



High Point Tenant Operating Guidelines

Effective May 24, 2021



INTERNATIONAL
MARKET CENTERS

Summary of Updates – effective May 24, 2021

Remains unchanged

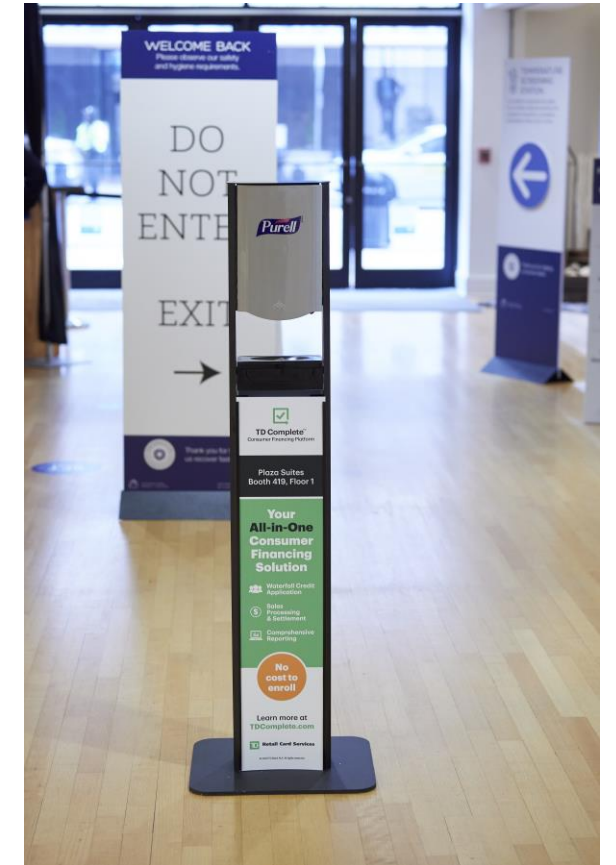
- **Social distancing still in effect**, so metering people into the building and onto vertical transportation is still required
- **Elevator and escalator capacity limits still in effect**
- **Pre-Registration strongly suggested**
- **Self-serve buffets still no longer allowed at this time**

Changes

- **Masks are strongly recommended while visiting our campuses; however, masks are no longer required for vaccinated attendees. Unvaccinated attendees should still wear masks.** Showrooms and local businesses may still require masks regardless of vaccination status, so please bring your mask with you.
- **Daily temperature checks no longer required**
- **Food & Beverage: Catering Staff-Served buffet service now allowed.** All catering staff must wear their masks at all times.
- **Showroom and temporary booth capacity limits lifted**, tenants and temporary exhibitors to manage capacity to their own comfort level

Contents

- Our Philosophy
- Campus Protocols
- Registration
- What to Expect When you Arrive
- Showroom Capacity
- Mask Compliance
- Enhanced Cleaning & Disinfecting
- Docks and Freight Elevators
- Catering and Food Service
- Questions & Communication
- More Resources



Our Philosophy

At IMC, we care deeply about our team of employees, our customers, the industries we serve and our communities. This document is designed to outline guidelines and resources for our upcoming markets.

We believe that we all have an obligation to do our part to contain the spread of this virus while returning to business, so we will enforce our defined protocols in an effort to do that. We all have to work together to keep our industry safely recovering.

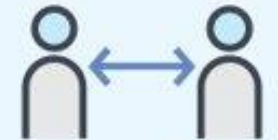
At a high level, our approach to safety is to assume that unvaccinated individuals at markets COULD be COVID positive and asymptomatic, and we developed our plans based on this premise.

Adherence to these safety protocols will ensure buyers are comfortable coming to campus and, importantly, entering your showroom, and could minimize potential liability risks associated with claims of negligence.

Full details of our safety plan can be found at www.togethersafely.com.



Wear a Mask



Practice Social
Distancing



Wash Your Hands
Every Hour

Campus Protocols

- **Masks are strongly recommended while visiting our campuses; however, masks are no longer required for vaccinated attendees. Unvaccinated attendees should still wear masks.** Showrooms and local businesses may still require masks regardless of vaccination status, so please bring your mask with you to market.
- Showrooms must provide their own masks and PPE to their staff.
- Hand sanitizing stations (at least 60% alcohol content) will be placed throughout the campus. Showrooms must provide their own supply for use within their showrooms.
- Social distancing must be observed throughout the campus during market. This includes common areas and within showrooms and tradeshow exhibit areas. Showroom and temporary booth capacity limits have been lifted. Tenants and temporary exhibitors will manage capacity to their own comfort level. Occupancies must not exceed fire code.
- Elevator capacity will be limited and identified with signs outside each elevator.
- Tenants are responsible for **monitoring mask compliance in their showrooms.**
- Social distancing on escalators will be encouraged through signage, security personnel and other show management staff.
- **Daily temperature screenings will no longer be required** for entry to the buildings.
- We will continue to maintain density levels within common areas and on building transportation (elevators/escalators) and traffic flow will continue to be monitored within our buildings.
- If you have recently been exposed to COVID-19, have symptoms, or are not feeling well please stay home to protect yourself and others.

