



Exhibition Place

EVENT PROTOCOL

BUSINESS EVENTS SAFE REOPENING GUIDE

Exhibition Place will work collaboratively with our clients to plan and execute their events within the thresholds established by the Medical Officer of Public Health and levels of Government. As part of this effort, all departments across Exhibition Place have been tasked with developing recommendations and best practices that will enable our clients to operate within our venues during the recovery phase of the Pandemic.



SEE YOU SOON, SAFELY AT EXPLACE

During these unprecedented times there is one thing you can count on; **Our Commitment** to you, your exhibitors, and delegates that when we resume hosting your meetings, conventions and exhibitions, we will do so in a safe and controlled manner in line with the highest industry and health standards.

During this pandemic period, our team has worked with the City of Toronto, the Province of Ontario and Chief Medical Officers of Health to establish a set of ReOpening Guidelines to allow us to safely host your events again.

Our Commitment to our clients and employees has been recognized by the global meetings industry. Exhibition Place is the first convention centre in Canada to be awarded the Global Biorisk Advisory Council **GBAC STAR** Facility Accreditation. This certification ensures our venue has illustrated our compliance, knowledge and implementation of the comprehensive standards of the internationally recognized cleaning, disinfection and infectious disease prevention program at the highest levels possible. Heightened sanitation processes and infection control combined with extensive employee training has made Exhibition Place one of the safest event and meeting facilities in the world.

Exhibition Place has received the **#SafeTravels Stamp** designation from the World Travel & Tourism Council (WTTC) and Tourism Industry Association of Ontario (TIAC) as a convention centre that adheres to the highest global standards of health and hygiene for the hospitality and tourism sector.

The Exhibition Place Safe ReOpening Protocols that follow, are dynamic and reflective of the ever-changing health and safety requirements of the pandemic ensuring **Our Commitment** to you, our employees and every person that passes through our doors will have a safe and enjoyable experience. We have participated on national and international industry recovery task forces and focus groups and we continually align with government on the most current guidance on re-opening protocols. Our team is dedicated, optimistic, and prepared to work collaboratively with you in the planning of your next event at Exhibition Place.

I look forward to the next time we meet face-to-face!

Stay well,



Laura Purdy CMM, CEM
General Manager
Exhibition Place



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EXECUTIVE SUMMARY

All levels of government/public health officials, and the Business Events industry associations are currently in the process of developing guidelines for social and economic resumption from COVID19 restrictions. The resumption environment will be fluid and evolve as it is tied to the successes and data originating in the medical and health community.

Exhibition Place will need to work collaboratively with our clients to plan and execute their events within the thresholds established by these entities. As part of this effort, all departments across Exhibition Place have been tasked with developing recommendations and best practices that will enable our clients to operate within our venues, and provide the attendees with the confidence to attend a live business event. This document represents a collective brainstorming combined to develop a framework that will assist in supporting our event and tenant portfolios.

In these unprecedented times, it is fair to say that it will not be business as usual in the foreseeable future. The resumption of activity in Toronto is not as simple as reversing the order of prohibitions put in place by government. Effective resumption relative to our line of work involves creating an event venue that serves as a safe event space to host a Business or Public Event. This will require resources, procedures, and best practices that will ensure public health, instill confidence, and allow members of the public to safely re-engage in business events interactions.

Efforts will be required by all stakeholders involved in producing a successful event. Content was derived through a combination of open source research, local subject matter expertise of Exhibition Place staff and suppliers, and exploring possible scenarios that may play out during resumption.

Concepts developed through this exercise will highlight implications for Exhibition Place, event organizers, attendees and public health authorities. As the recommendations of this pandemic changes/or progresses, this document will evolve to take on the new recommendations outlined by Public Health and the City of Toronto. We will continue to evolve and pivot as we move through the post-pandemic and into the new future.

As of this publication of the Business Events Safe Reopening Guide, we are working within the COVID-19 Response Framework: Keeping Ontario Safe and Open updated, November 9, 2020. Please contact your Event Meeting Coordinator to discuss the specific limitation in effect at this time.



BUSINESS EVENTS RECOVERY GUIDE

It will be imperative that the approach to orchestrating events going forward will have to involve three main stakeholders:



ORGANIZER



VENUE



TORONTO & ONTARIO
PUBLIC HEALTH

All are dependent on each other and will have to place a great amount of trust in each other in order to successfully get back to the business of hosting business events, consumer shows, trade shows, conferences, conventions, exams, sporting events, banquets, award shows, gala dinners and so on.



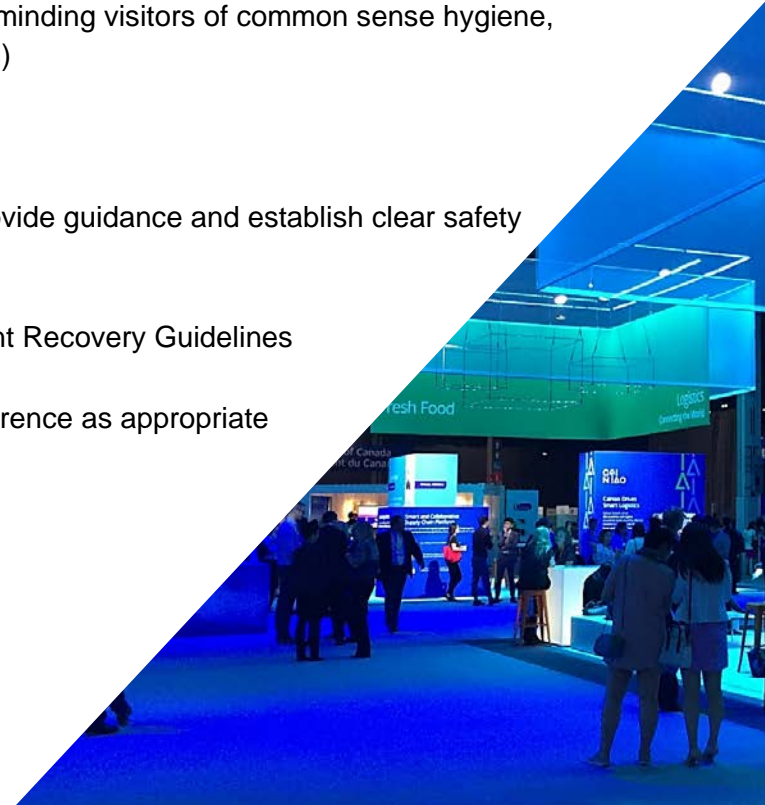
STAKEHOLDER RESPONSIBILITY

Organizer

- ☑ Clear lines of communication with internal staff, exhibitors, delegates
- ☑ Setting expectations as to what to expect when arriving on-site
- ☑ Coordination with Public Health
- ☑ Administering Public Health standards at their event

Venue

- ☑ Clear lines of communication with clients as to what Public Health standards are at the time of event
- ☑ Clearly define what initiatives are in place to mitigate COVID-19/Virus transmission
- ☑ Enhanced staff training on common sense hygiene practices
- ☑ Robust signage throughout the venue and site, reminding visitors of common sense hygiene, physical distancing, proper use of PPE (if required)
- ☑ Dedicated staff to sanitize the venue
- ☑ Toronto Public Health/Ontario Public Health to provide guidance and establish clear safety standards and regulations
- ☑ Work with venue staff on reviewing Business Event Recovery Guidelines
- ☑ Work with Bylaw Enforcement on monitoring adherence as appropriate



THREE PATHWAYS TO EVENT RESUMPTION

Exhibition Place will continue to work in conjunction with the Public Health for the City of Toronto, the Province of Ontario and the Federal Government of Canada, as it relates to the resumption of Business Events: trade and consumer shows, conferences and meetings and concerts, etc.

