



# Alliant Energy Center

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## CLEAN SLATE PROGRAM

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Our response to COVID-19 and what we are doing to keep you and our employees safe!

### OUR PROMISE

Alliant Energy Center is committed to being versatile, collaborative, innovative, creative, and dedicated to all of our events on campus during this unprecedented time and in the future.

**Versatile** – We have streamlined our processes to ensure positive connections.

**Collaborative** – We look forward to discussing ways to adapt your event to these new protocols.

**Innovative** – We can redesign event setups to make it an easy transition.

**Creative** – With your help, we can reimagine your event.

**Dedicated** – We are in this together every step of the way!



Exhibition Hall ■ Veterans Memorial Coliseum ■ Willow Island  
New Holland Pavilions ■ Arena

## **OUR CLEAN SLATE PROGRAM COMMITMENT**

Alliant Energy Center is taking precautionary measures to ensure the health and safety of its employees, clients, visitors, and the Dane County community. We continue to closely monitor the COVID-19 situation with the expertise of local, state, and federal health officials and have developed guidelines and procedures for the sanitation and cleaning of our facility. The Alliant Energy Center *Clean Slate Program* summarizes our initiatives being rolled out in response to the COVID-19 pandemic.

With these initiatives, we ask that you respect and follow posted instructions while visiting Alliant Energy Center.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting Alliant Energy Center, you voluntarily assume all risks related to exposure to COVID-19.

## **OUR CLEAN SLATE PROGRAM PROTOCOLS**

To minimize risk and enhance safety for visitors and employees, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other airborne and blood-borne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied during cleaning of our public spaces, meeting rooms, and other “high-touch” areas.

## **COVID-19 SPECIFIC INITIATIVES**

To ensure the health and safety of our visitors, we have implemented several new initiatives throughout our campus, including the following:

- **Personal Protective Equipment (PPE).** Visitors are encouraged to wear personal face masks while visiting the campus. For added safety, masks that obscure the entire face are prohibited.
- **Physical Distancing.** Visitors and employees are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators, or moving around the campus. Tables and chairs in meeting rooms and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits. Some specific examples:
  - **Information/Service Desks, Registration Desks, and Box Offices.** Employees, agents, and event planning staff may utilize every other workstation to ensure six feet of separation between themselves whenever possible. For additional separation, transparent plastic barriers have been installed in many locations.

- **Attendee Queuing.** All areas where attendees queue are marked to indicate proper distancing, including information desk, elevator lobbies, box office, concession stands, and restrooms.
- **Elevators.** Signs will be placed in every elevator lobby to remind visitors of the suggested limit of two guests per elevator.
- **Meeting Spaces.** Meeting and exhibit hall rooms are arranged to allow for appropriate physical distancing between attendees in all meetings and events, based on CDC and state recommendations.
- **Back of House.** Physical distancing protocols are used in employee back areas.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 on our campus, we will work closely with Public Health Madison & Dane County to provide appropriate information and follow its recommended protocols.

### **CLEAN SLATE PROGRAM TECHNOLOGY**

We will utilize the latest technology to ensure a sanitary environment. An example includes: electrostatic sprayers that will be utilized to apply hospital-grade disinfectant on high-touch surfaces during off-peak hours including meeting rooms, public spaces, and many back of house areas. This technology, which uses the highest classification of disinfectants recommended by the CDC and WHO to treat known pathogens, is also utilized in hospitals, on airplanes, and in restaurants.

### **OUR PUBLIC SPACES**

The frequency of cleaning and disinfecting by dedicated employees have been increased in all public spaces with an emphasis on “high-touch” surfaces including:

- Information desk and concession counters, elevators & ATM buttons, door handles, door push bars, public restrooms, stair handrails, drinking fountains, audio visual equipment, cart handles, trash bins, interior benches, light panels, and meeting room/dining table and chair surfaces.
- Restrooms are sanitized at least once an hour during events, which includes wiping down sinks, counters, handles, soap dispensers, changing stations, trash bins, toilets and urinals, stalls, and feminine hygiene containers.
- Meeting room and event spaces within each building have area-specific cleaning guidelines and protocols that meet or exceed all local or national authority recommendations.
- Parking payment devices before and after each visitor and as needed. Payment may be made by cash or credit card; credit card is preferred.

