



#MeetWithConfidence

Actions and resources for future meetings and events.

Our baseline, established May 20, 2020
Revised June 23, 2020



Our goal is to ensure you #MeetWithConfidence

For all future meetings and events.

Let's position this correctly... everything we're working on is built with the understanding that, as we plan for meetings and events in the future:

- Planners and all partners must be prepared to ensure that guests' safety and sense of security is paramount.
- Expectations will now be higher than ever – to leave the safety and comfort of home, the experience better be damn good.
- Shareholder goals and ROI need to be met above and beyond. Period.
- The world is rapidly changing ... will some of the information here change? Yes. Will we pivot, evolve and share the latest with you? Absolutely.

Based on this, our team at Hosts is preparing you by delivering the following:

- **Leaning into our industry's biggest evolution yet**

We've collaborated with the industry's most brilliant minds and produce a series of service-specific talks that focused on how to execute meetings and events in the way that bolsters confidence with both stakeholders and attendees.

- **Outlining our baseline measures & recommendations**

Enclosed. This addresses our commitment, our people and our basic safety requirements and recommendations across all our services. Will this evolve? Yes, and we will keep you informed.

Our Plan

Our implementation strategy will account for safeguards during pre-planning and execution.

We understand that the environment is constantly changing and we are positioned to stay ahead of what comes next.



Health Guidelines

Regular monitoring of health and safety plans appropriate to events in conjunction with the local public health and safety departments



Event Safety Communication

End to end safety communication with clients during pre-planning, attendee expectations and through post program plans; all of which review the safety and security measures for staff, guests and suppliers.



Emergency Preparedness

Develop an emergency preparedness response and communication plan to address COVID-19



Vendor Stability

Ensuring our partner's stability and continuity plans as it pertains to safety and execution



Virtual Services

Ability to conduct virtual meetings & events, site inspections, staff training and program briefings



Data Privacy

Continuing to protect individual's personal information

#MeetWithConfidence Talk Series:

During the month of June we brought together industry experts for our #MeetWithConfidence talk series. Based on the overwhelming number of participants and the positive feedback we received, we've published the full series and our takeaway summaries on our website for everyone to access, any time. From our expert speakers and our team at Hosts, we hope these resources help.

View the talks & download the takeaways: www.hosts-global.com/resources

Hybrid Meetings: Content is King



Marti Winer
Vice President at MGM
Resorts Event Productions



Brett Mannes
Executive Vice President,
Creative at August Jackson

Reinventing the F&B Experience



James Filtz, CMP, CPCE
Dir. of Meetings & Special
Events at the Ritz-Carlton
New Orleans and
Vice President at NACE



Dr. Aurora Dawn Benton
Founder of Astrapto, LLC

Sustainability, Mindfulness & Privacy



Molly Kievit
Sr. Dir. of Campus Sales at
Metropolitan Pier and
Exposition Authority



Debra Chong, Esq.
CEO of Lenos Software



Dr. Aurora Dawn Benton
Founder of Astrapto, LLC

Event Design 2.0



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Risk/Reward, Our New Roles



Kristen Bratkiv, CMP
Sr. Dir., Special Event
Strategy & Ops at Kellogg
School of Mgmt at NWU



Robert Alexander
President/Owner of RMA
Worldwide Chauffeured
Transportation and
President of NLA



Gina D'Angelo, CMP, DMCP
Vice President of
Operations at Hosts Global

Our team is delivering the following:

For each destination

We're creating a new norm for Hosts' proposals with adjusted protocols and service standards specific to each destination. These standards will follow the safety recommendations as they are outlined by the Centers for Disease Control and Prevention (CDC) and state guidelines to ensure you #MeetWithConfidence.

We understand not all groups will require the same level of security measures, but we're establishing a vetted baseline to help guide our clients on:

- vendor stability
- pre-event communications
- attendee health safety
- design
- entertainment
- tours
- data privacy
- hybrid meetings (virtual & in-person experiences)





Our Commitment

Standard Vendor Requirements



All vendor partners should stay apprised and updated on all local and national restrictions and recommendations from public health organizations



All vendor partners are to immediately advise regarding potential service disruptions or changes



All vendor partners are to adhere to the CDC guidelines as it pertains to physical distancing, hygiene and the use of PPE



All facilities where items are housed or prepared should maintain sanitation process as recommended by the CDC

Our People

Employees and On-site Staff

We are committed to putting in place procedures to safeguard our employees as well as our on-site staff



Office Openings

Local offices will adhere to regional guidance for reopening based on CDC, government regulations and expert recommendations



Physical Distancing

Employees and staff will adhere to physical distancing standards, maintain vigilant hygiene awareness and avoid physical contact



Personal Protective Equipment

Employees and staff will be provided with Personal Protective Equipment (PPE), including, but not limited to, masks and gloves with training on removal and disposal



Illness Monitoring

Employees and staff are required to advise a supervisor if they, or a member of their household, has experienced any cold or flu-like symptoms within 14 days of scheduled workdays



Work From Home

Employees or staff members will be required to work from home should they exhibit any flu-like symptoms



Routine Cleaning

Disinfecting of workspace performed routinely throughout the day of workplace equipment and common areas

End to End Safety Communication

Working with our clients and hotel partners to development a comprehensive end-to-end safety communication plan outlining the guests journey and what they can expect.