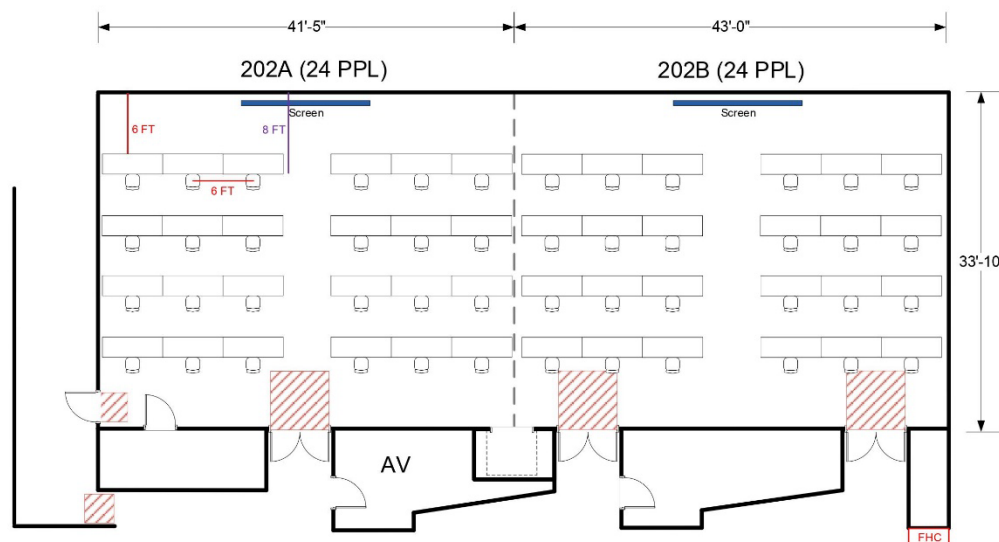
This Recovery Guide outlines the responsibilities of Event Organizers, Exhibition Place and Government; working together to get back to the business of restarting our economy through hosting Business Events on the grounds of Exhibition Place.

First path – Conferences & Meetings

As we move to the second path, restrictions on physical distancing may change. This will allow for locally based, small and medium sized conferences and meetings to safely occur. Reduced numbers of attendees in meeting rooms that would normally occupy 100 people may only be able to accommodate 25 people at current physical distancing standards (2m – 28.3 square feet).

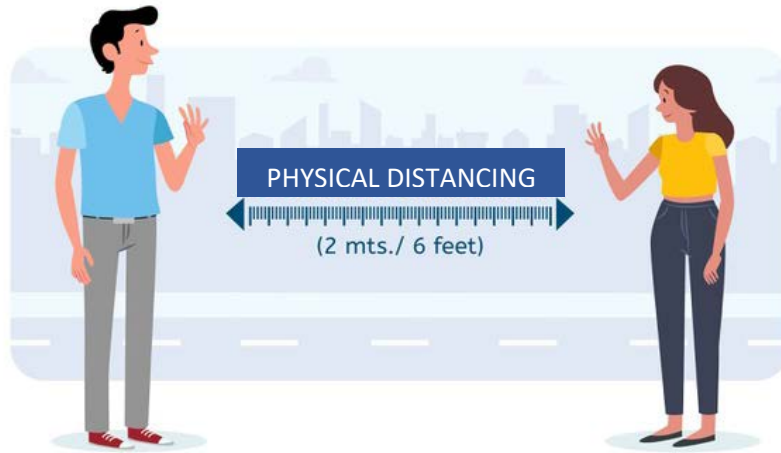
In order to make the transition financially viable to our clients and the venue, reduced physical distancing standards combined with hybrid/virtual technology may be utilized.

We are currently working within the Provincial COVID-19 Response Framework: Keeping Ontario Safe and Open updated, November 9, 2020. Please contact your Event Meeting Coordinator to discuss the specific limitation in effect at this time.



Second Path – Trade & Consumer Shows

Over 1 million square feet of meeting and exhibit space at Exhibition Place will allow for the controlled hosting of exhibitions/trade and consumer shows. Current occupancy standards within the facilities at Exhibition Place are generous, ranging from 27 – 30 square feet per person (prior to the Pandemic), in Enercare Centre Halls A, B, C & D. In consultation with Toronto Public Health, scenarios for physical distancing (up to 54 square feet per person) are available in Appendix F as Toronto moves out of the current crisis, occupancy could gradually revert back to normal.



It is important to note that the Enercare Centre current physical distancing based on occupancy of a 100% exceeds recommended standards of 2 metres or 28.3 square feet per person.

In addition to greater physical distancing; an emphasis will be placed on traffic flow, regulating attendance as well as a heightened emphasis on hygiene and sanitation, will enable Exhibition Place to host events. As of the current Provincial Guidance, "Trade Shows or any events requiring guests to mingle are prohibited at this time."

Third Path – Concerts & Mass Gatherings

The ability to host thousands of attendees in close proximity to each other at a concert or mass gathering will be the final path to full event resumption. The third path will be fully dependent on Government and Public Health guidance and timelines.



FOUR PILLARS OF PROTECTION

Exhibition Place has embraced Four Pillars of Protection for the recovery of Live Business and Public Events. The way in which we will look at these protection pillars is to establish best practices that are consistent with live events (i.e. - arriving at the site, entrance into the venue, registration, washroom use and so on); we will then delve into the nuances of each event stream by type, and provide guidance accordingly.



Physical Distancing & Attendee Health Protection Measures



Cleaning & Hygiene



Protect, Detect & Staff Training



Communication | Sales & Marketing



Physical Distancing & Attendee Health Protection Measures



FUNCTION	CONCERN – RISK MITIGATION	RESULT
ARRIVAL	<p><i>Guests will arrive through a myriad of ways to events at Exhibition Place. Rideshare, taxi, public transit, bus, bicycle as well as personal vehicles.</i></p> <p>Upon arrival at Exhibition Place, clients must know what to expect before they enter into the event:</p> <p>Public Transit - have clear signage from transit enroute to the venue (physical distancing, queuing, good hygiene, enhanced sanitization)</p> <p>Self-Parking - cashless technology, signage enroute to the venue (physical distancing, queuing, good hygiene, enhanced sanitization)</p> <p>Rideshare / Taxi - dedicated drop off-pick-up areas</p> <p>Venue Entrance - signage to identify events and their location, identify specific building initiatives as it relates to venue cleaning / sanitization processes, physical distancing and good hygiene (See sign sample appendix A)</p>	<p>These initiatives will set the tone of what to expect when the visitor / attendee / delegate arrives at the event. In conjunction with clear pre-event communication from the event organizer a standard or expectation will be established. Establish credibility that the venue is employing industry best practices to contribute to a safe, clean, controlled and welcoming environment.</p>
CASHLESS VENUE	<p><i>Accepting paper currency promotes the spread of disease and infection to transfer from money to the public.</i></p> <p>Exhibition Place will be cashless, all areas within the venue will be cashless; parking kiosks, food and beverage vendors and exhibitor services will only accept cashless payment options.</p>	<p>Mitigate of virus transmission/spread to all who come to Exhibition Place.</p>
REGISTRATION / TICKETING	<p><i>Traditional methods of registration areas in the Galleria or Lobby spaces, may no longer be accessible, as the lack of space in pre-function areas traditionally used for registration may be needed for entrance and visitor queuing.</i></p> <p>Event attendees may have to gain access into the specific event as per the method identified and communicated by the Event Organizer in conjunction with the Venue recommended best practices.</p> <p>Event organizers working with their registration suppliers utilizing paperless technology, electronic badges or QR code access may become the standard. If onsite registration is required the need to locate this service out of the main pre-function area may need to be considered. This standard would be the best practice and highly recommended by the venue; your Event/Meeting Coordinator can provide a list of suppliers that can provide this level of service.</p>	<p>Reduction in registration line ups for attendees. Removing touch points, ensuring physical distancing, and accessing the event efficiently. Advanced registration will allow event organizers the opportunity to communicate the expectation the guest is going to receive well in advance of the event. This will also reduce waste and mitigate virus transmission through contamination of paper products.</p>