**Hand Sanitizer:** Hand sanitizing stations are readily available in high traffic areas throughout the campus – Exhibition Hall, Veterans Memorial Coliseum, New Holland Pavilions, and the Arena building. They are located at key visitor and employee contact areas such as entrances, lobbies, ATMs, restrooms, meeting room spaces, and elevator landings.

## **MEETING ROOM SPACES**

We believe in the power of meetings, and have implemented several new protocols to ensure all activities are following our *Clean Slate Program* initiative in our Exhibition Hall, Veterans Memorial Coliseum, New Holland Pavilions, Willow Island, Arena, and around campus. Although these guidelines will continue to evolve, interim changes include the following highlights:

- **Meeting Set Ups & Services:**

1. Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state, county, and CDC, as well as Dane County Fire Department regulations. As an example, new guidelines will seat no more than four (4) people at a 60" round banquet table, 1 person per 6' table, tables spaced 6' apart, etc.
2. Visitors will be advised to respect and follow the physical distancing guidelines recommended by the CDC and Public Health Madison & Dane County.
3. When appropriate, the public walkways will be divided for one-way traffic flow to limit personal contact.
4. Building entrance doorways will be designated as either entrance only or exit only to limit cross traffic.
5. Digital and physical signage (directional and informative) will be provided based on best practices and event needs.
6. Exhibitor service orders will be accepted online only and available prior to and during the event; it is preferred to have all orders placed prior to the event.
7. Hand sanitizer dispensers will be placed at each meeting room in use. Additional dispensers will be deployed throughout exhibit hall and other public areas.
8. Disinfectant wipes will be accessible in our docks to sanitize push cart handles, etc.
9. During each event, employees will sanitize high touch areas often.
10. Sprayers (including electrostatic sprayers) will be used to disinfect many meeting services spaces including information desk, coat check, entrances, meeting rooms, exhibit halls, lobbies, stairwells, elevators, mezzanine, back of house, etc.
11. The addition of transparent barriers will be in use where appropriate to provide proper distancing at several visitor-contact areas. We encourage these barriers to be incorporated into booth design by all exhibitors and, where appropriate, other service elements such as conference registration, show management office, and general contractor service desks.
12. Site tours will be conducted in compliance with all established protocols.

- **Air Filter and HVAC Cleaning:** Throughout the buildings on campus, including the Exhibition Hall, Veterans Memorial Coliseum, New Holland Pavilions, and Arena, the frequency of air filter replacement and HVAC system cleaning has been increased.

## **CENTERPLATE FOOD & BEVERAGE SERVICES**

As your food service provider, Centerplate is fully committed to safeguarding the health and safety of all employees and customers. We continue to monitor the COVID-19 situation through the direction and recommendations made by Public Health Madison and Dane County (PHMDC) in conjunction with Federal and State Authorities.

All of our employees will be required to follow mandates that are fundamental preventative practices to protect our collective health.

