

# Clean & Safe Events

Real Solutions  
for Your Next Event



ags expo  
SERVICES

To Our Event Partners,

A safe return to business means we need real change in how we create event experiences. AGS Expo Services is actively preparing for the return of our show management, exhibitor and attendee partners with a new detailed plan around clean and safe event spaces.

We will continue to update and evolve our reduction-of-harm plan as new information becomes available, along with COVID-19 related services performed by AGS.

We stand ready to continue producing clean & safe events well into 2020 and beyond. Our commitment to you means that we will continue to innovate and respond daily to the situation at hand and will work diligently to ensure that you, your attendees, and exhibitors feel comfortable and excited about coming back to events.



A handwritten signature in black ink, appearing to read 'Darren Green', positioned above the printed name.

**Darren Green**

CEO AGS Exposition Services



# A SAFE RETURN TO BUSINESS

To prepare for each event, AGS Expo Services will be working closely with show management, the event facility, and local officials to reflect the challenges associated with a clean and safe production.

AGS would like to remind you of a few recommended precautions as well as provide an overview of our expanded commitment to prevent the spread and transmission of the COVID-19 virus.

## YOU are the Best Guard Against the Spread

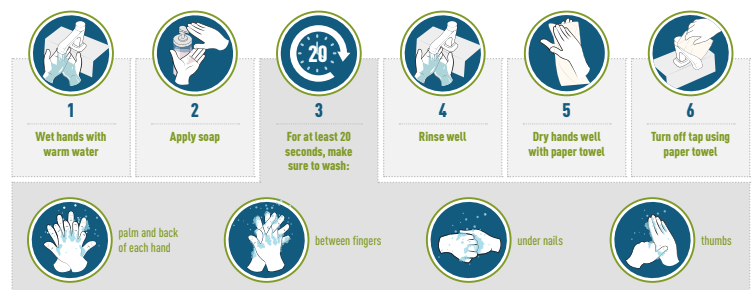
- If you feel sick or have been in close contact with someone who is experiencing any cold or flu-like symptoms - do not travel or attend an event.
- The best way to ensure the health of yourself & others is to avoid attending gatherings when you may be contagious.
- Work with your company or association to find alternative means of engagement – possibly through online sessions and virtual event attendance.
- AGS, in accordance with any city, venue or show management requirements, will fully support the use of non-invasive infrared thermometers and/or thermal cameras to temperature check each person who enters the event.
- Those confirmed to have a temperature over 100.4°F/38°C may be directed to appropriate medical care or prevented from attending.

## Practice Proper Health Etiquette

We encourage everyone to practice proper health etiquette in large or small groups. Our staff will be good examples of the following practices to encourage larger adoption:

- Cover your mouth and nose while sneezing and/or coughing.
- Wash your hands frequently, especially after sneezing and/or coughing, for at least 20 seconds.
- Avoid touching your face and common surfaces when possible.
- Using a hand sanitizer with at least 60% alcohol when soap and water is not available, or between handwashing.
- Wear a mask if you are unsure of your infection status.
- CDC recommendations call for a 6-foot physical distance to prevent the transmission and spread of the COVID-19 virus.

### REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



# SHOW SITE EFFORTS

## Healthy By Design

AGS will work closely with each facility and show management team to deploy healthy on-site practices:

- Health safety signage including 6-foot distance measures to reduce crowding in queued areas.
- Updated Registration Layouts to Reduce Queues & Potential Physical Interactions
- Redesigned Floorplans for Maximum Physical Spacing
- Added Transparent Barriers to Registration & Other Common Locations
- One-Way Aisle Floor Markers

## Enhanced Cleaning Services

### During the Event

In addition to AGS cleaning efforts, we recommend daily cleaning of your booth items/materials. Please plan to disinfect all high traffic areas and or/any commonly touched surfaces within your booth at the end of each event day. AGS will also be leading the cleaning effort by daily cleaning:

- Registration Areas
- AGS Service Desk
- GoKiosk Stations
- Communal Exhibitor & Attendee Locations
- All Communal Work Equipment - Forklifts, Pallet Jacks, etc.
- All Other High-Touch Event Surfaces



### Extensive Cleaning Offerings

AGS will be offering extended porter services which address COVID related cleaning needs for your booth. These services can be ordered in advance of an event and will include sanitization of the below items:

- Cleaning of Common Surfaces - tables, counters, etc
- Trash Removal
- Disinfecting High-touch Elements

\*Please note that this service is subject to availability based on location and may need to be ordered through the facility as an exclusive service. Always refer to the exhibitor service manual for cleaning options.

# LABOR SERVICE CHANGES

Everything we do is about people, whether it is our service to you and your teams, or the people we employ to handle your important needs. This means we will be taking extra precautions to reduce the possible points of transmission.



## Enhancements to Advance Need Requests – Fewer Onsite Service Desk Lines...

- AGS will begin broader outreach efforts to assist you and your team to prepare your outbound bills of lading information, in advance of your event.
- Robust advance communication methods to ensure your event needs are addressed prior to move-in, such as method of payment on file, rental item ordering, material handling process, POV, or any other onsite needs.
- To reduce service desk traffic, AGS will provide the onsite phone number in advance which can be used for general inquiries and notification of readiness for services ordered in advance, ex. booth labor, rigging, and forklift services.