FUNCTION	CONCERN – RISK MITIGATION	RESULT
EVENT INGRESS	<p><i>Attendee and exhibitor event ingress may look different from the ways of the recent past.</i></p> <p>There may be a need for queuing incorporating physical distancing standards. The venue will assist in setting up an effective and professionally laid out queuing area (see appendix B). In order to maintain an even flow through the event, the event organizer may consider timed ticket entry. Self-serve contactless/paperless ticket kiosks and greeters to assist visitors through the new process. A single point of entry into the exhibit hall, and single exit may become the standard in order to calculate attendee capacity in real time to facilitate capacity counts and reporting that may be in effect at the time of the event.</p>	Ease congestion upon arrival at the venue and will minimize the need for larger holding areas in advance of the event opening. This may ease groups gathering and the mitigation steps required to adhere to physical distancing standards, creating a better overall experience for the attendee.
FLOOR PLAN	<p><i>The event's General Service Contractor (GSC) will work with their client to produce a floor plan that can be presented to the venue Event/Meeting Coordinator for approval.</i></p> <p>A well thought out exhibit hall plan keeping in mind consideration for traffic pattern, flow, and feature areas. Creating a traffic flow throughout the event may alleviate the additional cross over of attendees and may assist with physical distancing measures. Having extra wide aisles at the top and bottom of the hall may allow for traffic flow as well as an area for queuing for washrooms, seminar rooms and food service outlets. Consideration should be given to booth staffing numbers, as exhibitors may affect overall event capacities. Organizers may consider removing aisle carpeting to allow the Venue to provide a higher level of overnight floor cleaning.</p>	Creating a better visitor experience. Less cross-over traffic, clear traffic flow patterns, which in turn will create less opportunity for physical distancing situations to occur.

Thank you for practicing
**Please
keep at least
6ft apart**
social distancing

FUNCTION	CONCERN – RISK MITIGATION	RESULT
WASHROOMS	<p><i>Physical distancing standards at the time of the event may require a need to reduce washroom capacities.</i></p> <p>The venue will work with the event organizer to identify clear, well identified queuing areas for the washrooms on the show floor. An attendant for every washroom area will be provided by the venue to control occupancy of the washrooms. Washrooms will be shut down each hour in order to disinfect and sanitize the entire washroom using an electrostatic disinfectant sprayer. Washrooms will be checked on a constant rotation during move in, show time and move out hours. The washrooms will be sanitized and restocked completely every night after the event closes between show days. Signage will be provided describing the cleaning process and frequency to attendees. These procedures will align with Toronto Public Health requirements.</p>	<p>This will result in a controlled experience for the visitor to the event. Clear signage will be posted illustrating queuing locations, physical distancing spacing as well as signage explaining the cleaning / disinfecting process as well as common sense hygiene practices in all washroom areas within the venue.</p>
SEMINAR / PRESENTATION / FEATURE AREAS	<p><i>Based on the topic or speaker there may be a concern with attendee capacity or lack of physical distancing at the seminar area.</i></p> <p>Seminar areas are a popular feature at exhibitions. Like the ticketing process, event organizers may consider registration for the seminars/feature areas. Based on the layout of the seminar area and considering physical distancing measures at the time of the event, show organizers may wish to publish area capacities well in advance of the event to pre-register the attendee.</p>	<p>A reserved space for an attendee will provide a better experience overall. Eliminating the need for a large queuing area as well as allow the attendee to spend more time on the event floor prior to the presentation.</p>
FOOD COURTS	<p><i>Food courts will continue to exist at events, as food is a very large part of an event experience.</i></p> <p>Physical distancing, food handling and overall area sanitization processes will be required. Having food courts that are well thought out, single point of entry and directional flow, simple menus, queuing lines clearly marked for physical distancing, cashless technology and dedicated food court housekeeping staff (provided by the food and beverage provider) can add to the peace of mind of the event attendee knowing the area is being constantly maintained (See appendix D). Table/seating areas will have a variety of cafe tables for two as well as tables identified for families. All areas will conform to current physical distancing measures at the time of the event.</p>	<p>A simple, organized process for food and beverage can provide peace of mind for the attendee. Physical distancing markings on the floor, cashless payment technology will all be clearly communicated on area signage. In addition, dedicated food court housekeeping staff disinfecting tables and high touch point areas continuously will demonstrate the venues and food service providers' commitment to the health and safety of the attendees.</p>

FUNCTION	CONCERN – RISK MITIGATION	RESULT
EVENT EGRESS	<p><i>Monitoring room capacity numbers to meet TPH Guidelines.</i></p> <p>A single main exit provides the event organizer with a means of capturing how many attendees have left the event. This number can be checked against the attendance at the entrance to audit how many people are in the event, and that the event is adhering to physical distancing capacity numbers established at the time of the event. Event staff or security at the exit(s) can perform this function as there may be a need to capture how many attendees are in the event in real time.</p>	<p>Having accurate attendee numbers on the exit may be required in order to verify event attendance in real time.</p>
GENERAL SERVICE CONTRACTORS GSC	<p><i>Client appointed GSC's needs to be up-to-date with venue standards, policies and procedures.</i></p> <p>In addition the GSC needs to comply with the physical distancing measures in place at the time of the event in order to work with venue and event staff. The GSC must conform to the standards, policies and procedures Exhibition Place has implemented.</p>	<p>Creating a better working understanding between the venue, exhibitors, event staff and other third party service providers is the goal.</p>



Cleaning & Hygiene



FUNCTION	CONCERN – RISK MITIGATION	RESULT
VENUE DISINFECTING PROCESS	<p><i>Risk of cross contamination from event to event.</i></p> <p>Prior to each client taking control of a rentable space, the venue will be sanitized using hospital grade cleaning chemicals and disinfecting tools to ensure the venue is prepared for the client's possession. Before every event move-in the venue is sanitized from the event prior. Then the venue will be sanitized at the end of move-in prior to show opening to ensure the health and safety of the event attendees. This process will also be completed between show days on the overnight shifts.</p>	A sanitized venue ready to receive the event attendees.
PREFUNCTION AREAS	<p><i>Mitigating virus spread in common space areas within Exhibition Place venues.</i></p> <p>Exhibition Place will have dedicated housekeeping staff assigned to the public spaces to clean identified high touch point areas. Hospital grade cleaning products are being used. Additional hand sanitizer units have been installed in common spaces.</p>	A constant level of virus mitigation for everyone's health & safety.
WASHROOMS	<p><i>Physical distancing standards at the time of the event may require monitoring and reduction in washroom capacities.</i></p> <p>The venue will work with the event organizer to identify clear, well identified queuing areas for the washrooms on the show floor. An attendant for every washroom area will be provided by the venue to control occupancy of the washrooms. Washrooms will be shut down each hour in order to disinfect and sanitize the entire washroom using an electrostatic disinfectant sprayer. Washrooms will be checked on a constant rotation during move in, show time and move out hours. Washrooms will be sanitized and restocked completely every night after the event closes between show days. Signage will be provided describing the cleaning process and frequency to attendees. These procedures will align with Toronto Public Health requirements.</p>	This will result in a controlled experience for the visitor to the event. Clear signage will be posted illustrating queuing locations, physical distancing spacing as well signage explaining the cleaning / disinfecting process as well as common sense hygiene practices in all washroom areas within the venue.