- **Mandates to Protect Collective Health:**

1. Physical Distancing Requirements
  - In accordance to State and Local guidelines our facilities and employees will practice and adhere to the physical distancing requirements and refrain from direct person-to-person contact (i.e. hand shaking, high fives, hugs, etc.)
2. Increased Awareness of Handwashing
  - All employees will be retrained on the World Health Organization Handwashing method.
  - Employees will be trained to wash their hands approximately every hour AND when the following occurs: before and after every shift, before and after eating, after smoking or vaping, after touching their face, after the removal of Personal Protective Equipment (PPE), after using the restroom, after handling waste materials, and before, during, and after completing a different phase of a work assignment.
3. Encouragement of Respiratory Etiquette
  - All employees will be trained to cover their mouth and nose when coughing or sneezing followed by performing the handwashing method as recommended by the World Health Organization.
4. Personal Protective Equipment (PPE) Requirements
  - All employees will be required to wear a face mask in all Guest and food production areas and in accordance with State and Local regulations and guidelines.
  - We have been securing PPE equipment for team members to ensure they have the right safety measures in place when they return to work.
  - All employees will be trained to use additional protective measures such as gloves, eye protection, face shields, and partitions/barriers.
5. Employees with Flu-like Symptoms are to Remain at Home
  - All employees will be trained to remain at home should they have flu-like symptoms.
  - All reporting employees will conduct a wellness check with an Infrared Thermometer Temperature test.
6. Continuous Cleaning and Sanitizing of Frequently Touched Surfaces
  - Rigorous cleaning and sanitizing procedures and schedules of frequently touched surfaces will be implemented.
  - All areas will be cleaned and sanitized daily at the beginning of operations and approximately every hour.

- We will continue the use of the recommended cleaning products, chemicals, and usage methods as established by the EPA guidelines and FDA Food Codes.
- **Banquet and Catering Services.** As we reimagine our Banquets and Catering services, we will be implementing:
  - Individually wrapped cutlery
  - Individually packaged condiments
  - Individually pre-wrapped items
  - Single-serve items
  - House-made individually wrapped/contained fresh items
  - “One Plate” self-contained meal option
- **Concession Services.** As we reimagine our Concession services, we recommend:
  - Individually package
  - Fresh food options with lids to minimize human interaction

The addition of safety Barriers should be installed at all points of sale.

Specially **configured food courts** on the exhibit floor and/or public spaces should be accommodated to allow for our guests and staff to adhere to physical distancing requirements.

All concession staff will receive in-depth training in our Return to Work guidelines.

Continuous cleaning and sanitizing for all Frequently Touched Surfaces tailored specifically to the Concession/retail outlets and portables.

## **OUR EMPLOYEE INITIATIVES**

To ensure the health and safety of our employees, we have implemented the following throughout our campus:

- **Additional Training.** All employees will receive additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent visitor contact including housekeeping, food & beverage, public areas, and campus operations.
  - Employees who do not feel well or who believe they may have been in contact with someone who has COVID-19 are instructed to stay at home and to notify their supervisor.
  - Supervisors who suspect an employee is ill will ask them to go home. As soon as the employee symptoms subside, they will be required to stay home for an additional 72 hours prior to returning to work.
  - Employees who have confirmed contact with someone who has tested positive are required to quarantine for 14 days.

- Signage with hygiene and safety protocols are posted in back of house areas for employees.
  - Washing hands often for at least 20 seconds with soap and water.
  - Avoid touching eyes, nose, and mouth with unwashed hands.
  - Cover your cough or sneeze with your sleeve or a tissue, and then throw the tissue in the trash.
- **Temperature Checks.** Employees with a temperature at or over 100.4°F (38°C) will be sent home until temperature is below 100.4°F (38°C). As soon as the temperature is below 100.4°F (38°C), the employee will be required to stay home for an additional 72 hours fever-free without the use of fever reducing medications prior to returning to work.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be provided to and worn by all employees based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves will be provided to employees whose responsibilities require them, including housekeeping and public area attendants. Mandatory additional training on use and disposal of all PPE will be provided.
  - Employees are required to wear face masks when physical distancing of 6 feet from other individuals is not obtainable.
- **Back of House.** The frequency of cleaning and disinfecting has been increased in back of house areas with an emphasis on employee dining areas, employee entrances, control rooms, restrooms, offices, kitchens, service desks, and conference rooms.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the campus.

## **ADDITIONAL COVID-19 RESOURCES**

- **Public Health Madison & Dane County** - <https://www.publichealthmdc.com/coronavirus>
- **Destination Madison** - <https://www.visitmadison.com/coronavirus/>

## **FOR MORE INFORMATION**

Your health and safety is our top priority. If you have specific questions about these procedures and protocols, please direct inquiries to our Administration team via email at [aec@alliantenergycenter.com](mailto:aec@alliantenergycenter.com).