



EVENT Strong

*Our attention to detail
is your peace of mind.*



Version 1.0





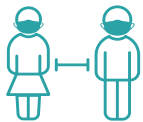
OUR COMMITMENT TO WELL-BEING

Southern Management Hotel and Resort properties (Southern properties) are taking their **Ever Strong** initiative to new levels through the development of the **EVENT Strong** program. **EVENT Strong** is our comprehensive plan to safely host meetings, social gatherings and events of various sizes. All of the actions outlined in the program meet or exceed Federal, State and local guidelines for the safe execution of programs with or without a food and beverage component.

The **EVENT Strong** program is based on four specific areas of focus - Ever Strong, Environmental Systems, Technology, and Food and Beverage.

EVER STRONG

This company-wide program specifically outlines health and safety protocols Southern has implemented for safely operating its properties and associated food and beverage outlets during the COVID-19 pandemic. Ever Strong follows state and local guidelines to prevent the spread of COVID-19. Team members wear face coverings and appropriate PPE whenever they are in contact with guests and throughout the properties at all times.



Hotel Sales and Conference Services

- Site inspections and meetings may be done virtually utilizing live, Realync video touring, as well as in-person by following appropriate physical distancing and masking protocols.
- Venue floor plans incorporate safe physical distancing and can be customized for clients to ensure optimal flow and functionality




Cleaning and Sanitizing Protocols

- Conference room doors, tables, chairs, light switches and other equipment are sanitized daily and after each event. High-touch areas are sanitized throughout the day.
- All shared equipment is single-use or sanitized after every use and all linens, including underlays, are replaced after each use.



Physical Distancing and Face Covering Protocols

- All guests and team members will wear face coverings at all times, except when eating or drinking. Team members will wear appropriate PPE when cleaning or handling any food and beverage.
- Seating capacities, including all pre-function spaces, will be reviewed on a per-event basis to ensure appropriate physical distancing.



ENVIRONMENTAL SYSTEMS

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An essential component of attendee and team member health and safety is our advanced HVAC technology. All Southern hotel and resort properties have modern systems that provide optimal air exchange and filtration in event spaces and public areas. These systems allow for both automatically and manually controlled air exchange that reduces airborne particles and aerosols, effectively limiting potential transmission of COVID-19.

- Advanced filtering is installed on all systems to remove a minimum of 85% of air particulates—a critically important component that enhances outside air flow throughout event spaces. These systems are regularly maintained with quarterly filter replacements and system cleaning.
- Each property has control systems for regulating air flow and circulation in event and pre-function areas in addition to advanced filtering and sanitizing capabilities. These capabilities, which vary by property, include automated CO2 monitoring, UV-C light sterilization and remote sensing and adjustment to ensure optimal air exchange.
- Our meeting spaces have multiple units that work in concert to provide customizable settings for different programs as required. These settings can be adjusted based on client needs.
- Public hallways and other guest spaces throughout Southern hotel and resort properties maintain a minimum of 40% fresh air intake. Intake can be adjusted up to 80% as necessary, to ensure that optimal balance and air exchange throughout the property is achieved.
- Event space HVAC systems are calibrated to guest-required settings two hours prior to event start and continue until at least two hours after the conclusion of all scheduled programs to ensure optimal air exchange is achieved while guests or team members are in program spaces.
- Each Southern property can detail the distinct benefits our systems provide, which will create a safer environment for your next program.



TECHNOLOGY,

FOOD & BEVERAGE

TECHNOLOGY

Each Southern property provides high-level built-in technology in all spaces, including wired and wireless Internet capabilities to allow for high volume use throughout our spaces.

- Customized audio visual solutions accommodate hybrid meetings that combine in-person and remote capabilities for optimal productivity.
- State-of-the-art equipment provides for multi-room, on-site and off-site broadcasting. This allows planners to limit occupancy in individual spaces while accommodating larger group sizes. This technology also includes the ability to host hybrid events including multiple on-site and remote attendees.
- Multiple solutions with a full inventory of high-end audio visual equipment to complement any program with specialty lighting, sound and staging options.
- On-site technical support is available to assist with all audio visual requirements. In-room technicians are available to help execute events and programs.

FOOD AND BEVERAGE

Food and beverage is an essential part of a successful meeting or event. Our culinary and banquet service teams have expanded our offerings to comply with the latest Centers for Disease Control and Prevention guidelines. Our goal is to ensure your customized meal and break experiences exceed your expectations.

- Customizable menus are available to ensure all personal preferences are met and safely executed.
- All self-serve style buffets and stations have been replaced by alternative service methods, including carefully served chef-attended stations, which are well-spaced and protected with physical safeguards.
- Modified menus showcase creative new styles of service and items that meet safety guidelines.
- All food and beverage break items are adapted to be individually served upon client request.
- Coffee and other break items are attended and served by a team member wearing appropriate PPE with physical safeguards in place.