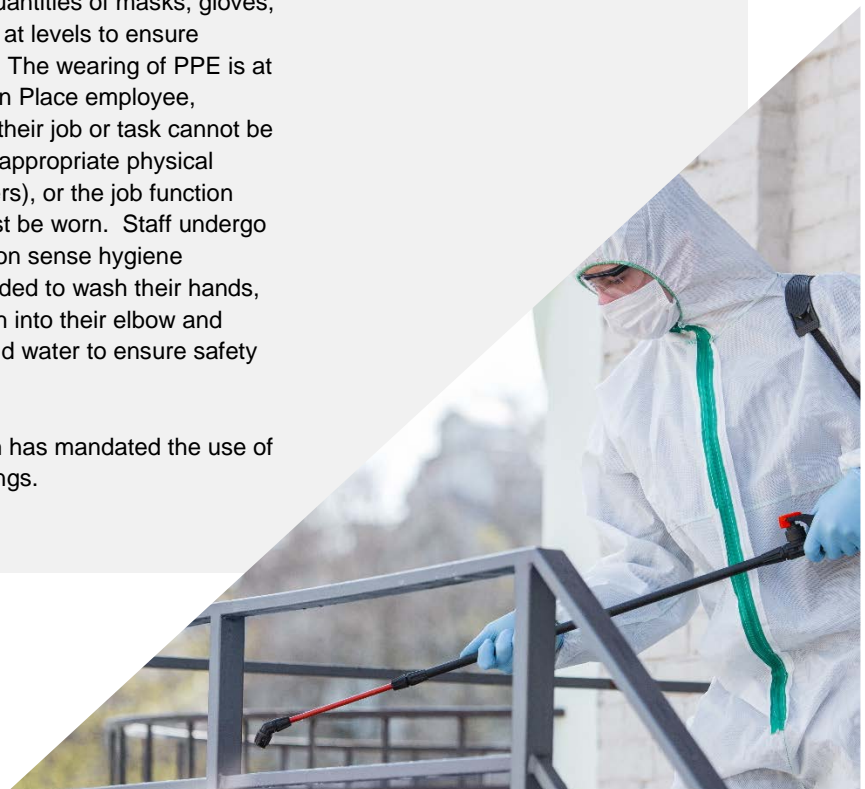
FUNCTION	CONCERN – RISK MITIGATION	RESULT
FOOD COURTS	<p><i>Food court areas if left unattended may become soiled and contaminated.</i></p> <p>The food service provider will assign dedicated and uniformed cleaning staff to food and beverage areas. Staff will be deployed at a rate of 1 per 15 tables. High touch point areas within the food and beverage area will be regularly sanitized. Each point of purchase location will have hand sanitizer available for attendee use. Cleaning chemicals used in the food and beverage areas will be consistent with the chemicals utilized throughout the venue. Hand wash stations will be placed in food court areas.</p>	A constant level of virus mitigation for everyone's health & safety.
MEETING ROOMS	<p><i>Rooms used multiple times may require sanitization throughout the day</i></p> <p>Prior to each new session, and during breaks, a housekeeping team will be available to sanitize the room, clearing waste and cleaning hard surfaces. Signage will be posted during this cleaning phase. Beanfield Centre operates with a linen-free table policy, allowing effective cleaning of table surfaces for meeting rooms. Event organizers should allow time for this process to occur. The Event/Meeting Coordinator will work with each client to derive a schedule.</p>	A sanitized meeting room ready to receive the event attendees.
HAND SANITIZERS	<p><i>The event attendees will be expecting hand sanitization units for their use.</i></p> <p>Hand sanitizer locations within the pre-function areas of the venues will be established (see appendix E for locations within the Enercare Centre). The venue will place a limited quantity (1 unit per aisle on the show floor) within the show. The Event/Meeting Coordinator will provide a location plan to the event organizer. All hand sanitizer provided by the venue has a minimum of 70% alcohol content.</p>	Ensures ability for all attendees to protect themselves.
WASTE MANAGEMENT	<p><i>Build-up of waste in receptacles as well as cross contamination due to disposing of PPE in the wrong garbage stream.</i></p> <p>The four stream waste collection practiced at Exhibition Place, utilizes highly visible containers and signage which identifies each stream (compost, paper, glass/plastic, waste). The signage for the waste stream has been redesigned to include the disposal of gloves, wipes and masks as waste.</p>	Continuing to be environmentally conscious while mitigating virus spread

FUNCTION	CONCERN – RISK MITIGATION	RESULT
HVAC SYSTEMS	<p><i>Maintaining proper fresh air exchange and ventilation controls to mitigate virus transmission.</i></p> <p>Dedicated building operations staff will continually monitor air flow, building temperature, lighting levels, humidity levels and proper filtration is being provided in every event hall, meeting room and public space. In addition to the above Exhibition Place will commit to;</p> <ol style="list-style-type: none"> 1. Increase the indoor air ventilation by opening the outdoor air dampers to 100% as indoor and outdoor conditions permit 2. Upgrade filters to MERV 13, which is the highest level achievable for our HVAC units 3. Increase frequency of filter replacement 4. Optimize humidity levels 5. Bypass the energy recovery ventilation systems reducing the potential of contaminated exhaust air back into the outdoor supply 6. Increase air recirculation within the underground parking venue. 	<p>A level of health & safety will be achieved while ensuring attendee comfort.</p>
GLOBAL BIORISK ADVISORY COUNCIL (GBAC) STAR FACILITY CERTIFICATION	<p><i>Attendees, clients and TPH need to be confident that the venue is being maintained at a high standard of cleanliness to mitigate virus transmission.</i></p> <p>Exhibition Place is the first facility in Canada to achieve the Global Biorisk Advisory Council GBAC Star Facility Certification. The GBAC STAR Program will enable the venue to:</p> <ol style="list-style-type: none"> a) Establish and maintain a standardized cleaning, disinfection, and infectious disease prevention program to control and/or minimize risk associated with infectious agents such as SARS-CoV-2 (responsible for COVID-19 disease) for employees, customers, clients, visitors, the community, and the environment b) Provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices are in place and implemented c) Establish a framework for communication and raising awareness of best practices as they relate to cleaning, disinfection, and infectious disease prevention. 	<p>Ensures a venue has illustrated their compliance, knowledge and implementation of the standards within the Internationally recognized cleaning program to be at the highest level of cleanliness possible. Communication to attendees, clients will occur through digital signage using a variety of communications channels.</p> <div data-bbox="1101 1402 1469 1766"> </div>

