in all buildings and indoor spaces for all people over the age of 2, regardless of vaccination status. This mandate is effective Friday, Sept. 17, at 12:01 a.m.

The Big E will require all visitors and guests, to comply with this city-wide order.

Employee Communications: Keeping Our Employees Safe

- Daily health screening, at the beginning of each shift, every employee will be required to complete a screening including a self-assessment.
- Establish proper protocols for employees who feel ill or show symptoms of virus or infection.
- Employees are required to wash their hands or use hand sanitizer regularly.
- Workers will not use other workers' phones, desks, offices or other work tools and equipment, when possible.
- Communicate ESE Non-Food and Food Vendor health and safety requirements
- Employee living areas will be properly cleaned and sanitized throughout the event.
- Employee washrooms and shower facilities will be properly cleaned and sanitized throughout the event.
- All staff will be trained in the Isolation Protocol

Guest Communications: Keeping Our Guests Safe

- Ensure cleaning and sanitizing teams are highly visible to provide guest reassurance.
 - Utilize "Good Clean Fun" Campaign for messaging and signage



- ESE will implement a public awareness campaign to broaden the understanding of key changes in operating procedures to provide a healthy and safe environment for our guests and employees. These communications will be used in social media (paid and non-paid), mass media (paid and non-paid), web-based platforms, signage, and public address announcements.
- Signs with health and hygiene reminder and requirements will be visible throughout the campus.
- Remind guests about the proper hand washing
- PA announcements addressing safety procedures will be utilized daily.
- Ensure all staff members are trained regarding ESE isolation protocol.

Established a phone line @5555 to report problem areas or customer concerns so situations can be promptly remediated:

Public Safety

- West Springfield Fire, EMS and Police, State Police, MEMA and ESE First Aid, Special Police and Security will be provided with the proper PPE for their interaction with the public. Existing protocols for public safety operations will continue with heightened awareness for viral transmission.
- Isolation area for guests or employees with potential COVID-19 symptoms. The guest with symptoms and his/her party should be moved to the containment area for further assessment of individuals' conditions.
- Use West Springfield EMS protocols to manage individuals with COVID-19 symptoms. Protocols will establish hospital transportation or release from the property with recommendations for private medical follow-up.
- All staff will be notified of communication protocol should they become ill or identify an ill individual while on the property.

SAFETY & CLEANING PROTOCOLS

Public Space

- The frequency of cleaning and disinfecting has been increased in all public spaces including an emphasis on frequent contact surfaces to be wiped and sanitized in show buildings prior to the day, before the public enters and frequently throughout the Fair, cleaning staff are on hand and will clean surfaces, floors, handles, toilets and sinks and stock supplies in buildings and restrooms.
- Use a disinfectant product from the [EPA List N](#) that is effective against COVID-19. Check that the [EPA Registration number](#) on the product matches the registration number in the List N search tool. See [Tips on using the List N Tool](#).
- The frequency of air filter replacement and HVAC cleaning has been increased and the amount of air exchange will be maximized to increase external air flow into buildings.
- A Victory electrostatic cordless sprayer will be used to sanitize and disinfect surfaces throughout ESE buildings, focusing on door handles inside and out, counter tops, lids of trash barrels, and ATMs.
- Ensure cleaning supplies availability goes uninterrupted.
- All buildings will have hand sanitizer stations placed in high traffic areas.
- Hand sanitizer will be available for ticket sellers and entry personnel.
- Restrooms will be cleaned and disinfected before and during each day.



- Proper health and hygiene reminders will be posted throughout all buildings including bathrooms.
- Show offices will be thoroughly cleaned prior to the event.
- Deep cleaning and sanitation of counters, registers, and customer service devices on a daily basis, including writing implements, pens and pencils.
- All retail vending and bank related items to be sanitized daily.
- Public entrance doors will be propped open daily to reduce touch points.
- All vendors are recommended to offer credit and debit card machines.
- All vendors must deep clean and sanitize high touch points, including but not limited to counters, registers and customer service devices including writing implements such as pens and pencils after each use.
- Group dining must adhere to all cleaning protocols.
- Individually packaged condiments are recommended. If a vendor chooses to utilize communal condiment dispensers, this location must be maintained by each individual vendor and their staff.
 - Sanitized every hour
 - Hand Sanitizer available at this location
 - Individual containers available for use
- Health and beauty vendors will be encouraged to follow best practices regarding customer safety when applying products.

