

Workplace and Equipment Cleaning SOP

Encore remains committed to providing a safe and healthful workplace for all team members, customers, and business partners. With that, our team members will be required to follow the recommended guidelines with regard to general hygiene and disinfecting equipment between events. If your event should require a more enhanced cleaning solution, please reach out to your Encore representative.

Meeting Space:

> Refresh (prior to event start) and strike:


- Technician will use approved cleaners / disinfectants to clean all high-touch areas of ENCORE equipment to include:
 - > Mics
 - > Remotes / Slide Advancers / Wireless Mice
 - > Faders / Dimmers
 - > Flipchart Easel / Markers
 - > Radios
 - > Encore Music Devices
 - > Laptops / iPads
 - > Podium surface (Encore-provided)
 - > Headphones
 - > Polycom Units
 - > Power Strips
- Technician will leave a cleaning verification card with their name, signature, and date / time the cleaning was completed (~1 hour prior to event start).

Dear Encore Customer,

Our team values your safety as much as your overall event experience. We have carefully wiped down all high-touch points with alcohol wipes to limit the risk of spreading germs. We do this to protect you, our venue partners, and our team members. We are happy to do so.

Cleaned by: _____

Date/Time: _____



- Technician will meet guest in room prior to doors, make introduction, test equipment and verify cleaning.
- All team members will comply with local guidelines and work in coordination with local venue plans pertaining to PPE use and distancing.

Office / Storage Space:

- > Routine handwashing for at least 20 seconds with soap and water.
 - Encourage cleaning of personal cell phones and personal tools on a routine/daily basis
 - Posters to be displayed for awareness and reminding team members:
 - US - [CDC: https://www.cdc.gov/handwashing/pdf/HH-Posters-Eng-Restroom-508.pdf](https://www.cdc.gov/handwashing/pdf/HH-Posters-Eng-Restroom-508.pdf)
- > Hand Sanitizer and approved chemicals should be available for team member use in both office and storage rooms.
- > Daily High-touch items should be regularly cleaned using approved cleaners / disinfectants – avoid cross-use where appropriate.
 - Light controls/switches, doorknobs and drawer/cabinet handles
 - Hardline phones, house phones, MOD phones and radios
 - Computers mouse and keyboard
 - Tools (Truss wrench, measuring devices, pliers, lifts / ladders)
- When handling equipment and cases, contact points should be cleaned using appropriate cleaners/disinfectants to include pushing / lifting points and handles.