Protect, Detect & Staff Training



FUNCTION	MITIGATION or SOLUTION	RESULT or EFFECT
PUBLIC HEALTH	<p><i>Compliance with regular updates on orders or policy updates from Public Health.</i></p> <p>Exhibition Place is a division of the City of Toronto and will comply with orders and guidelines implemented by Public Health. The event organizer is responsible for compliance with orders from the Medical Officer of Public Health prior to the event occurring at Exhibition Place. This is a measure to ensure compliance and/or an inspection prior to the event opening.</p>	<p>Up-to-date health and safety measures are implemented in real time to ensure the health & safety of all.</p>
EMPLOYEE SCREENING	<p><i>Virus symptomatic screening process for employees.</i></p> <p>Exhibition Place employees are subject to a questionnaire asking specific questions regarding their health and wellness before the start of their shift. Staff are encouraged not to come to work if they are not feeling well. Toronto Public Health Hotline 416-338-7600</p>	<p>Minimizing the spread of any flu or flu-like symptoms.</p>
PERSONAL PROTECTIVE EQUIPMENT PPE	<p><i>The lack of PPE supply or use may result in virus spread.</i></p> <p>Exhibition Place has in place a detailed standard operating procedure for the use of PPE. All staff have been taught how to properly wear and install PPE according to the protocol. Quantities of masks, gloves, hand sanitizer and wipes are at levels to ensure sufficient supply for 60 days. The wearing of PPE is at the discretion of the Exhibition Place employee, however in the instance that their job or task cannot be performed while maintaining appropriate physical distancing allowance (2 meters), or the job function requires protection, PPE must be worn. Staff undergo a daily toolbox talk on common sense hygiene explaining the frequency needed to wash their hands, do not touch their face, cough into their elbow and wash the hands with soap and water to ensure safety to themselves and others.</p> <p>NOTE: Toronto Public Health has mandated the use of masks inside all public buildings.</p>	<p>This procedure enforces good common sense hygiene practices, and responsible use of PPE.</p>



FUNCTION	CONCERN – RISK MITIGATION	RESULT
EMERGENCY RESPONSE PLANS	<p><i>The need to address a Pandemic within the current emergency response plan.</i></p> <p>Staff have updated the current Exhibition Place Emergency Response Plan template to include virus protection measures. The plan also covers First Aid & Medical Support enhanced response and reporting. The Event/Meeting Coordinator will work the client to ensure the creation of their EPP plan is specific to their event needs.</p>	<p>This procedure ensures the health and safety of staff, clients and event attendees.</p>
ENHANCED EMPLOYEE TRAINING AND AWARENESS	<p><i>Ensuring that staff are prepared to resume physically working at Exhibition Place.</i></p> <p>Exhibition Place has created a Work Resumption Protocol when staff is called back to work. This includes enhanced training in areas of common sense hygiene practices, specific tool box talks on their roles and responsibilities within their area of work, proper use and installation of PPE. These initiatives will be reinforced at the start of every shift to ensure complete awareness and adoption by all team members.</p>	<p>This procedure ensures the health and safety of staff, clients and event attendees</p>



Communication



FUNCTION	MITIGATION or SOLUTION	RESULT or EFFECT
PRE-EVENT	<p><i>Lack of pre-event communication can result in the confusion of the event attendee.</i></p> <p>Event organizers along with the venue may work together to formulate a detailed communication plan prior to the event, reducing confusion and frustration for event attendees, exhibitors, suppliers and staff. The use of all communication channels should be strategized and applied in a consistent method. Clear communication is key to the success of the event. Understanding the enhanced measures in place to prevent the spread of any virus, will certainly create a different experience for all participants.</p>	Providing relevant/timely information creating a better attendee experience.
SIGNAGE	<p><i>Signage is integral, to creating consistent clear messaging.</i></p> <p>A detailed signage plan needs to be in place for each event. Exhibition Place will have venue signage that will be placed along the route(s) travelled to get to the event on the site. Informational Signage such as, common sense hygiene practices, physical distancing, be prepared for possible line-ups, specific event entrances and sanitization practice signage will be placed in key locations as attendees walk in from TTC, GO Train, parking lots, ride share drop off areas, bike lock up areas and for those who have walked in from adjoining neighbourhoods (see appendix A).</p> <p>The event organizer signage should complement the messaging that has been presented to the attendees on their way into the venue.</p>	Providing relevant/timely information creating a better attendee experience





FUNCTION	MITIGATION or SOLUTION	RESULT or EFFECT
SALES PROCESS	<p><i>Encouraging a positive and seamless sales process when booking events.</i></p> <p>Venue Sales will be responsible for informing planners and event organizers of all safety and operating procedures, while maintaining fair and competitive venue pricing models. The venue will provide additional wayfinding signage to assist with clear direction to venue halls, upgraded disinfecting and cleaning processes are in place with hand sanitization stations throughout the facilities, venue will provide an attendant to monitor washroom usage and appropriate cleaning scheduling. Event Organizers are responsible for ensuring they request adequate move in and/or move out days/times to allow their GSC and exhibitors to safely work in the Venue in accordance with physical distancing requirements.</p>	<p>The planner will have confidence in booking their programs with Exhibition Place</p>
WORKING WITH THE SALES TEAM	<p><i>Managing physical distancing through the sales process.</i></p> <p>Sales will provide optimized technology and offer choices on the way we work with our planners. Virtual technology will provide virtual tours of all facilities, enhanced photography and website development that will include strong visual presentations of Exhibition Place. Site inspections may be scheduled in person ensuring proper physical distancing measures or through a virtual experience.</p>	<p>Planners will experience all that Exhibition Place has to offer through virtual experiences or on property visits and they will feel confident they have made the right choice.</p>
DRIVING SALES	<p><i>Selling in a new normal environment to creatively drive sales.</i></p> <p>The sales recovery process will be key to driving new business and repeat business to the venue. The sales team will work closely with our CVB, communicating, updating and keeping them informed of all safety policies and protocols. The team will work with all 3rd party planners to make certain they are aware of new procedures and policies in place to ensure physical distancing of programs. Exhibition Place has always and will continue to work with our Canadian partners and clients to secure group business that is within driving distance and cross Canada travel to Exhibition Place, while under Provincial and Federal travel restrictions.</p>	<p>Ensuring our key partners and clients are up to date with our new policies and procedures so they can sell and promote effectively and with confidence that we have the right procedures in place to execute a flawless program.</p>

FUNCTION	CONCERN – RISK MITIGATION	RESULT
SELLING CREATIVELY	<p><i>Ensuring strong event attendance and engagement.</i></p> <p>The sales team will guide clients through our improved on-site technology advancements, enhanced Wi-Fi capabilities, Hybrid Meetings to encourage attendee engagement, and resources available through our Official AV partners to enhance virtual connections and hybrid meeting technologies.</p>	<p>This will allow more attendees to both physically and virtually participate in a conference or exhibition to enable them to be educated and/or have the ability to secure product they are looking for.</p>
SELLING WITH FLEXIBILITY	<p><i>Conferences returning slowly due to the concern of physically distancing.</i></p> <p>The sales team will consider new types of events that are being created by planners i.e. drive-in movies and concerts. We will be flexible while creating new out-of-the-box set ups that can accommodate the new program ideas to safely bring people together.</p>	<p>We may not be returning immediately to our typical conference or meeting type of business, however we will have the ability to secure different programs that are safe for attendees</p>
DIGITAL SCREENS	<p><i>Consistent information and clear communication of mitigation measures.</i></p> <p>Signage communicating health & safety measures as well as signage describing good practices to protect themselves and others will be added to Exhibition Place interior and exterior digital wayfinding screens.</p>	<p>Easy to find communication posts on virus mitigation will provide all visitors with a better experience.</p>



SIGNAGE EXAMPLE - APPENDIX A

Floor Decal - Fixed Standing Position

SIZE = 16" x 16"