## Changes to Material Handling Services

- An AGS freight dock foreman will determine and communicate onsite expectations for expedited and efficient traffic flow at the receiving dock.
- All drivers will be requested to remain in their vehicles until directed to the dock for unloading.
- Material Handling staff will wear gloves and masks, where appropriate.

## Labor Services

- Labor staff for the assembly and disassembly of your display or signage will be expected to wear masks and gloves.
- Labor, regardless of supervision assignment, will be dispatched to your booth at the requested time. This will be done to reduce the wait time at the AGS Service Center, especially during move-out.

## Recommendations for Your Exhibition Team

- Engagement plan for traffic through your booth to help maintain a safe 6-foot distance.
- Reduce potential high-touch surfaces by offering an emailed information packet in place of physical marketing materials onsite.
- Scan badges with your lead scanner versus the handling of business cards.
- Eliminate candy dishes and other exposed food related offerings.
- Disinfect all high-traffic surfaces and furniture at the end of each day.
- Order services in advance to reduce gathering in a line at the AGS Service Center.

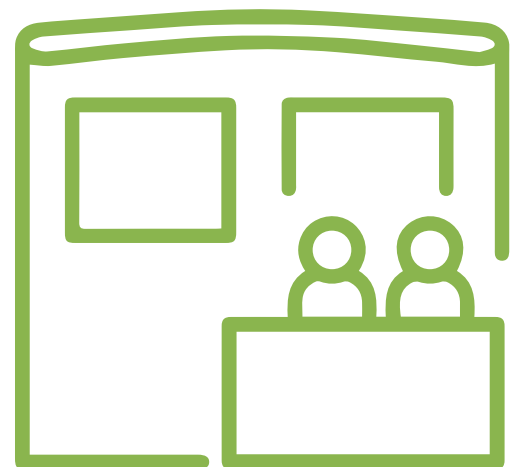
## AGS Staff PPE – We have your safety in mind!

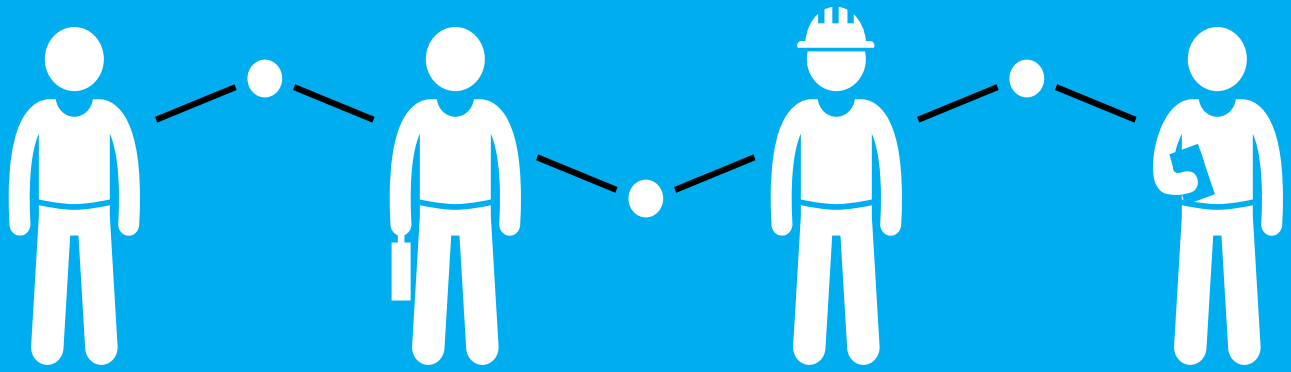
AGS will be supplying all our employees with the proper PPE and hygiene products to keep you safe while interacting onsite. This will include masks and gloves for all high-touch areas such as freight handling as well as delivery of rental items. In conjunction with show management, hand sanitizer stations may be made available throughout the event floor and other key networking locations. AGS will be installing sanitation shields for all service desk staff as well as any customer facing workstations, such as registration and attendance desks.

## Inventory Care & Management

All rental items will be properly cleaned and sanitized prior to delivery to your booth space, including but not limited to:

- Chairs & Stools
- Tables
- Accessories – literature racks, trash bins, etc.
- Counters
- Custom Display Elements
- Uprights, crossbars, and bases
- Drapes – backwall, siderail and table skirts
- Carts, cages, and high-touch service equipment
- Carpets





## A Dedicated Team

AGS has built a leadership team solely focused on our safe return to business strategy, led by Evan Garvey (Executive Vice President), Kim Sackett (Strategic Business Solutions), Melissa Minkler (Director of Client Management), and Charles Sparano (Event Productions Leader for Cleaning Services).



Evan Garvey



Kim Sackett



Melissa Minkler



Charles Sparano

## Our Team Will –

- Coordinate, communicate, and help update guidelines and implement strategies for reduction-of-harm
- Work with clients and facilities to ensure our plans dovetail into existing cleaning and reduction-of-harm strategies
- Develop and train both full-time and temporary staff around reduction-of-harm and cleaning procedures

As we navigate these efforts to enhance your health safety, AGS understands that cleaning and harm reduction guidance related to SARS-CoV-2/ COVID-19 is constantly evolving. As new guidance is prescribed by leading industry and national authorities, our efforts and methods will be reevaluated and adjusted.



**4561 SW 34th Street Ste. A**

**Orlando, FL 32811**

**p: (407) 292 - 6162 e: [info@ags-expo.com](mailto:info@ags-expo.com)**