



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



TABLE OF CONTENTS

Executive Summary	4
Business Events Recovery Guide	5
Stakeholder Responsibility	6
Exiting The Roadmap: Event Resumption	7
Four Pillars of Protection	9
Physical Distancing & Attendee Health Protection Measures	10
Cleaning & Hygiene	13
Protect, Detect & Staff Training	16
Communication	18
Sales & Marketing	19
Signage example – Appendix A	21
Entrance Queuing Floor Plan - Appendix B	22
Hand Sanitizer Locations – Appendix C	23
Occupancy Chart – Appendix D	24
Partners - Advocacy & Guidance	25

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 COVID-19 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.

It is fair to say that it will not be business as usual in the foreseeable future in these unprecedented times. The resumption of activity in Toronto is not as simple as reversing the order of prohibitions put in place by the 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 re-engage in business events interactions safely.

Efforts will be required by all stakeholders involved in producing a successful event. The 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 change/or progress, 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 A Plan to Safely Reopen Ontario and Manage COVID-19. 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
- ☑ Contact tracing of Patrons for event
- ☑ Monitor Patron lineups for venue entrance and premise entrance

Venue

- ☑ Venue will staff and coordinate Patron and Exhibitor COVID-19 symptom screening (QR Code), and Proof of Vaccination verification at designated venue entrances.
- ☑ Exhibition Place has a mandatory vaccination policy for our employees, contractors, suppliers. All persons entering Exhibition Place owned/operated venues are required to show Proof of Vaccination, and COVID-19 self screening to enter the venues.
- ☑ Dedicated staff to sanitize the venue
- ☑ Adhere to Toronto Public Health/Ontario Public Health guidance and establish clear safety standards and regulations

EXITING THE ROADMAP: 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, related 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.

Conferences & Meetings

As we resume events, the emphasis is on verifying mandatory vaccination, self screening health check, contact tracing, wearing of masks and physical distancing. Guidance of occupancy is based on A Plan to Safely Reopen Ontario and Manage COVID-19. Please contact your Event Meeting Coordinator to discuss the specific limitation in effect at this time.



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

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 en route to the Venue (physical distancing, masks required, proof of vaccination and COVID self check)</p> <p>Self-Parking - cashless technology, signage en route to the venue (physical distancing, mask required, proof of vaccination and COVID self check)</p> <p>Rideshare / Taxi - dedicated drop off-pick-up areas</p> <p>Venue Entrance - signage to identify events and their location, Exhibition Place will screen for full vaccination, health check and contact tracing prior to entry at a specific location determined in advance of your event.</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 employs 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 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. 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. Electronic badges or QR code access may become the standard for Event Organizers working with registration suppliers utilizing paperless technology. If onsite registration is required locating 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 lineups 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>	<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.</p>
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 and feature areas. Creating a traffic flow throughout the event may assist with physical distancing measures. Organizers may consider removing aisle carpeting to allow the Venue to provide a higher level of overnight floor cleaning.</p>	<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.</p>

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

FUNCTION	CONCERN – RISK MITIGATION	RESULT
WASHROOMS	<p><i>Currently there are no restrictions as it relates to to capacity limits within washrooms.</i></p> <p>Washrooms will be disinfected and sanitized utilizing hospital grade products on a regular basis inline with Toronto Public Health and GBAC standards. 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.</p> <p>These procedures will align with Toronto Public Health procedures as well as GBAC accreditation requirements.</p>	<p>This will result in a safe, controlled experience for the visitor to the event.</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 registering for the seminars/feature areas.</p> <p>Based on the layout of the seminar area show organizers may wish to publish area capacities for each feature / seminar area well in advance of the event.</p>	<p>Published capacities of feature/ seminar area space for an attendee will provide a better experience over all.</p>
FOOD COURTS	<p><i>Food courts will continue to exist at events, as food is a large part of an event experience.</i></p> <p>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. Table/seating areas will have a variety of table seating options. All areas will conform to current Public Health 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. Cashless payment technology will be the only form of payment available.</p> <p>In addition, dedicated food court housekeeping staff disinfecting tables and high touchpoint areas continuously will demonstrate the venues and foodservice providers' commitment to the health and safety of the attendees.</p>

