



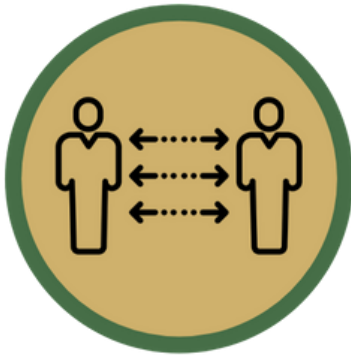
# WE'VE GOT YOU COVERED

**Our team is following the government guidelines issued by the CDC, state and local officials with regards to the ongoing situation of the coronavirus/COVID-19. Ensuring the safety of all exhibitors, attendees and staff at our events is our top priority.**

**We are working as a collective industry to enable events and trade shows to open safely by following essential safety guidelines that adhere to the best medically backed scientific practices for the safety and well-being of attendees, once stay at home orders are lifted. Additionally we are working with our travel partners, venues, hotels and the Gatlinburg Convention Center to protect your health and provide you with a safe and productive environment for you to conduct business.**

## OUR HEALTH & SAFETY PLAN IS BUILT ON 4 CORNERSTONES:

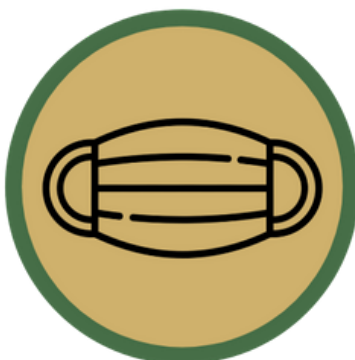
**PHYSICAL DISTANCING**



**CLEANING & HYGIENE**



**PROTECT & DETECT**

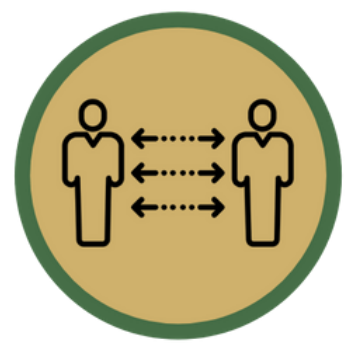


**COMMUNICATION**



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## PHYSICAL DISTANCING



### What

### Actions

#### Crowd Density & Floor Planning

- Professional / social distancing measures- 6' from each person
- One way entrances and exits for building and exhibit hall
- One way aisles where possible
- Floor stickers and signs will be placed throughout the Gatlinburg Convention Center instructing and reminding attendees to socially distance

#### Registration

- Encouraging pre-registration to allow for more streamlined badge pick-up process
- Regular cleaning of all equipment
- Easy to use self-serve options available for badge pickup
- Reduced contact at registration areas

#### Social Events & Conference Rooms

- Social distancing measures in classrooms and events
- Enhanced cleaning of audio visual equipment between speakers
- Disposable microphone covers
- All social events will have an attendant serving food and beverages
- Smoky Mountain Gift Show team to partner with offsite venues about safety protocols

#### Eliminating Handshakes

- No handshake policy
- No handshake signs

#### Food & Beverage

- Concessions will offer pre-packaged food or require an attendant to serve the food
- Seating at dining locations to be arranged to comply with crowd density standards

#### Visitor Transportation

- Increased frequency of shuttles to allow for fewer guests per shuttle and social distancing
- Cleaning protocols in place

#### Monitoring & Control

- Our team will be trained on the 4 Cornerstones and available to help enforce social distancing measures on the show floor.
- Temperature checks will be required by all staff, attendees and exhibitors every morning

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## CLEANING & HYGIENE



### What

### Actions

#### Convention Center Cleaning

- The Gatlinburg Convention Center is currently in the process of becoming GBAC Gold Star Certified. GBAC (Global Biorisk Advisory Council) a division of the Worldwide Cleaning Industry Association, is the cleaning industry's only outbreak prevention, response, and recovery accreditation for facilities. GBAC STAR is the gold standard of prepared facilities.
- The Gatlinburg Convention Center staff has been re-trained on cleaning procedures with emphasis on germicidal and sanitizer use. The convention center has purchased extra Personal Protective Equipment for the staff, extra bloodborne pathogen kits, and virus prevention supplies.
- The Convention Center has acquired an electrostatic sanitation system that charges the particles causing them to adhere to surfaces for 24 hours. They will "fog" all restrooms that are part of an event daily before a show opens. They will also perform the accelerated restroom cleaning throughout the day.
- Continuous sanitation throughout the Gatlinburg Convention Center has been enhanced and increased