Registration

Registration for High Point Market:

- Managed through High Point Market Authority. More information can be found at www.highpointmarket.org/register.

Year-Round Registration:

- For appointment-based visits to an IMC building outside of Market dates, our security personnel will ask buyers for their name and company name to look them up in our buyer database and notate their visit. If the buyer has never attended market before and is not in our system, we will simply collect a business card.

What to Expect When You Arrive

- **Masks are strongly recommended while visiting our campuses; however, masks are no longer required for vaccinated attendees. Unvaccinated attendees should still wear masks.** Showrooms and local businesses may still require masks regardless of vaccination status, so please bring your mask with you.
- Social distancing will be reinforced through the use of signage, ropes and stanchions, floor stickers, limited elevator and escalator capacity, etc.
- Use of freight elevators is restricted to IMC dock staff, except during peak ingress and egress times, as directed by IMC personnel. We suggest using stairs when possible to avoid elevator or escalator lines.
- We encourage you to pre-register, to expedite your time in the registration lines.
- Access will not be allowed through the docks.
- High Point Tenants and customers may enter through these locations year-round:
 - Market Square Tower
 - IHFC Commerce entrance
 - IHFC Main entrance off Wrenn Street
 - Showplace entrance
 - Additional checkpoints for Year-Round appointment-based event will be determined based on participating showrooms and will be communicated separately



Showroom & Temporary Booth Capacity

Occupancy Limits:

- Capacity limits will return to 100% fire code occupancy.
- Permanent tenants and temporary exhibitors shall determine and manage occupancy within their showroom or booth to meet their own level of comfort.
- Managing social distancing and controlling density inside spaces is encouraged.



Mask Compliance Information

- **Masks are strongly recommended while visiting our campuses; however, masks are no longer required for vaccinated attendees. Unvaccinated attendees should still wear masks.** Showrooms and local businesses may still require masks regardless of vaccination status, so please bring your mask with you.
- When worn, masks must at all times cover the nose and mouth of the wearer and may be of the reusable, fabric variety or three-ply disposable masks.
- Tenants are responsible for monitoring mask compliance in their showrooms.
- The CDC does not recommend the use of face shields alone. If a face shield is worn it must be accompanied by an appropriate mask of a type approved by the CDC.
- Learn more about [How to Select, Wear, and Clean Your Mask | CDC](#)
- Selling / Distribution of Personal Protective Equipment (PPE)
While IMC is a proponent of and mandates the use of certain PPE while in its facilities, IMC does not allow the selling or distribution by exhibitors of PPE items that have not been properly vetted to ensure compliance with CDC guidelines. IMC, in its sole discretion, reserves the right to require that any exhibitor / tenant selling or distributing unapproved PPE cease such activities immediately.

Enhanced Cleaning & Disinfecting

- Nightly and daily cleaning and disinfecting of lobbies, registration, elevators, escalators, restrooms, concessions and furnishings.
- Increased attendants and cleaning frequency throughout the day.
- Additional hand sanitizer dispensers will be installed throughout the building common areas adjacent to high touch areas for convenience and ease of use.



Docks & Freight Elevators

- Make a dock appointment so that we can schedule move-in and move-out activities in an orderly and properly-distanced way. To make your appointment, call 336-888-3765 to reach the loading dock office, or via email:
 - IHFC and Showplace: hpshippingeast@imcenters.com
 - C&D, Furniture Plaza, Plaza Suites, National Furniture Mart, Market Square and Suites at Market Square: hpshippingwest@imcenters.com
- If you do not make a dock appointment, we will have to work you into the schedule when we have an opening.
- In order to enable IMC to effectively disinfect equipment on a regular schedule, IMC will not be able to loan any equipment to tenants for moving freight. Freight must be moved by IMC personnel.
- Tenants will not be permitted in the freight elevators and must access the buildings through designated main lobbies.