The plan will include communication for guests prior to travelling, during their visit and any necessary post event communication.

Pre-Program Communication

- Risk assessment questionnaire to determine current risk factors
- Support and assist with attendee safety communication and information sharing
- Share with client what guests can expect each step of the journey
- Review safety measures for each service being provided
- Assistance with waivers and data security consent
- Development of emergency preparedness plan

Onsite Communication

- Implement a mandatory daily “check-in” with client; talking through days events, expectations and share any important updates
- Support and assist client with attendee notifications regarding daily safety expectations
- Development and implementation of Escalation plan

Post-Program Communication

- Support post execution guest communication and applicable updates

Confidence across all our services

Risk Management

Our efforts in risk management go beyond safety considerations. We know that we have to adjust how we approach our core services and have outlined our standards as well as some additional considerations.



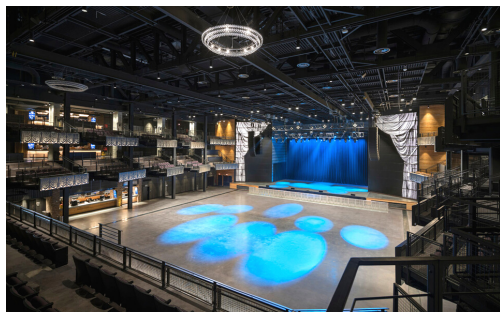
Transportation



Event design & decor



Dining experiences



Venue management



Tours & activities



Entertainment



Meeting services

Transportation

Lean back, relax and appreciate the journey. From airport meet-and-greets, to complex city-wide shuttles, expect our transportation and logistics services to be on point, on time and on budget.

Hosts Standard Safety Requirements:

- ☒ All vehicles are thoroughly cleaned/disinfected, daily and in between trips
- ☒ All vehicles will be equipped with hand sanitizer available for passenger and chauffeur use
- ☒ Chauffeurs, while wearing required PPE, will limit touch points by opening all passenger vehicle doors and will advise guests accordingly
- ☒ All vehicles to remove newspapers, pamphlets, brochures, or magazines, as well as all refreshments such as snacks, candies, mints, and beverages from vehicles
- ☒ All airport pickups are direct transfers unless previously arranged

Things to Consider:

- ☐ Provide additional staff to offer sanitation assistance at designated touch points as guests enter and exit vehicles
- ☐ Providing guests additional PPE for luggage handling at the airport and hotel
- ☐ Securing and loading vehicles based on decreased capacity to allow guests greater physical distancing
- ☐ Minimize exposure by assigning each guest to a vehicle number that will be utilized for the duration of the program.
- ☐ Staggered vehicle departure times to accommodate physical distancing
- ☐ Refrain from offering food and beverage services onboard vehicles

Event Design & Décor

From concept to execution, we're your strategic partner in every facet of event design. We're fearlessly full-service, experts at weaving the world's top vetted event solutions to achieve your objectives.

Hosts Standard Safety Requirements:

- ☒ Event flow, security, seating capacities and floor plans to be evaluated on an event by event basis to ensure appropriate physical distancing
- ☒ Reevaluate industry standards by decentralizing and increasing points of service
- ☒ All décor and rental items will be wiped down prior to leaving warehouse, when installed on-site, prior to strike and on return to warehouse
- ☒ All furniture and upholstered items to be thoroughly shampooed after each use and shrink wrapped immediately following cleaning and unwrapped at installation

Things to Consider:

- ☐ Create a network of multiple event spaces to break down larger groups of guests into smaller meetings that are all interconnected
[Space and Seating Capacity Calculator](#)
- ☐ Ensure proper bandwidth to support requirements of all virtual elements
- ☐ Incorporate a timed entry system to coordinate the arrival process, event flow and interactive experiences
- ☐ Increased availability of hand washing stations, disinfectants and alcohol-based sanitizers
- ☐ Intentionally integrate safety into the design and decor of the event
- ☐ Furniture clusters should be based on no more than four guests and placed at least six feet apart
- ☐ Utilize non-fabric chairs and linen-less tables for ease of sanitation as well as replacing linen daily for multi-day meetings

Dining Experiences

We plate and pour experiences where interaction and imagination are always on the menu.

Hosts Standard Safety Requirements:

- ☒ All catering and kitchen areas to meet FDA food code and CDC guidelines with regards to cleaning and sanitation procedures
- ☒ Regular cleaning and sanitizing of common surfaces in both front and back of house
- ☒ All service items including menus, trays, food storage containers, and other multi-use items such as check presenters, votives, pens and other reusable guest contact items to be sanitized after each use
- ☒ All food and beverage items (including traditional communal items) to be individually plated or provided in single use containers and served to limit touch points
- ☒ Tables to be set with appropriate physical distancing between each party

Things to Consider:

- ☐ Promote physical distancing in food and beverage service areas through dedicated signage such as floor clings
- ☐ Flatware to be provided as a roll-up
- ☐ Limit pre-set items on tables prior to guest seating such as glassware
- ☐ Offer individually packaged passed food and beverage items
- ☐ Include sneeze guards or plexi-glass dividers for any stations
- ☐ Utilize plate covers for any plated meal
- ☐ Consider menu design that limits waste and incorporates sustainability
- ☐ Offer multiple dining area options with staggered dining times

Venue Management

We'll set the scene. You invite your group to enjoy iconic venues, nightclubs and everything in between.