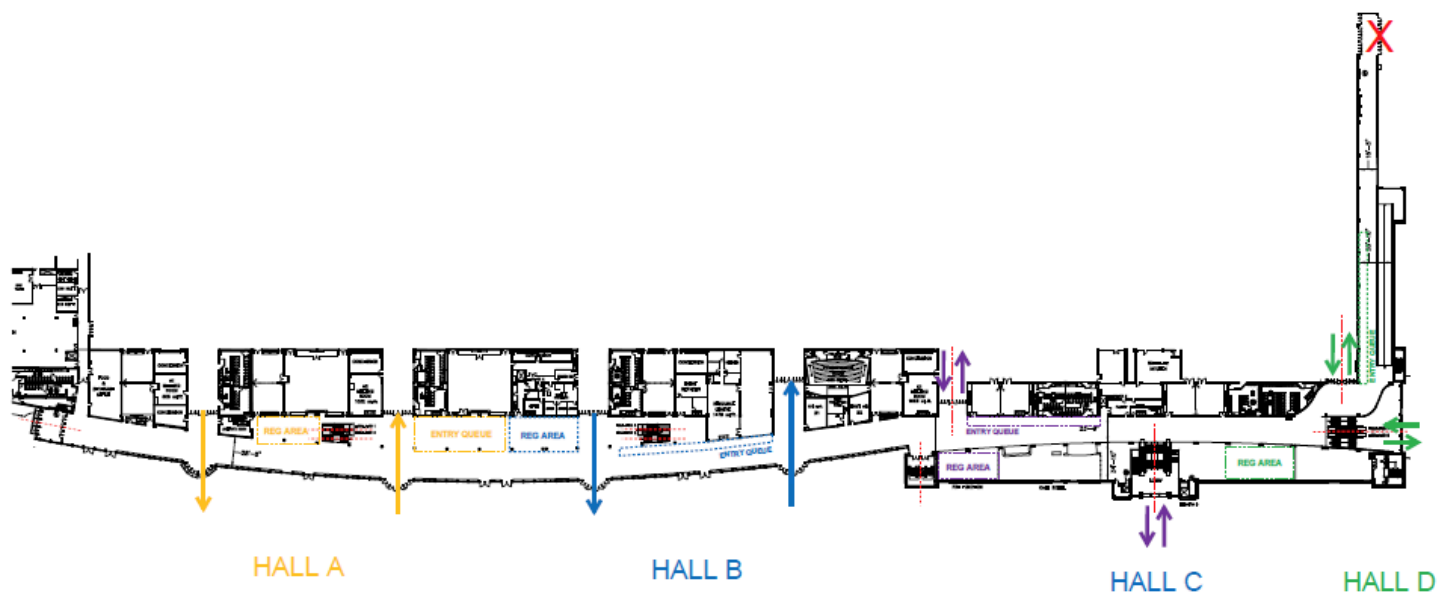
Example Use Case: Line ups to offices or key areas

Identifies fixed standing positions for use in creating separation or starting lines.

Could be used to mark where to stand in elevators, or use tape lines



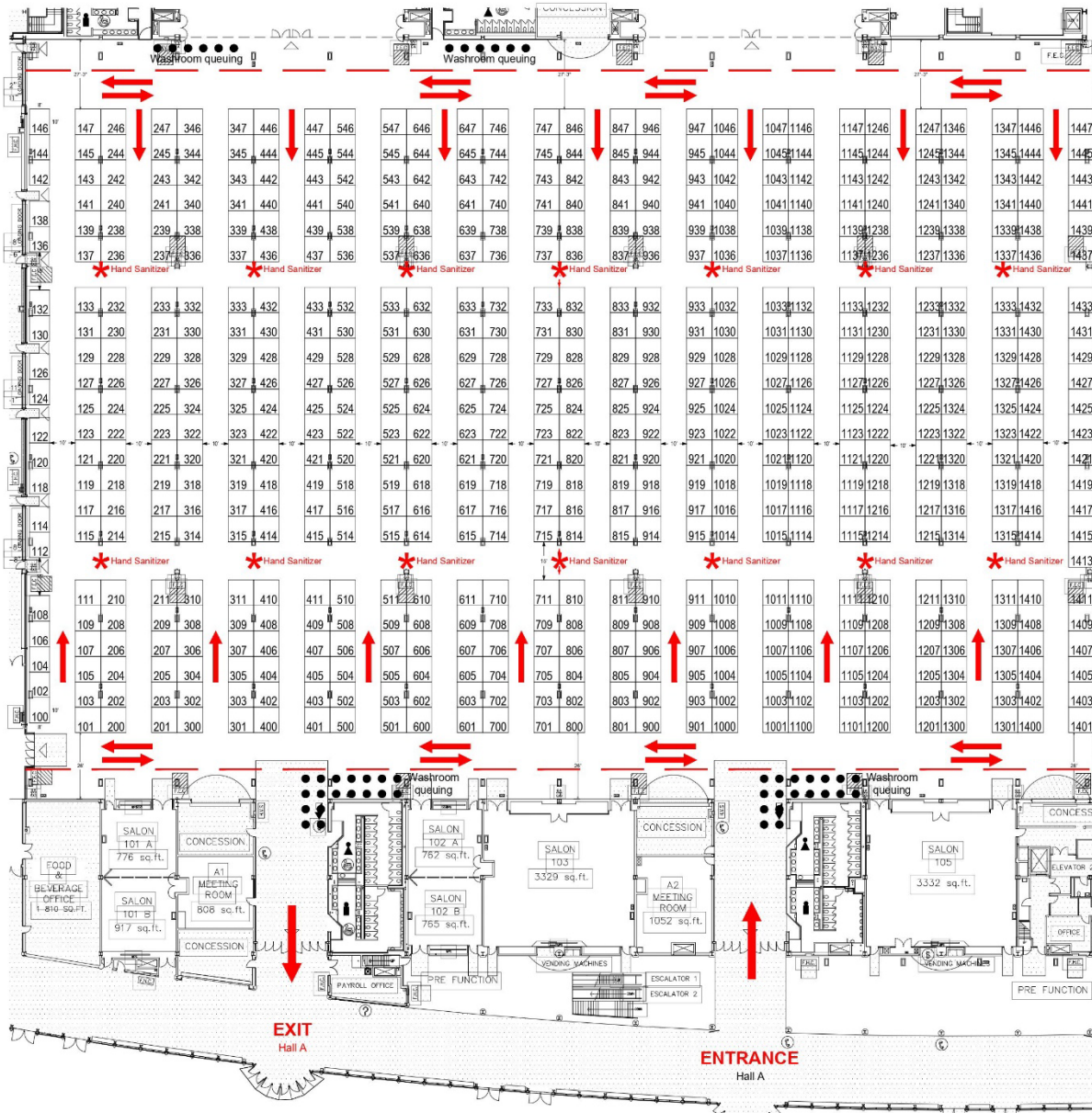
ENTRANCE QUEUING PLAN - APPENDIX B



FLOOR PLAN – APPENDIX C

Hall A

Max 10' x 10' Layout



LEGEND

- ① TELEPHONE
- ② BANK MACHINE
- ③ INTERNET BORDERS
- ④ NON RENTABLE AREA
- ⑤ WOMEN'S WASHROOM
- ⑥ MEN'S WASHROOM
- ⑦ WHEELCHAIR ACCESSIBLE
- ⑧ COLUMNS
- ⑨ HOSE VALVE STATION
- ⑩ OPERABLE PARTITION
- ⑪ FIRE HOSE CABINET
- ⑫ FIRE EXTINGUISHER
- ⑬ FIRE EXTINGUISHER CABINET
- ⑭ PULL STATION
- ⑮ FIRE EXIT
- ⑯ FIREFIGHTERS TELEPHONE