Catering & Food Service

- The preferred caterer list for any food and beverage is located [here](#). This provider list includes all vendor partners that have been certified by IMC's Food Service Provider, Aramark as having the proper food preparation and handling measures in place and are aligned with IMC's guidelines.
- In the event that a **NON-Preferred outside caterer is used**:
 - Contact Dawn Sullivan dsullivan@imcenters.com | 404.220.2265 for service protocols
- ALL caterers must **schedule a dock delivery time in advance & will NOT be allowed to enter the building without a scheduled time**. To schedule a delivery time please contact the loading dock. Showrooms in IHFC, Wrenn, Green, Hamilton, Design, Commerce, Showplace can contact Edith at (336) 888-3765 to schedule a dock appointment. Showrooms in Furniture Plaza, Market Square/Suites at Market Square, Plaza Suite, Commerce & Design and National Furniture Mart can contact Felicia at (336) 821-1535 to schedule a dock appointment.
- Please note that delivery drivers will be subject to the same PPE protocols required of all people entering the campus, thus additional scheduling time should be allocated. A food service representative, in addition to a security officer, will be on the docks to monitor outside catering orders to ensure they are compliant before they will be allowed to enter the building. **Non-complaint food orders will be turned away at the dock.**

Catering & Food Service

The below preferred and approved caterer list includes all vendor partners that have been certified by IMC's Food Service Provider, Aramark as having the proper food preparation and handling measures in place and are aligned with IMC's guidelines.

List of Preferred Caterers

(Please note some caterers are offering limited service at this time.)

The Factory & Company
Jersey Mike's
Alexandria's Bistro & Catering
Chick-fil-A



(336) 883-3821



(336) 885-3970

jerseymikes.com/3055/highpoint-nc



(336)-267-3193

zekos2go@gmail.com



(336) 841-2382

chick-fil-a.com/catering

List of Approved Caterers

(Please note some caterers are offering limited service at this time.)

The Painted Plate
Gianno's
Capra Deli
Panera Bread Company
Rixter Grill
Furniture City – Clay Jones
Roots Catering
Exclamations Catering
Diamond Back Grill
Apple Spice Catering
Plain & Fancy Catering
Pepper Moon
The Ritz Gourmet AKA Debbie's Catering

Southern Roots Catering
Rudy's Café & Dining
Mandalay Asian Fusion
Publix's Catering
Visions Catering
G'Anna Catering
Salem's Kitchen
Above & Beyond Catering
Sweet Shop Bakery
Oscar's Catering
Real Kitchens

Latest
Updates

TogetherSafely.com
togethersafely@imcenters.com



INTERNATIONAL
MARKET CENTERS

Catering & Food Service

In accordance with food service guidelines and protocols issued by the Centers for Disease Control (CDC), the National Restaurant Association's ServSafe COVID-19 program, the Food and Drug Administration, state and local governmental regulatory agencies, IMC has set forth the following Catering and Food & Beverage framework for inside campus Showrooms during Markets and Year-Round.

Please note these guidelines are subject to change based on local government updated food service policies. Any changes to what is outlined in this document will be communicated accordingly.

Service minimums:

- Elimination of all self-service food and beverage stations (no self-serve buffets; no self-serve cheese or hors d'oeuvre platters; no self-serve coffee machines; no self-serve popcorn machines; etc.).
- Catering Staff-served buffet service now allowed.
- All catering staff must wear their masks at all times.
- Unless food and beverage is being served by a catering staff member, all food and beverage must be pre-packaged, served individually in disposable containers, or packaged in a way which reduces touching from multiple people.
- All food and beverage must be confined to defined, stationary areas within showrooms.
- Food and beverage is NOT permitted in public areas nor consumed while walking or mobile.
- The repackaging of food inside a showroom is not allowed at this time. All food that is delivered to showrooms must be in individually wrapped containers for individual consumption. This includes showrooms who have a kitchen component located within their showroom.
- Disposable single-use plates and cups must be used.
- All utensils must be plastic, disposable & individually wrapped.
- As much as practicable, all beverages must be individually packaged (bottled water, canned soda, plastic juice containers, etc.).
- Elimination of personal re-fillable cups.
- A minimum of one (1) hand sanitizer pump or free-standing unit will need to be placed in all areas where there is food service.
- If serving food and beverage within a showroom, consumption areas should be included, and marked for easy recognition, to allow for a minimum of 6 ft social distancing between occupants.
- All surfaces must be disinfected on an hourly basis.