FUNCTION	CONCERN – RISK MITIGATION	RESULT
EVENT EGRESS	<p><i>Monitor room capacity numbers to meet Public Health 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 number at the entrance to audit how many people are in the event, and that the event is adhering to capacity limits.</p> <p>Event staff or event 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 facility requirements regarding all staff must be fully vaccinated, perform self health check, maintain contact tracing and must wear a mask.</p> <p>The GSC must conform to the standards, policies and procedures Exhibition Place has implemented.</p>	<p>The goal is to create a better working understanding between the Venue, exhibitors, event staff, and other third party service providers.</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>	COVID-19 safety measures and a constant level of virus mitigation for everyone's health and safety.
WASHROOMS	<p><i>Currently there are no restrictions as it relates to capacity limits within washrooms.</i></p> <p>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.</p> <p>These procedures will align with Toronto Public Health as well as GBAC accreditation requirements.</p>	This will result in a safe, controlled experience for the visitor to the event.



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 sanitizer 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, a housekeeping team will be available to sanitize the room, clearing waste and cleaning high touch points. 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 C 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 the 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. Exhibition Place has committed 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. Upgraded 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 upgraded level of health and 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 related to cleaning, disinfection, and infectious disease prevention. 	<p>Ensures a Venue has illustrated its compliance, knowledge and implementation of the internationally recognized cleaning program standards 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 1409 1468 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 before the event occurs at Exhibition Place. This is a measure to ensure compliance and/or an inspection prior to the event opening.</p>	Up-to-date health and safety measures are implemented in real-time to ensure the health and safety of all.
EMPLOYEE MANDATORY VACCINATION AND SCREENING	<p><i>Virus symptomatic screening process for employees.</i></p> <p>Exhibition Place employees are required to be fully vaccinated by October 30. In addition to being fully vaccinated staff must register daily with a health screening app (Envoy) prior to the start of their shift. Staff are encouraged not to come to work if they are not feeling well.</p> <p>Toronto Public Health Hotline 416-338-7600</p>	Minimizing the spread of any flu or flu-like symptoms.
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 (Masks) is mandatory at all times while indoors and when physical distancing of 2 metres cannot be achieved outside by all Exhibition Place employees.</p> <p>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>	This procedure enforces good common sense hygiene practices, and responsible use of PPE.



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 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 with the client to ensure their EPP plan is specific to their event needs as per the Provincial Regulation regarding COVID-19.</p>	<p>This procedure ensures the health and safety of staff, clients and event attendees.</p>
ENHANCED EMPLOYEE TRAINING AND AWARENESS	<p><i>Ensure staff are prepared to resume physically working at Exhibition Place.</i></p> <p>Exhibition Place has created a Work Resumption Protocol. This protocol includes enhanced training in areas of common sense hygiene practices, specific toolbox talks on their roles and responsibilities within their work area, proper use and installation of PPE. Initiatives 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 safety measures will certainly create a different experience for all participants.</p>	Providing relevant/timely information creates 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 placed along the route(s) travelled to get to the event on the site. Informational Signage such as, Proof of vaccination and symptom screening, masks are mandatory and specific event entrance signage will be placed in key locations as attendees walk in from TTC, parking lots, ride share drop off areas and bike lockup areas (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 creates a better attendee experience



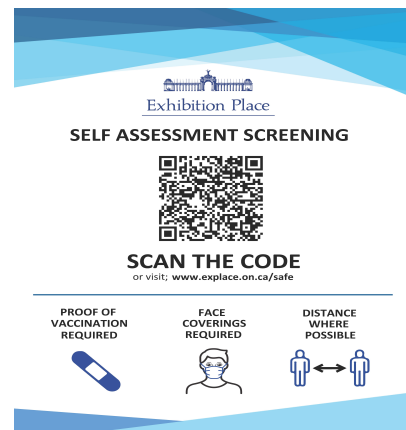


FUNCTION	MITIGATION or SOLUTION	RESULT or EFFECT
SALES PROCESS	<p><i>Encouraging a positive and seamless sales process when booking events.</i></p> <p>Venue Sales will be responsible for informing planners and event organizers of all safety and operating procedures, while maintaining fair and competitive 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. The venue will provide staff to verify for Proof of Vaccination and symptom screening at entrance to facility. Event Organizers must ensure they request an adequate move in and/or move out days/times to allow their GSC and exhibitors to work in the Venue following physical distancing requirements safely.</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 visually strong presentations of Exhibition Place. Site inspections may be scheduled in-person, ensuring proper physical distancing measures, in addition to masks, POV and contact tracing, or through a virtual experience.</p>	<p>Planners will experience all that Exhibition Place offers through virtual experiences or on property visits and they will feel confident they have made the right choice.</p>