Hall A as of 07/03/2020

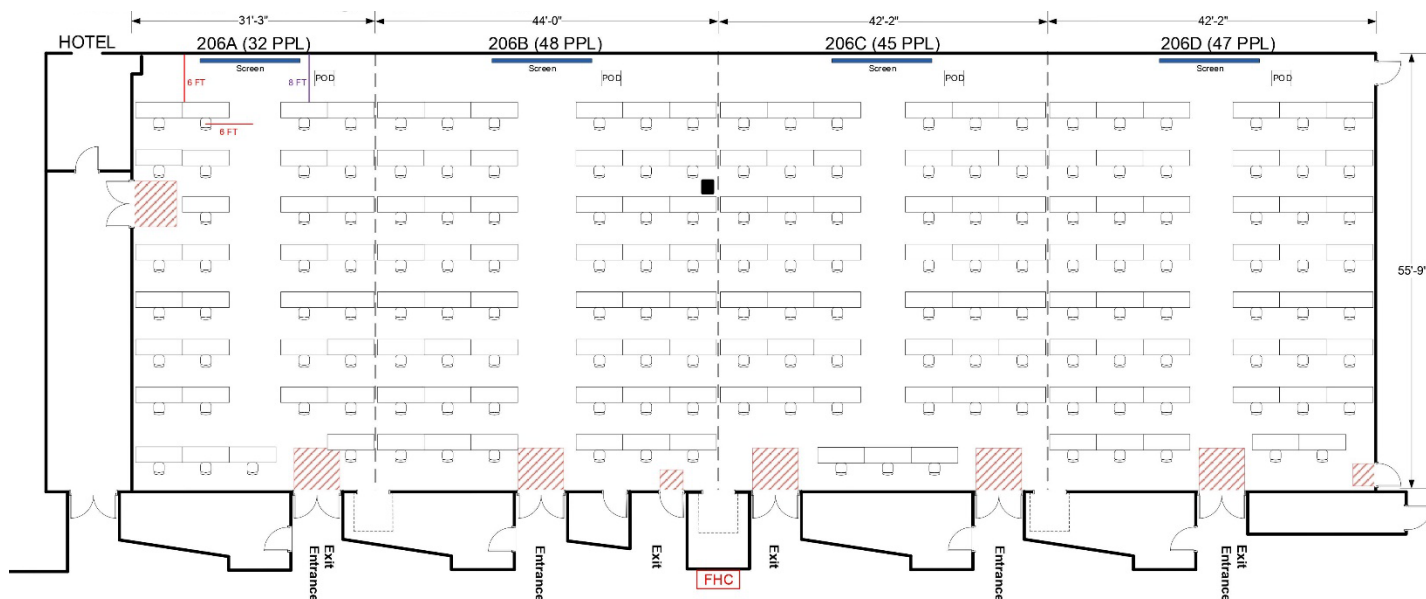
Dimension	Size	Qty	SqFt
8'x10'	80	19	1,520
10'x10'	100	595	59,500
Totals:		614	61,020



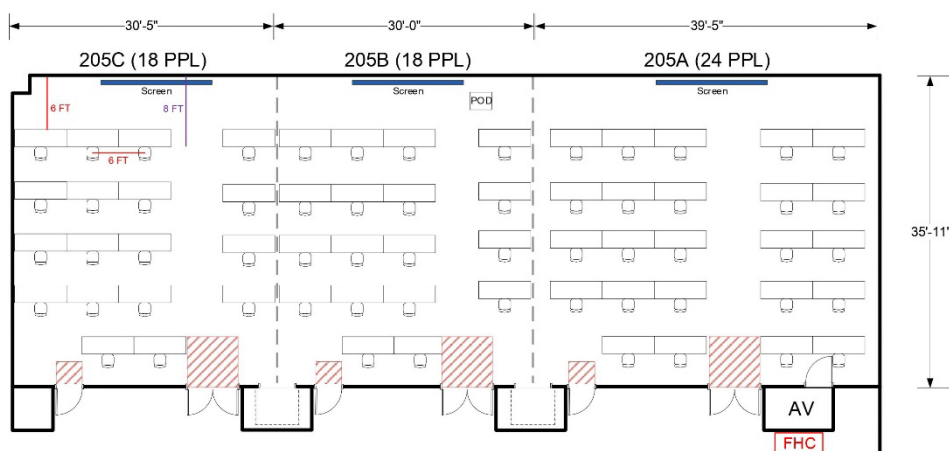
FLOOR PLAN – APPENDIX C

NOTE: We are currently working within COVID-19 Response Framework: Keeping Ontario Safe and Open updated, November 9, 2020. Please contact your Event Meeting Coordinator to discuss the specific limitation in effect at this time.

