

New Measures We're Taking to Ensure Your Safety and Wellbeing

As an industry leader committed to excellence in service, The Loudermilk Center is implementing new measures aimed at holding ourselves to the highest possible standards while protecting the public-at-large.

What we're known for and will continue...	New measures we're taking...
<p>Cleaning rigorously</p> <p>We've always prioritized cleanliness in our spaces by conducting daily cleans and deep cleanings on a regular basis.</p>	<p>Increased frequency of cleaning & disinfection</p> <p>Ongoing, scheduled cleaning, focusing on high-touch areas with additional sanitizing supplies; weekly deep cleanings.</p>
<p>HVAC Systems</p> <p>Quarterly Filter changes; cleaning of coils and general maintenance.</p>	<p>Air Quality Improvement</p> <p>We're generating the cleanest air possible using MERV-13 air filters. Outside air minimums increased over 60% above ASHREA 62 ventilation standards. 100% outside air will be set for all Air Handling Units for base building.</p>
<p>Food and Beverage</p> <p>We get rave reviews for our wide variety of delicious and healthy food.</p>	<p>Updating our Food and Beverage Standards</p> <p>We've devised new serving protocols aimed at creating memorable moments while minimizing personal contact.</p>
<p>Technology</p> <p>Our meeting rooms are equipped with user-controlled, built-in technology. Technology experts are available to assist you with your event.</p>	<p>Technology</p> <p>Enhanced technology capabilities for Webcasting, Video Conferencing, Zoom, and livestreaming are available.</p>
<p>Our People</p> <p>The most gracious staff and the easiest venue to host meetings and events.</p>	<p>Our People</p> <p>Enhanced staff flexibility and dedication to service to our clients as we all navigate the new normal.</p>

Active Monitoring of Our Employees' Health & Thorough Training on The New Guidelines

The safety and wellbeing of our guests is of top priority and we've taken the following measures to ensure uniform compliance:

- Each Employee will be monitored at the beginning of each shift for cough, shortness of breath or fever. Temperatures will be taken with a non-contact thermometer.
- COVID-19 Training. All employees will receive mandatory training on COVID-19 disinfection and safety protocols, including - but not limited to - proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing, and disinfecting; COVID-19 symptoms, reporting protocols, and employee illness and absence policies.
- Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing among employees. Hand sanitizer will be available at the time-clock station and employees will be required to sanitize their hands after clocking in. During the Pre-Shift meetings, we will ensure that constant communication and proper PPE and cleaning and disinfection procedures are followed.
- Hand Hygiene. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. All employees have been instructed to wash their hands (or use sanitizer when a sink is not available) every 60 minutes for a minimum duration of 20 seconds, and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the building, going on break, and before or after starting a shift.
- Back-of-the-House Signage. Signage will be posted throughout the property, ever reminding employees of the proper way to wear, handle, and dispose of face masks and coverings, how to use gloves, wash hands, sneeze, and to avoid touching their faces.

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Disinfection & Cleaning

Creating and maintaining a healthy and safe work environment has always been a top priority for the Loudermilk Center. Pre-Covid-19, we cleaned our spaces daily, in addition to conducting weekly deep-cleans.

Building upon our existing health and safety measures, **Loudermilk Center's Enhanced Cleaning Service Program** will ensure our guests are safe and comfortable in the following ways:

- Prior to resuming operation, our entire team will have completed the *Ecolab Guest and Employee Safety Training* and the *Ecolab Public Spaces, Meeting Room Cleaning Procedures*.
- Changing our bathroom accessories and soap dispensers to touchless models.
- Hourly cleaning of the common spaces, restrooms, and meeting rooms will be conducted daily during business hours with a checklist.
- Additional weekly deep-cleanings and disinfection of the common areas, restrooms, and meeting rooms.
- Adding weekly electrostatic misting of the furniture in the meeting rooms and common spaces to disinfect the surfaces.
- Laser-focusing our cleaning on high-touch areas and door handles.
- Adding sanitizing supplies, including antibacterial wipes, sanitizer dispensers, and other non-toxic disinfectant supplies for guests' use.

Clean Desk Policy

At the end of each day, employees are required to clear desks of all debris, food or beverage, paperwork, and personal belongings. Desks are wiped and sanitized; each employee maintains their own set of office supplies to avoid spreading germs.

