



INTERNATIONAL  
MARKET CENTERS



# Year-Round

## Guidelines for IMC High Point Tenants

November 23, 2020  
*High Point*

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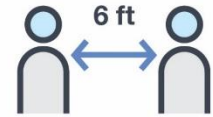


# Our Philosophy

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 tenants and exhibitors year-round. 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 everyone 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 the master reopening plan can be found at [www.togethersafely.com](http://www.togethersafely.com).



Wear a Mask



Practice Social Distancing



Wash Your Hands  
Every Hour

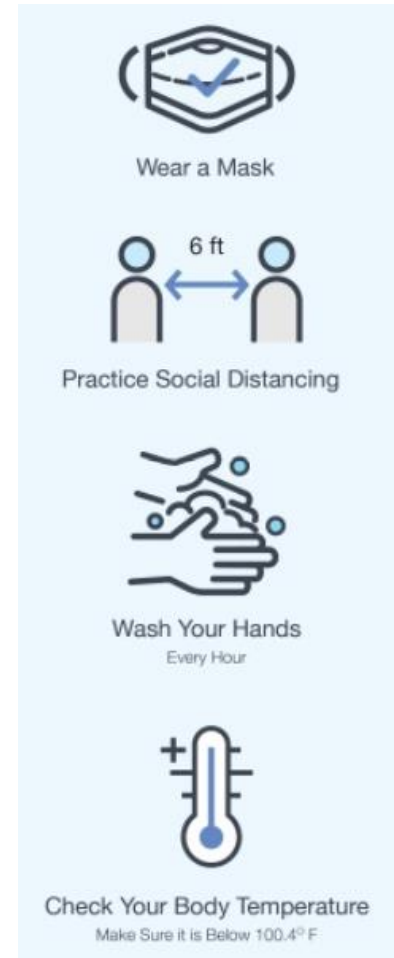


Check Your Body Temperature  
Make Sure it is Below 100.4° F



# Campus Protocols

- ❑ Wear a mask at all times within the building except when eating or drinking, at which time you should maintain social distance.
- ❑ Maintain a social distance of at least six (6) feet from others.
- ❑ Follow Together Safely signage around the campus for circulation and occupancy.
- ❑ Wash your hands frequently and after using the restroom, coughing, sneezing, eating, etc.
- ❑ Make frequent use of hand sanitizer stations located throughout campus.
- ❑ Showrooms must maintain social distancing within their spaces. At this time, proper physical distancing means remaining at all times at least six (6) feet away from other individuals who are not members of a party that arrived together.
- ❑ At this time, showroom partners are expected to provide their own PPE as well as any signage or supplies for within their showrooms and enforcement of any policies they set.
- ❑ For more information on safety protocols, visit [TogetherSafely.com](https://togethersafely.com).



# What to Expect When You Arrive

- 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
- All customers and showroom partners must be prepared for temperature checks upon arrival (once per day). Anyone with a recorded temperature in excess of 100.4 ° F will not be granted access to the building.
- You will see social distancing reminders, marked capacity limits in common spaces (such as elevators), and hand sanitizer stations in common areas.



# Year-Round Buyer Registration

- IMC is investing in a year-round buyer registration process so that we can accurately assess traffic throughout the year. The process will be extremely simple for buyers. Upon arrival to an IMC building, our security personnel will continue the temperature check, give them a health checkpoint sticker and then ask 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.
- This new buyer registration process will be in place beginning January 4, 2021. In the interim, for month of December 2020, we will be collecting business cards at each building check-in location.



# Mask Compliance Information

- Appropriate masks or face shields of a type approved by the CDC must be properly worn by visitors at all times while in or about the buildings, without exception. This include showrooms.
- 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.
- Masks are more effective than face shields alone, but face shields may be worn by individuals who have a medical reason not to wear a mask.
- Face shields, if worn, must cover the face fully from forehead to below the wearer's chin and wrap around the sides of the wearers face.

