

SHEPARD WORKPLACE & EVENT SITE PROTOCOLS

To support the production and maintenance of clean and healthy environments—both Shepard offices and event sites—we've put a series of solutions and standards in place for all associates and event personnel.



WORKPLACE & EVENT SITE

We have established and implemented the following health and safety protocols for Shepard associates and event personnel to safely re-open branches and begin staging live events.



MANDATORY MASKS

All associates and union personnel required to wear a mask while inside a Shepard office and on event site.



SOCIAL DISTANCING

Personnel will be encouraged to respect physical distance through signage and communication.



REQUIRED TRAINING

All associates will receive mandatory training and courses on COVID-19 safety and infectious disease prevention.



SCREENING & TEMPERATURE CHECKS

Health screenings and temperature checks will be conducted for all personnel entering a Shepard office or event site.



HAND HYGIENE

All personnel is required to follow hand hygiene protocols placed in restrooms and common areas.



TEAM MEETINGS AREAS

General meeting areas will follow social distancing guidelines and any additional preventative measures.

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EXHIBITOR SERVICE CENTER

The Exhibitor Service Center will have enhanced safety measures, including sneeze guards and physical distance dividers.



DAILY SAFETY BRIEFINGS

Incorporate COVID-19 preventative practices to existing daily safety briefings.



DELIVERY PROCEDURES

All deliveries must be dropped off in designated areas.



VIRTUAL CUSTOMER SERVICE

Offer virtual- and- technology-forward customer service solutions--ChatBots, Video Service Centers, Text and more--to reduce physical interaction.



SAFETY SIGNAGE

Provide signage with health and safety reminders to be placed at entrance and exit points in offices and on event site.



PAPERLESS COMMUNICATION

Utilize and effectively implement all technology-based communication to reduce sharing of printed materials.