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Use of Personal Protective Equipment

In addition to our cleaning and disinfection standards, all employees and vendors are required to use face masks. Our food and beverage and conference set-up team is required to wear face masks and gloves while working.

We will maintain an emergency PPE station in the event PPE is needed by contractors or requested by a guest.

Air Quality & Monitoring

We have updated our air handling unit filters to include MERV-13 filters; Disinfected unit coils and condensate pans; Increased outside minimum air from 60% to 100% for all air handling units for base building.

Updated Hospitality & Service Delivery Standards

- **Meetings Room Set-Up Options**

Loudermilk Center has taken measures to ensure the safety and wellbeing of all meeting attendees. We have assessed capacities of our spaces to apply appropriate social distancing measures, developed best practices around attendee flow, and will provide guidance to clients regarding optimal furniture layouts.

- **Social Distancing Standards for Meetings**

Capacity for all meeting rooms now consider a six-foot-diameter spacing standard. Depending on set-up style, capacities may cap at 25% to 50% of previous maximum capacity. Hybrid offerings are available to supplement these lower capacities.

- **Multiple Meetings**

When multiple meetings take place at the same location, we will schedule meetings to limit overlap, including staggered start and end times and staggered lunches and breakout sessions. Additionally, we will release attendees for meals table-by-table to avoid overcrowding.

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- **Technology**

Our meeting rooms are equipped with state-of-the-art, user-controlled, built-in technology. Technology experts are available to assist with your event. Enhanced technology capabilities for Webcasting, Video Conferencing, Zoom, and livestreaming are available.

- **Cleaning Standards**

All meeting spaces will be cleaned and sanitized prior to each meeting and throughout the day. We will provide sanitizer and wipes in each of our meeting planner kits.

Food & Beverage

Loudermilk Center is passionate about delivering memorable dining experiences via our creative, healthy, and contemporary cuisine. Each one of our culinary team members are *SAFE Serve Certified* and adhere to SAFE Serve Food Service and Handling guidelines. We will continue to design menus that support all dietary needs, food allergies, and dietary laws. To provide maximum health and safety, our meals will be individually-packaged, labeled, and sealed.

Food Preparation

We hold our kitchen to the highest standards of sanitation and cleanliness and consistently maintain a high score from the health department. We only partner with vendors who provide the Loudermilk Center with consistent, high-quality products. We adhere to all best practices in production of meals, including following all Georgia Department of Public Health and Fulton County Health Department Safety Standards: using gloves, masks, frequent handwashing, as well as ensuring our on-site culinary team practices social distancing.

Serving and Delivering Meals

We will keep our tradition of ensuring that the highest-quality products be delivered for your enjoyment and wellbeing. Buffets are suspended; our meals are individually-served or packaged. When packaged, all meals are labeled and sealed, along with single-use cutlery, condiments, and an individual antiseptic wipe. All our single-use cutlery is made of sustainable materials. In place of buffets, all communal meals will be

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modified to meet our new guidelines and will be delivered by cart directly to your meeting room.

Our service team takes the utmost precaution and care (gloves, masks, and frequent handwashing) in preparing and delivering food directly to your meeting room to minimize exposure opportunities.

We will continue to modify our menus to showcase styles of service and creativity.

Measuring success

We will measure the effectiveness of our efforts by diligently tracking adherence to our stated standards, the utilization of our space, and the ongoing sentiment of our employees and guests. Measures will include:

Cleaning Frequency & Communication

Tracking and reporting adherence to standards and training of staff.

Daily Occupancy Metrics

Tracking of meeting attendees to ensure we're following local occupancy guidelines.

Guest Sentiment and Complaints

Updated surveys invite customers to report sentiments and concerns.

“Strong back and open heart. This is warrior stance, I tell him. The strong back of fiscal discipline. The strong back of clarity and vision, of drive and direction. The strong back of delegating responsibility and holding people accountable. The strong back of knowing right from wrong. But it is also the open heart. It is giving a s about people, purpose, meaning. It is working toward something greater than merely boosting your ego, greater than just soothing your worries and chasing your demons away. It's leading from within, drawing on the core of your being, on all that has shaped you.”*

— Jerry Colonna, “Reboot: Leadership and the Art of Growing Up”