Personal Space

- Visitors are encouraged to wash hands often, and signage in restrooms, entrances and other areas and public address announcements will serve as a reminder throughout the show.
- Visitors are encouraged to utilize hand sanitizer at transaction points and as often as possible throughout their attendance.
- All attendees will be encouraged to wear a mask when inside a building or if they have not been fully vaccinated.
- Employees must wash or sanitize hands frequently.
- Posting of health and hygiene reminders in all office, retail vending and storage areas.
- All vendors and staff must offer hand sanitizer at transaction areas.

GUEST EXPERIENCE

Parking

- Individual drivers will be responsible for disinfecting the van/shuttle between each run.
- At the conclusion of each driver's shift, it will be the responsibility of both the driver ending their shift and the driver coming on shift to ensure the cleanliness of the vehicle.

Admissions

- Provide signage at entrances stating: To protect others from possible transmission of the virus, anyone who exhibits COVID-19 symptoms or has been in contact with someone who has tested positive for COVID-19 within the last two weeks, cannot enter the grounds.
- Provide clear communication on isolation protocol if guests feel sick while on the property.



Communications

- Utilize PA announcements reminding guests of expectations while on the property.
- Our “Good Clean Fun” campaign (including social media) will promote to the public the expectations for health, safety, and hygiene during the Fair.

EMPLOYEE & GUEST HEALTH

Training

- ESE will ensure that all staff members and volunteers are provided with a clear concise video communicating COVID-19 expectations and protocols that will be enforced for the duration of the Fair. Every staff member and volunteer will be asked to watch and actively engage in the video.
 - This protocol will allow for the most up-to-date information to be communicated, and serves as an efficient, safe training plan for all staff.
 - Staff includes but is not limited to: year-round Eastern States Exposition staff, seasonal staff, volunteers, vendors, concessionaires, exhibitors, security and Town of West Springfield personnel employed by The Big E.
- Refer to Emergency Response Plan specific to a COVID-19 public health incident or outbreak that includes local medical resources and addresses outbreak protocols including medical evaluation, isolation and quarantine, and reporting.
- 2021 Big E Re-opening Safety Plan to be disseminated to all applicable personnel.
- All staff required to be familiar with the 2021 Big E Re-opening Safety Plan and their role as a member of The Big E team.
- Any staff who experience symptoms of COVID-19 will be immediately isolated and follow isolation protocol.
- If a COVID-19 incident or outbreak occurs, contact Cliff Hedges, director of Public Safety and Security, immediately.
- All First Aid staff at ESE are trained MDs, RNs or LPNs and will follow enhanced medical guidelines for PPE, social distancing and sanitation.
- All medical and public safety personnel are required to wear a mask. Anyone entering these locations is also required to wear a mask.
- Staff will be trained prior to the Fair regarding self-assessment
 - Prior to reporting for work all employees and volunteers must answer the following with “no,” if the answer is “unsure” or “yes” to either of these questions, the employee should contact their supervisor and not report to work.
 - Have you been within 6 feet of a person with a lab-confirmed case of COVID-19 for at least 5 minutes, or had direct contact with their mucus or saliva, in the past 14 days?
 - In the last 48 hours, have you had any of the following NEW symptoms?
 - Fever of 100 F (37.8 C) or above, or possible fever symptoms like alternating chills and sweating
 - Cough
 - Trouble breathing, shortness of breath or severe wheezing
 - Chills or repeated shaking with chills

**THE E IS
BIG E BACK**



- Muscle aches
 - Sore throat
 - Loss of smell or taste, or a change in taste
 - Nausea, vomiting or diarrhea
 - Headache
- Staff will check in with a supervisor or other designated monitor at the start of each shift to confirm they have self-screened. Supervisors or other designees will keep a log of employee self-screening.

Self-Certification

- If you feel sick: Alert First Aid or ESE supervisor.
- Ensure vendors and service providers are included in the communication and training requirements associated with the 2021 Big E Re-opening Safety Plan.
- Vendors and staff will be required to check that all employees are properly equipped to work their shift.

Eastern States Exposition reserves the right to change or modify any of the safety requirements contained in this document, at any time and at our sole discretion.