



PREMIERE EVENTS COVID-19 RISK MITIGATION & RESPONSE PLAN

(Revised March 5, 2021)

At Premiere Events in accordance with the CDC, OSHA, Federal, State, City, and County regulations and recommendations, we're taking the threat of COVID-19 seriously. This document fully outlines precautions we're taking to help keep both our team, and our customers, safe.

We recommend consulting these resources for the most up to date information:

- [The U.S. Department of Health and Human Services' Centers for Disease Control and Prevention \(CDC\)](#)
- [OSHA](#)
- [Texas Department of State Health and Human Services](#)
- [City of Austin](#)
- [Travis County](#)

GENERAL:

Employee Measures:

Premiere Events is educating our employees on steps they can take to protect themselves and help prevent COVID-19 spread, including, but not limited to:

- Wearing disposable or cloth masks while handling inventory and during deliveries and pickups;
- Cleaning and disinfecting items and surfaces;
- Observing proper hand hygiene, and respiratory etiquette;
 - Washing hands with soap and water for at least 20 seconds, or using hand sanitizer when a sink is not available, particularly after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
 - Coughing/Sneezing into a tissue (if possible) or into your elbow.
 - Avoiding touching your face, eyes, nose, and mouth.
- Social Distancing (maintaining at least 6ft of distance from others whenever possible).
- Monitoring for Symptoms and Temperature:
 - Commonly reported symptoms include new or worsening cough; shortness of breath; sore throat; loss of taste or smell; feeling feverish or



a measured temperature greater than or equal to 100.4 degrees Fahrenheit.

- Employees are encouraged to self-monitor for signs and symptoms of COVID-19, and if they suspect possible illness or exposure, **report to the VP of Administration.**
- Employees will undergo temperature screening (with a thermal scanner) upon arrival at work.
- If, during a shift, an employee begins exhibiting symptoms or suspects that they have contracted COVID-19, the employee must **notify their supervisor** and self isolate until they can leave Premiere's facilities.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) or who have tested positive for COVID-19, should **notify their supervisor and stay home**, or seek medical attention if urgent, and follow CDC-recommended steps for home isolation and quarantine until otherwise notified and cleared to return to work.
- Employees who are well but who have a family member with COVID-19 at home should **notify their supervisor** and follow CDC recommendations.
- In the event of a confirmed COVID-19 case at Premiere Events, we will work to notify anyone who may have been in contact with the infected employee.

Additional Measures:

- Hand sanitizer will be available at each clock-in location. Employees are advised to sanitize their hands after clocking in.
- Handwashing signs, with additional health, hygiene, and PPE reminders, will be posted in restrooms. Additional signage will be posted both "front and back of house".

General Sanitization Procedures:

Routine sanitization will consist of cleaning any visibly dirty surfaces, then disinfecting with a CDC-approved disinfectant while wearing disposable gloves.

SHOWROOMS:

We are always delighted to answer your questions, conduct virtual "Zoom" tours and assist with your rental needs during this time. We still recommend, when possible, that non-essential showroom visits be kept to a minimum and, if feasible,



business with Premiere be conducted over phone or email. **Temporarily reduced hours of operation** will be Monday-Friday 9:00am - 4:00pm. We will not be open on Saturdays, but will schedule appointments, as requested, based on availability.

Our North and South showrooms are open by appointment only. We reserve the right to restrict the number of showroom guests per group. We encourage social distancing (of at least 6ft where possible) and suggest that guests wear masks while browsing and during consultations. We will provide, upon request, single use gloves, and suggest that guests wash their hands before and after touching any showroom rental samples. There are multiple sinks, soap and Hand Sanitizer available for showroom guests during their visit.

Customers are asked to leave in place (that is on the table or area where handled) any sample products, Our team can replace that product with substitute samples and sanitize those items before replacing on the showroom floor. We will also routinely clean and sanitize all high touch surfaces daily, at a minimum, including desks, keyboards, phones, door knobs, light switches, countertops, handles, faucets, sinks, toilets, etc.

CUSTOMER PICKUPS & RETURNS:

Customer pickups and returns may still be made between 9 AM and 4 PM daily (M-F), but customers must phone (512) 292-3900 and speak to an Event Consultant in advance of any Premiere visit, including deliveries to Premiere. The Event Consultant will provide the guests paperwork to the warehouse and inform them of the guests arrival so the rental order can be placed at the designated pick-up point. During this time, to minimize person-to-person contact, all customers must load their own rental items. Premiere will not provide assistance.

Upon arrival (and after telephone notification), please pull up to the warehouse, lower the vehicle window, and wait for instructions. Wait inside the vehicle until a Premiere Team Member provides guidance.

DELIVERY & DELIVERY TRUCKS:

We are pleased to offer delivery service for your rentals at an additional location-based fee (*order minimums may apply*). During this time, to minimize person-to-person contact, deliveries that do not require or include installation or



setup will be made to the front door/curbside (to remain contactless). When a delivery requires installation, customers are requested to maintain at least six feet of social distancing during installation or breakdown. Instructions may be provided or questions asked, as needed, from a distance or via phone call. Upon request and with permission, the employee may enter the customer's house or business.

Please be advised that, at a minimum, Premiere staff clean and disinfect commonly touched delivery-vehicle surfaces at the beginning and end of each shift (including but not limited to: hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors, windows, and grab handles).

INVENTORY:

At Premiere, we're focused on and committed to washing and sanitizing all of our inventory as appropriate to the material type and in accordance with known recommendations. Commonly handled rental items not specifically listed below, but that are in physical contact with our customers, will (if not sanitized at another point in their normal rental-readiness procedures) be treated with sanitizer before leaving the warehouse or upon delivery. Once cleaned and sanitized, many (but not necessarily all) products will be wrapped or packaged in single use plastic coverings.

Linens & Drapes:

- All linens are laundered according to the manufacturer's instructions, using the warmest appropriate water setting, and dried completely.
- Linen warehouse personnel wear disposable gloves when handling dirty laundry.
- All high touch services in the linen warehouse, from machine knobs to door handles to computers, are cleaned and sanitized no less than twice daily.
- Almost all linens are pressed at a temperature between 300-350° F, then individually hung and bagged. Napkins and Chair Ties are pressed and folded, packed in 10's, and bagged. Table Runners are pressed and folded in single package bags.
- Nylon linen bags are provided for returning used linen rentals. Used linen bags are washed and sanitized upon return.



Dishware (China, Chargers, Flatware, Glassware, Food Service Rentals, etc.):

- All returned items are pre-washed. Depending on the manufacturers' instructions, dishware is hand washed and sanitized or cycled through a commercial dishwasher with a sanitizing setting. Items are allowed to dry completely before polishing and crating. Dish and glassware crates themselves are also cycled through the dish washing and sanitizing settings.
- All sanitized dishware, flatware, glassware, are stored in their package quantities and protected in appropriately sized single-use plastic bags.

Cooking Equipment, Tents, and Other Rentals:

- These products are being cleaned and sanitized with special commercial products specifically suited to those products.

For more information or specific questions, please contact an Executive Team member.

Angela Nussel, Vice President of Administration
angela@premiereeventsonline.com

Rick Crum, Vice President of Operations
rick@premiereeventsonline.com

Delores Crum, CERP, President
delores@premiereeventsonline.com