Hosts Standard Safety Requirements:

- ☒ Venue will adhere to CDC guidelines with regards to cleaning and sanitation procedures
- ☒ Regular re-evaluation of venue capacities and event flow to reflect current physical distancing regulations
- ☒ Mandatory safety meeting with key personnel in regards to new safety and sanitation protocols
- ☒ Doors to remain open whenever possible or an attendant to be present to minimize guest touch points
- ☒ Automated hand sanitizer stations available at entry points

Things to Consider:

- ☐ Thermal cameras at point of entry and/or temperature checks upon entry of all attendees
- ☐ Extended rental hours for additional needs and adherence to physical distancing during set-up and strike
- ☐ Event specific evaluation of security and entry/exit procedures
- ☐ Reduce elevators capacities and require an elevator attendant to operate the elevator at all levels being accessed
- ☐ Provide a Compliance Officer to reinforce event safety behaviors for both guests and vendors
- ☐ Medical services and EMTs onsite for all events

Tours & Activities

Fun for all (yes, all). Whether it's a custom tour, team building or CSR activity, we will help you create memories, build synergy and leave a lasting impact.

Hosts Standard Safety Requirements:

- ☒ Guests will be provided with bus assignments ensuring consistency when riding vehicles throughout a tour
- ☒ All vehicles and necessary equipment are being thoroughly cleaned/disinfected prior to a tour's departure
- ☒ All transportation associated with tours and activities will adhere to the aforementioned transportation standards
- ☒ Limit tours and activities to pre-registration only

Things to Consider:

- ☐ Offer smaller tour and activity group sizes
- ☐ Integrate waivers and contact-less offerings
- ☐ Temperature checks prior to tour departure
- ☐ Additional time requirements needed to account for safety protocols and regulations
- ☐ Sanitation kits provided for each guest
- ☐ Offer outdoor based inclusions
- ☐ Incorporate two-way headsets for ease of communication and promotion of guest distancing
- ☐ Stagger tour and activity departure times

Entertainment

Whether you want to move the crowd's emotions or provide the perfect Instagrammable moment, we'll hand-select entertainment options to set every scene and mood.

Hosts Standard Safety Requirements:

- ☒ Entertainment will be limited to contactless options
- ☒ All entertainment equipment will be wiped down prior to leaving warehouse, when installed on-site, prior to strike and on return to warehouse
- ☒ Green rooms will be required for all entertainment
- ☒ Stationary entertainment such as photo booths or gaming equipment will be sanitized between guest use

Things to Consider:

- ☐ Use Spot-Me technology for photography at events
- ☐ Physical distance submission for song requests, i.e. via mobile or other technology
- ☐ Increased dance floor area
- ☐ Focus on a centralized, stage-based entertainment, versus interactive performances

Meeting & Convention Services

We recognize that every meeting and convention is unique and standards will vary. Hosts is committed to customizing your needs and has included some considerations below.

Event Waivers

Liability waivers for guests, staff and vendors to protect all involved against potential exposure claims

Testing & Bio-Screening

Pending availability, offer COVID-19 testing, temperature screenings and onsite medical personnel

Sanitation Technology

Continue to explore new technology such as electrostatic spraying, UVC light and EPA based air filtration

Mobile Registration & Check-in

Touchless is the new high touch. Instill confidence in your guests from the initial engagements of their program experience.

Event Security Services

Event security will take on a new role to mitigate biological risk through crowd control and ensuring safety requirements are met

Seating Arrangements

Balancing the desire for both safety and connection through a variety of seating designs

Physical Distancing Branding

Take the guesswork out of appropriate distancing by providing suggestions on spacing through signage, clings, lighting elements and more.

Virtual Component

Adding virtual components to live events is more prevalent than ever, whether it is a site visit or a hybrid meeting

Contact Tracing

Adoption and evaluation of current virtual tools to create a digital contact map for all staff, guests and vendors

Hosts Global

As we navigate these uncertain times, Hosts Global stands with you as a loyal partner. We promise to communicate, collaborate and support you through every step of the planning process. We remain committed to educating and entertaining your guests as we welcome them back to the many destinations that we love. Together, we are better!

#LetUsBeYourHosts



Resources

- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)
- [Food and Drug Administration](#)
- [Events Safety Alliance](#)
- [McKinsey & Company](#)
- [National Restaurant Association](#)
- [National Association for Catering & Events](#)
- [National Limousine Association](#)
- [American Hotel & Lodging Association](#)
- [Events Industry Council](#)
- [Professional Convention Management Association](#)
- [Room & Space Capacity Calculator](#)
- [World Travel & Tourism Council](#)



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