Catering & Food Service

Bars and Alcohol Service

Showrooms with built in bars are expected to follow safety protocols set forth by IMC and local government regulations when administering bar service within their licensed space. Specifically, bars must adhere to the following:

- ***Self-Serve beverage stations of any kind are not permitted.***
- There should be one (1) designated bartender serving alcohol and liquor from behind a bar or service area with an adequate degree of separation between the bartender and guest.
- Physical barriers, such as clear plastic partitions, should be used where practicable.
- Bartender(s) are required to wear a face mask and gloves at all times, regardless if the individual has been vaccinated or has natural immunity from COVID.
- Bartender(s) must wash or sanitize their hands after each transaction.
- Bartender(s) are to set the drink down in front of the guest to minimize contact.
- Bar fruit must be covered and not accessible to guests.
- Bar surfaces must be wiped down with a sanitizing solution each hour.
- Ideally bar seating should be eliminated, however if seating is required, it should be spaced to implement social distancing.
- Hand sanitizer(s) must be available for guests to use, touchless ones preferred. Sanitizers should have a minimum sixty percent (60%) alcohol content for effectiveness.
- Cash Tips are discouraged, but if accepted should be placed in a designated receptacle and not given directly to bartender.
- Bartenders must wash hands directly after handling cash.
- Drinks are to be served in single use disposable glassware.
- Communal bar snacks are not allowed at this time.

Catering & Food Service

Self-Service F&B (Non-Alcoholic)

Similar to the Bar & Alcohol Service requirements, showrooms with self-supporting yogurt stations; espresso machines; popcorn machines; Keurig's; etc. must adhere to the following:

- ***Self-Serve stations of any kind are not permitted.***
- There should be one (1) designated attendant with an adequate degree of separation between the attendant and guest.
- All food items are to be served in single use disposable containers, with single use prewrapped utensils when needed.
- Physical barriers, such as clear plastic partitions, should be used where practicable.
- Attendant(s) are required to wear a face mask and gloves at all times, regardless if the individual has been vaccinated or has natural immunity from COVID.
- Attendant(s) must wash or sanitize their hands on a regular basis.
- When possible, attendant(s) are to set the item down in front of the guest, preferably on a tray, to minimize contact.
- All items must be covered and not accessible to guests.
- All surfaces where food items are located must be wiped down with a sanitizing solution each hour.
- Ideally seating should be eliminated, however if seating is required, it should be spaced to implement social distancing.
- Hand sanitizer(s) must be available for guests to use, touchless ones preferred. Sanitizers should have a minimum sixty percent (60%) alcohol content for effectiveness.
- Cash Tips are discouraged, but if accepted should be placed in a designated receptacle and not given directly to the attendant(s).
- Attendant(s) must wash hands directly after handling cash.
- Communal bar snacks are not allowed at this time.

Questions & Communications

Staying Up To Date on Safety Procedures

- Email – Read our weekly emails for important updates and opportunities
- Website – togethersafely.com houses current processes, videos and assets
- Contact togethersafely@imcenters.com to ensure your questions or concerns are filtered to the appropriate IMC team member



Questions & Communications

General questions or concerns?

Reach out to your Tenant Relations Manager:

IHFC/MAIN

IHFC Floors 1, 5-12

Deadra Weston
(336) 888-3740 O
(336) 442-2242 C

IHFC Floors 2-4

Jennifer Rudisill
(336) 888-3780 O
(336) 848-4677 C

Interhall

Joel Weston
(336) 822-0431 O
(336) 884-2467 C

National Furniture Mart, Plaza Suites, Furniture Plaza

Patti Preston
(336) 821-1544 O
(336) 259-8006 C

Showplace, Hamilton

Nonnie Kreilick
(336) 822-0421 O
(702) 538-2384 C

C&D

Jennifer Rudisill
(336) 888-3780 O
(336) 848-4677 C

Market Square

Patti Preston
(336) 821-1544 O
(336) 259-8006 C

Suites at Market Square

Joel Weston
(336) 822-0431 O
(336) 884-2467 C

Additional Resources

[#HPMKTsafe](#)

[City of High Point COVID-19 Information](#)

[High Point CVB COVID-19 Information](#)

[Official State of North Carolina COVID-19 information](#)

[Centers for Disease Control \(CDC\)](#)

[World Health Organization \(WHO\)](#)

[TogetherSafely.com](#)

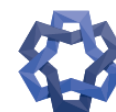




THANK YOU

www.togethersafely.com

togethersafely@imcenters.com



INTERNATIONAL
MARKET CENTERS