#### Booth Cleaning

- Smoky Mountain Gift Show will recommend cleaning tips in exhibitor manual
- Ability to purchase cleaning kits, in-booth janitorial services and plexiglass for booths
- Increased signage and onsite information about booth cleaning onsite
- Guidelines have been set with Gatlinburg Convention Center about sampling and food handouts
- Encourage exhibitors to clean and disinfect high touch point areas

#### Hand Sanitizers / Hands Free

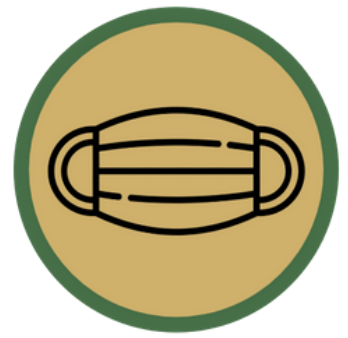
- Hand sanitizer station locations at entrances, lobbies, bathrooms and throughout the halls
- The Gatlinburg Convention Center has converted all processes in the restrooms to "hands free" including flush valves, soap dispensers, faucets, and hand dryers / dispensers

#### Waste Management

- Increased frequency of waste removal

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## PROTECT & DETECT



### What

### Actions

#### Facial Coverings

- CDC approved facial coverings will be required at the event
- Enhanced communication to exhibitors, visitors and speakers of requirements
- Smoky Mountain Gift Show & Gatlinburg Convention Center staff will wear masks

#### First Aid & Medical Support

- Increase communication and awareness about location of medic facilities in messaging before and during the show

#### Glass Sneeze Guards/Plexiglass

- Plexiglass added in key areas where physical distancing is limited
- Exhibitors will have the option to purchase plexiglass for their booths
- Food and beverage stations / Concessions to have sneeze guards where required

#### Personal Protective Equipment (PPE)

- We will follow all local regulations for the required use of PPE
- Enhanced signage promoting proper way to wear masks & gloves

#### Emergency Response Plans

- Prior to the event, the Smoky Mountain Gift Show team will work with venue and medic to determine an emergency response plan and communicate to all staff attending the event including a chain of command for communicating emergency response

#### Employee Screening

- Designated entrance for staff only to be screened each morning.
- Training prior to the event that staff knows how to properly wear PPE
- Staff will not be allowed to come to work if exhibiting any symptoms including fever, sore throat, chills and cough

#### Quarantine Area

- The Gatlinburg Convention Center will have a defined quarantine procedure

#### Health Authority Engagement

- Gatlinburg Convention Center and FERN will cooperate and share provided documents

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## COMMUNICATION



### What

### Actions

#### Exhibitor Manuals

- Include health and safety information in the exhibitor manual along with FAQs
- Smoky Mountain Gift Show will create a video of health & safety on how to protect yourself and others around you (washing hands, face masks, etc.) to be posted in exhibitor manual

#### Event Signage

- Health and safety signage will be located throughout the event in high traffic areas

#### Public Addresses During Show

- At the beginning of all sessions / events there will be announcements to remind attendees to practice social distance
- We will make announcements throughout the day as a reminder to social distance

#### Pre-Show Messaging

- Enhanced communication leading up to the show and safety protocols through website, email, social media. Messaging to include:
  - Persons displaying COVID-19 symptoms should not attend. Persons displaying COVID-19 symptoms may be refused admission
  - May prefer & should expect others to avoid shaking hands
  - Carry a personal supply of hand sanitizer, tissues & wipes in & out of the event
  - Keep up to date with public health advice for Gatlinburg and the Gatlinburg Convention Center. Take time to read health communications & updates from the organizer
  - Any restrictions (inc. disinfecting) placed on demonstrations / demonstration models, sampling, give-away promotional goods & materials etc. for exhibitors