*Note: Non-compliant individuals will receive a warning and a reminder of the requirements. Repeated noncompliance may result in the removal of the individual from the facility.*



# Showroom Capacity

- To maintain proper social distancing, IMC will provide a capacity limit for each showroom:
  - Showroom capacity will be calculated based on 50% of the total “mercantile” occupancy limit. This equates to 1 person per 120 square feet of net usable space.
- Capacity limits will be communicated to showrooms and exhibitors by your TRM.
- IMC will install window clings (or floor signs for booths) at the entry of each showroom noting total occupancy and PPE requirements.
- Capacity limits must be regulated by showroom management, but IMC reserves the right to intervene if violations are noted.
- IMC continues to monitor the COVID-19 situation and may make adjustments as needed to our guidelines and plans. We will notify tenants and exhibitors of any adjustments made.





# Docks and 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](mailto:hpshippingeast@imcenters.com)
  - C&D, Furniture Plaza, Plaza Suites, National Furniture Mart, Market Square and Suites at Market Square: [hpshippingwest@imcenters.com](mailto:hpshippingwest@imcenters.com)
  
- To prevent the spread of coronavirus, IMC will not be able to loan any equipment to tenants for moving freight. Freight must be moved by IMC personnel.
  
- As a reminder, tenants will not be permitted in the freight elevators, and must access the buildings through designated main lobbies for daily temperature screening.



# Enhanced Cleaning Procedures

- In addition to regular cleaning and disinfecting of lobbies, elevators, escalators, restrooms and furnishings, housekeeping will increase attendants and cleaning frequency throughout the day within these areas depending on the anticipated occupancy in the buildings.
- Additional hand sanitizer dispensers will be installed throughout the building common areas adjacent to high touch areas for convenience and ease of use.
- Maximum capacities for each restroom, breakroom or other communal facility will be determined and posted on or near the entrance to such facility. Posted capacities are mandatory, not merely advisory, and must be strictly observed.



# Catering & Food Service

All vendors we partner with are required to adhere to the same standards as IMC staff.

- For buyers, no concessions will be provided.
- All catering ordered from caterers below or other outside caterers must abide by temporary restrictions. We care about the safety of you and your guests, so at this time no buffets are allowed in the building. All food and beverage must be individually packaged or packaged in a way which reduces touching from multiple people. The Factory & Co. is IMC's preferred caterer in High Point. Jersey Mike's, Alexandra's, and Chick -fil-A are additional catering vendor partners in High Point.
- Due to COVID-19 guidelines, 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 temperature screening and 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.** Thank you for working with us to limit the amount of people accessing the buildings in compliance with social distancing.
- If a **NON-Preferred outside caterer is used**, the Caterer must contact:
  - Dawn Sullivan [dsullivan@americasmart.com](mailto:dsullivan@americasmart.com) | 404.695.5415 for service protocols



# 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 (as of 10/27/20)

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



(336)-267-3193  
zekos2go@gmail.com



(336) 883-3821



(336) 841-2382  
chick-fil-a.com/catering



(336) 885-3970  
jerseymikes.com/3055/highpoint-nc

## List of Approved Caterers (as of 10/27/20)

**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**



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# 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 for Year-Round:

**Please note these guidelines are subject to change based on Guilford County's 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 buffets; no self-serve cheese or hors d'oeuvre platters; no self-serve coffee machines; no self-serve popcorn machines; etc.).
- 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.
- All food & beverage must be pre-packaged, served individually in disposable containers, or packaged in a way which reduces touching from multiple people
- 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 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 at all times, using gloves as practicable.
- 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.
- 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 & Communication

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 Design Floors 2-4

Jennifer Rudisill  
(336) 888-3780 O  
(336) 688-5820 C

### Interhall

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

## **National Furniture Mart, Plaza Suites, Furniture Plaza**

Karen Wood  
(336) 821-1544 O  
(336) 689-2467 C

## **Showplace, Hamilton**

Nonnie Kreilick  
(336) 822-0421 O  
(336) 803-2488 C

## **C&D**

Jennifer Rudisill  
(336) 888-3780 O  
(336) 688-5820 C

## **Market Square**

Karen Wood  
(336) 821-1544 O  
(336) 689-2467 C

## **Suites at Market Square**

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

Questions about our safety protocols or procedural changes for upcoming Markets or Year-Round? Email [togethersafely@imcenters](mailto:togethersafely@imcenters).

Security concern or emergency? Contact Security at 336-888-3719.





# More Resources

- [City of High Point COVID-19 Information](#)
- [High Point CVB COVID-19 Information](#)
- [Official State of North Carolina COVID-19 information](#)
- [PPE Suppliers](#)
- [Centers for Disease Control \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [TogetherSafely.com](#)