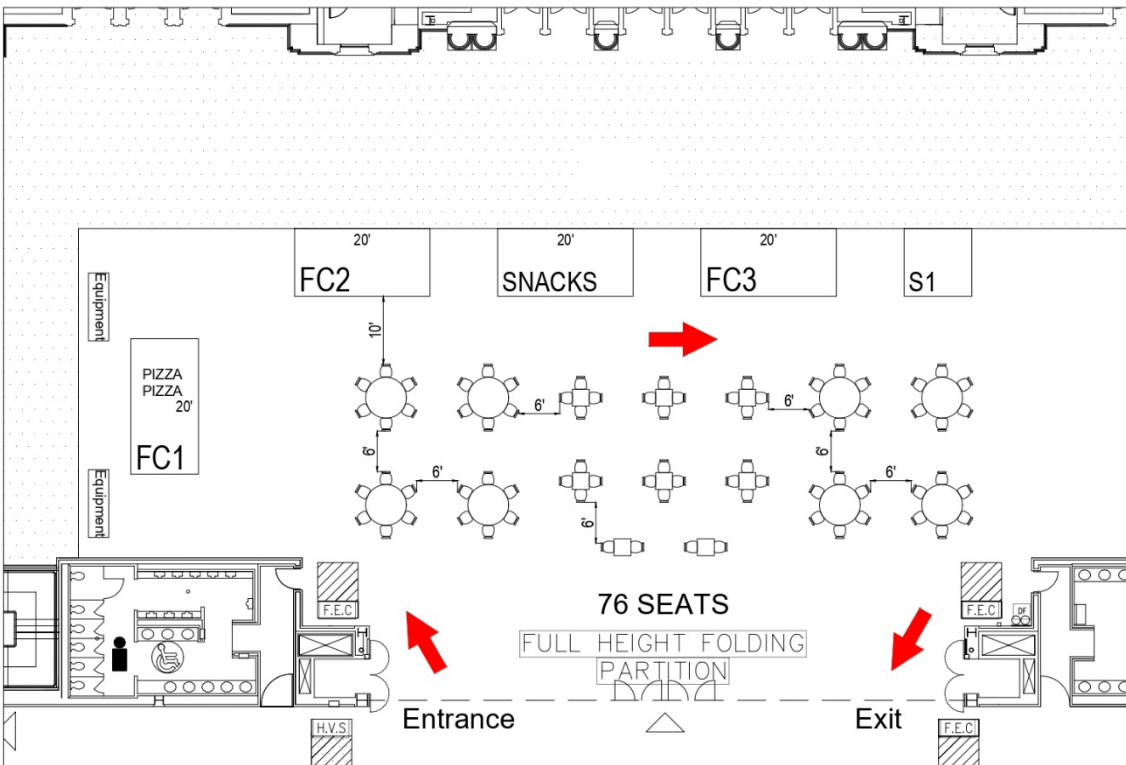
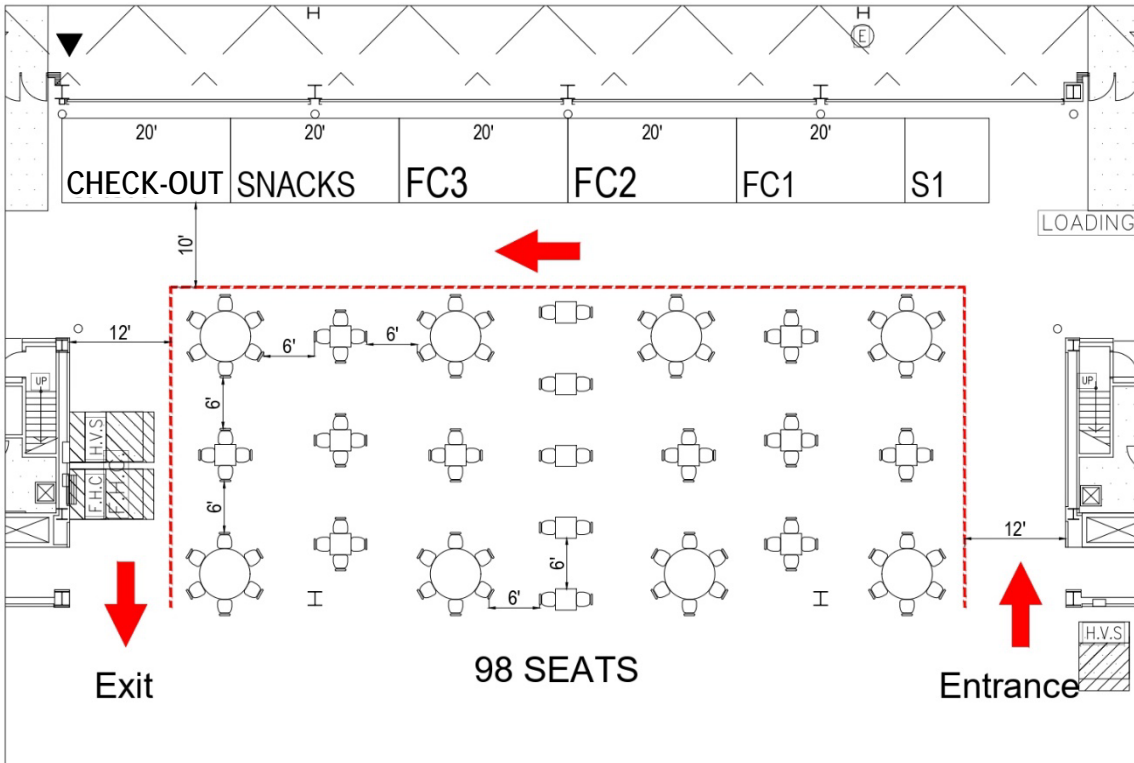
Classroom 206 - 6ft Distancing



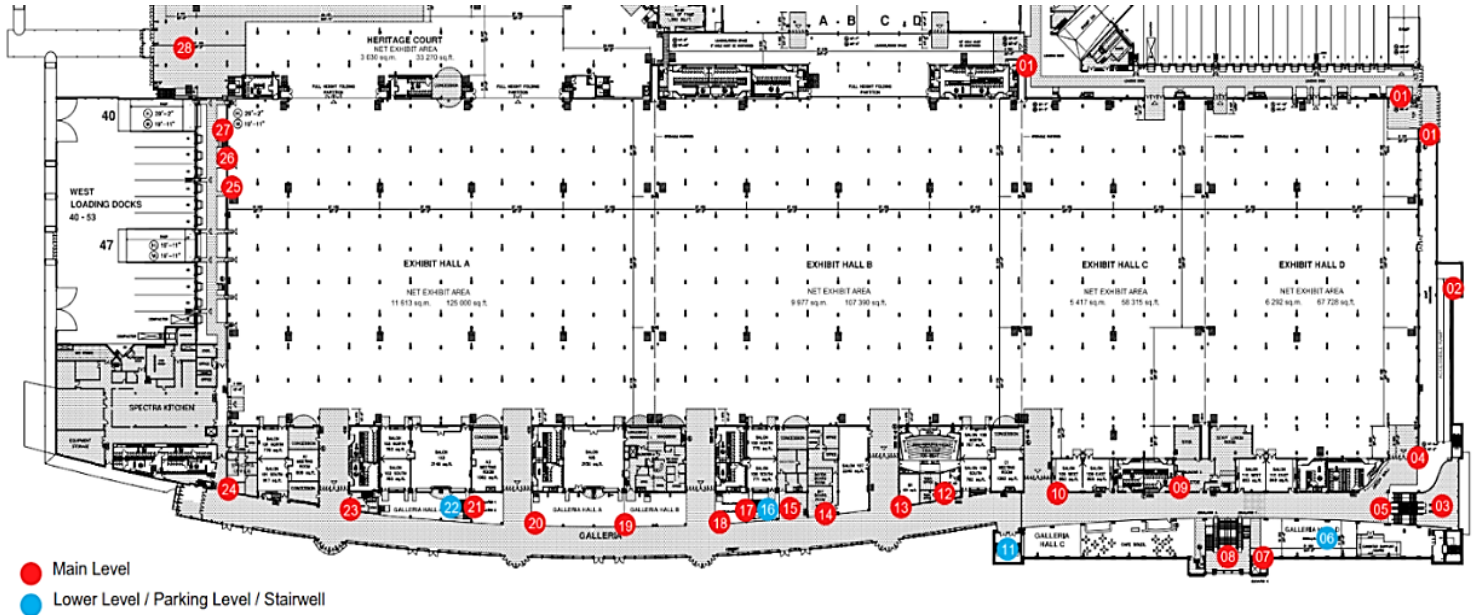
Classroom 205 - 6ft Distancing



FOOD COURT – APPENDIX D



HAND SANITIZER LOCATIONS - ENERCARE CENTRE APPENDIX E



OCCUPANCY CHART – APPENDIX F

Hall Capacity		100%	
Hall	Square Footage	Current Capacity	Current Physical Distancing (sfpp)
A	125000	4573	27
B	107000	3836	28
C	58000	1918	30
D	67700	2360	29
Total Hall Capacity (THC)		12687	29

90%		
Hall	Revised Capacity	Revised Physical Distancing (sfpp)
A	4116	30
B	3452	31
C	1726	34
D	2124	32
THC	11418	32

80%	
Revised Capacity	Revised Physical Distancing (sfpp)
3704	34
3107	34
1554	37
1912	35
10276	35

Note: Total Hall Capacity (THC) includes attendees, exhibitors, event and facility staff.

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OCCUPANCY CHART – APPENDIX F

	70%	
Hall	Revised Capacity	Revised Physical Distancing (sfpp)
A	3334	37
B	2796	38
C	1398	41
D	1720	39
THC	9249	39

	60%	
	Revised Capacity	Revised Physical Distancing (sfpp)
	3000	42
	2517	43
	1258	46
	1548	44
	8324	43

Note: Total Hall Capacity (THC) includes attendees, exhibitors, event and facility staff.

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PARTNERS – ADVOCACY & GUIDANCE



CONTACT INFORMATION

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