



OUR COMMITMENT TO YOUR HEALTH & WELL-BEING



We prioritize the health and safety of attendees, exhibitors, staff and business partners. Our team is committed to upholding the highest standards of cleanliness throughout our facility. In light of the dramatic changes to public health guidance due to the COVID-19 pandemic, we have updated or enhanced many of our cleaning and safety protocols to help ensure the safety and security of everyone who walks through our doors. Current plans and protocols are outlined below. We expect to build on these plans as new information becomes available to us and as we continue preparing to reopen for meetings and events.

SANITATION

- **Hand sanitizer** stations are located throughout the building and in close proximity to every meeting room door. The touch-free stations dispense an alcohol-based disinfectant.
- All **touch-points** are disinfected on a continual basis during event hours and overnight. Touch-points include stair and escalator handrails, door handles, door crash-bars, elevator and ATM buttons, concession stand counters and tables, and common-area tables and benches.
- **Restrooms** are regularly and thoroughly disinfected during event hours. Restrooms feature touch-free toilet fixtures, urinal fixtures, and paper-towel dispensers. The touch-free designs reduce cross-contamination and encourage better hygiene.

SOCIAL DISTANCING

- Capacity charts for all exhibit halls, ballrooms, and meeting rooms will be revised to allow for physical distancing standards.
- All public areas will be configured to include wider aisles and orderly queues, where needed.
- Where possible, public access doors will be designated as either entrance or exit only, to limit cross pedestrian traffic and personal contact.

FOOD & BEVERAGE

- All catering operations have been assessed and updated to align with best practices for safety and hygiene. Protocols include, but are not limited to:
- All employees must complete health screenings at the beginning of each shift and wear hairnets, gloves, and hats whose responsibilities require them.
- All food will be served as individual portions. Pre-packaged snacks are available instead of dessert trays.
- Attendants are required to pour coffee at stations.
- Bulk water will no longer be available in meeting rooms. Bottled water is available at lecterns and any additional water service needs can be provided through Turf, our food and beverage provider.
- Kitchens have been redesigned to meet physical distancing standards.

ONSITE COMMUNICATIONS

- Print and digital signage in public areas, reminds guests of important hygiene measures and physical distancing.

HSCC STAFF PROTOCOLS & TRAINING

- All employees are wearing face masks until further notice; some staff wear additional personal protective equipment suitable for their duties.
- All employees receive COVID-19 awareness training and continuous education for their roles.
- All employees have access to paid time off. We instruct our employees to stay home when they feel ill, and to inform our Human Resources team immediately if they are aware of any possible exposure to COVID-19.

DISINFECTANT PRODUCTS

All disinfectants are on the EPA's Registered Antimicrobial Products for use against COVID-19.

Last updated 5/14/2020. We are closely monitoring further guidance from the CDC, WHO and the Arkansas Department of Public Health.. We will continue to update this page as we prepare to reopen for events.

