



## TRUSTED PROTECTION FOR THE LIVE EXPERIENCE

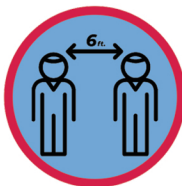
As local communities around the world reopen parts of their economies in the safest way possible, ASM Global has launched a new environmental hygiene protocol in response to evolving guest expectations stemming from the coronavirus pandemic. VenueShield, a comprehensive and best-in-class program, is being deployed in various stages worldwide at more than 300 ASM Global facilities in alignment with approvals from local government officials and health care experts. ASM Global staff in Grand Rapids are using VenueShield protocols to reopen the facilities in accordance with state, county and city guidelines.

VenueShield provides the highest levels of cleanliness with safety while inspiring consumer confidence, all in partnership with leading medical professionals, industry experts and public health officials. Phases of VenueShield include the implementation of new guidelines for Workplace Safety, Technology & Equipment, Food Safety and Public Awareness as they support future efforts. This ongoing company effort to re-define the customer journey of the future is of top priority.

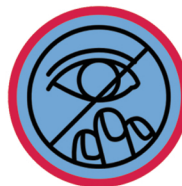
## HEALTH AND SAFETY REMINDERS



**WEAR A FACE  
COVERING**



**KEEP 6'  
DISTANCE**



**AVOID TOUCHING  
EYES & FACE**



**WASH HANDS  
FREQUENTLY**



**USE HAND  
SANITIZER**



**AVOID  
HANDSHAKES**

ASM Global's VenueShield Task Force is implementing numerous new protocols and procedures at its facilities, in accordance with international health care guidelines from the CDC, NHS, PHAA, and WHO among others. These extensive measures will explore the use of personal protective equipment (PPE), food safety measures, air quality control, surface cleaning, physical/social distancing, temperature checks, thermal cameras, hand sanitizers, reduced touch points, contactless transactions, daily monitoring systems and more. The VenueShield protocol relies on the Task Force to build unique and customized programs, while monitoring data on a daily basis. Specific consultants have been hired to assist with more technical aspects of the protocol like air purification, filtering and the maximization of fresh air exchanges.

VenueShield is the ongoing company effort to define the customer journey of the future. It is designed to provide an evolving approach to the unique aspects surrounding each of ASM Global's facilities and guided by consistent input from the company's venue experts around the world representing every venue type. Additionally, ASM Global has proactively partnered with and will further consult with leading subject matter experts.

View ASM Global's VenueShield Website:  
[ASMVenueShield.com](http://ASMVenueShield.com)



## **WHAT TO EXPECT WHEN HOSTING OR ATTENDING AN EVENT AT VAN ANDEL ARENA**

*In line with ASM Global's VenueShield Environmental Hygiene Program, Van Andel Arena is committed to providing the highest levels of cleanliness while inspiring consumer confidence, all in partnership with leading medical professionals, industry experts and public health protocols. Protocols will vary based on the type of event and will be further customized for each unique group. The safety of Van Andel Arena guests, patrons and staff will continue to be the top priority.*

*Van Andel Arena, in accordance with ASM Global standards and professional health care guidelines, including those outlined by the CDC and WHO, will be implementing enhanced procedures in the following areas:*

- \* Social distancing is being promoted throughout the venue through signage and barriers.*
- \* Event layouts are following proper social distancing guidelines and are created on an event by event basis.*
- \* HVAC air filtration system upgrades include installation of bipolar ionization equipment as well as enhanced filters with optimal MERV ratings to provide maximum air purification.*
- \* Facility enhancements provide reduced touch points for attendees and staff.*
- \* Hand sanitizer stations are placed throughout the building, including ingress routes, event areas and outside restrooms.*
- \* All staff are required to wear personal protective equipment (PPE). Please note that a face covering is currently required for staff and guests. All guests are required to wear their face masks throughout the venue, including in their assigned seat, unless actively eating or drinking while in their seat.*
- \* Food safety measures are following protocols recommended by health officials as well as state, county and local guidelines.*
- \* Staff is conducting additional sanitizing of high-volume areas through the following:*
  - \* Hand cleaning of all horizontal and frequently contacted surfaces such as door handles, elevator controls, light switches, tables, seating, handrails, restroom fixtures, production equipment and more.*
  - \* An aerosolized disinfection solution is being applied to frequently touched surfaces and/or an electrostatic disinfection spray is being applied on areas such as tables, chairs and carpet in frequently traveled areas.*
  - \* Sanitization of all rooms and equipment after set up, between sessions and after event activities.*
  - \* Carpets are being cleaned in all entryways on a regular basis and in high use areas. We are applying an EPA-registered, healthcare-grade disinfectant during this step of the process.*
  - \* All restrooms within the facility are being disinfected from top to bottom including walls, floors, toilets, sinks, partitions, counters and all other surfaces within the restrooms.*
  - \* Large open areas are being treated with an aerosolized EPA-registered, healthcare-grade disinfectant into the atmosphere of the area and on horizontal surfaces.*
- \* Additional measures are being implemented as needed.*



*The above areas are not meant to be an all-encompassing list and all information is subject to change. Items of focus may change without notice based on the latest standards and guidelines. Van Andel Arena will follow all restrictions on gatherings as set by State, Local and Federal jurisdictions. Please contact us for specific questions regarding your event.*