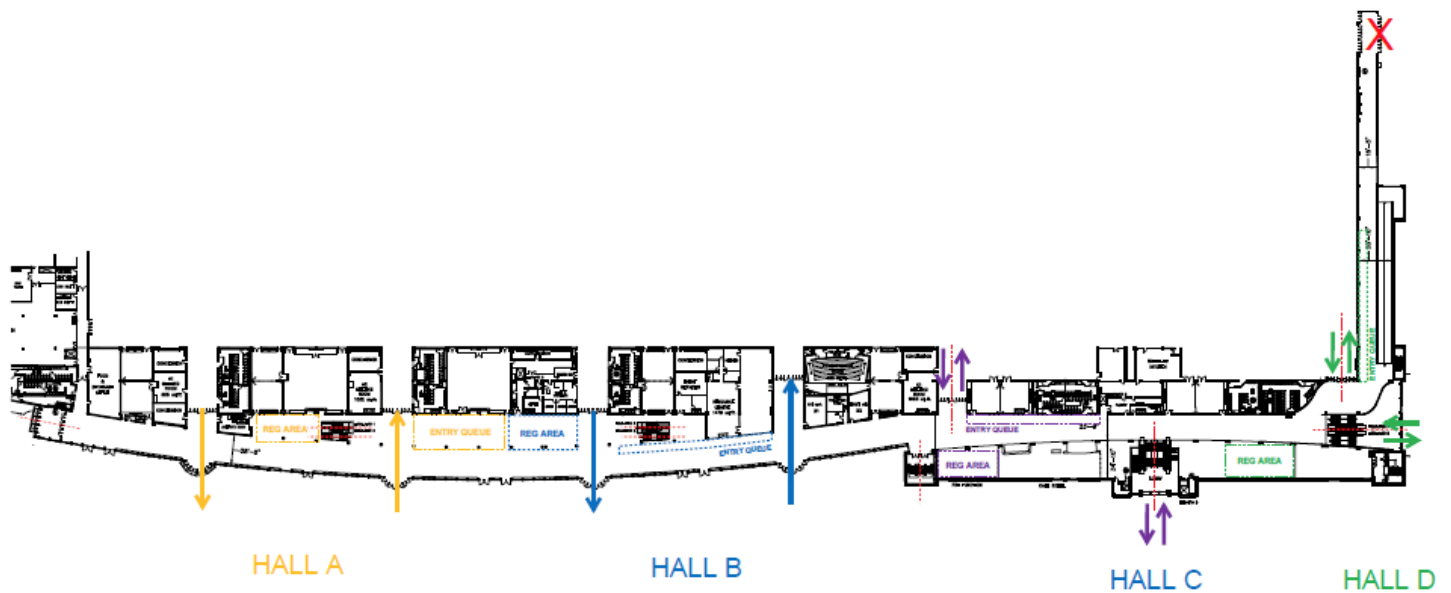
FUNCTION	CONCERN – RISK MITIGATION	RESULT
SELLING CREATIVELY	<p><i>Ensuring strong event attendance and engagement.</i></p> <p>The sales team will guide clients through our improved on-site technology advancements, complimentary WiFi capabilities, hybrid meetings to encourage attendee engagement, and resources available through our official AV partners to enhance virtual connections and hybrid meeting technologies.</p>	Allows for more attendees to physically and virtually participate in a conference or exhibition to secure the product they are looking for and/or enable them to learn more.
DIGITAL SCREENS	<p><i>Clear communication and consistent information of mitigation measures.</i></p> <p>Health & safety measures and descriptions of best practices added to Exhibition Place interior and exterior digital wayfinding screens.</p>	Easy to find communication posts will provide visitors with a better experience.



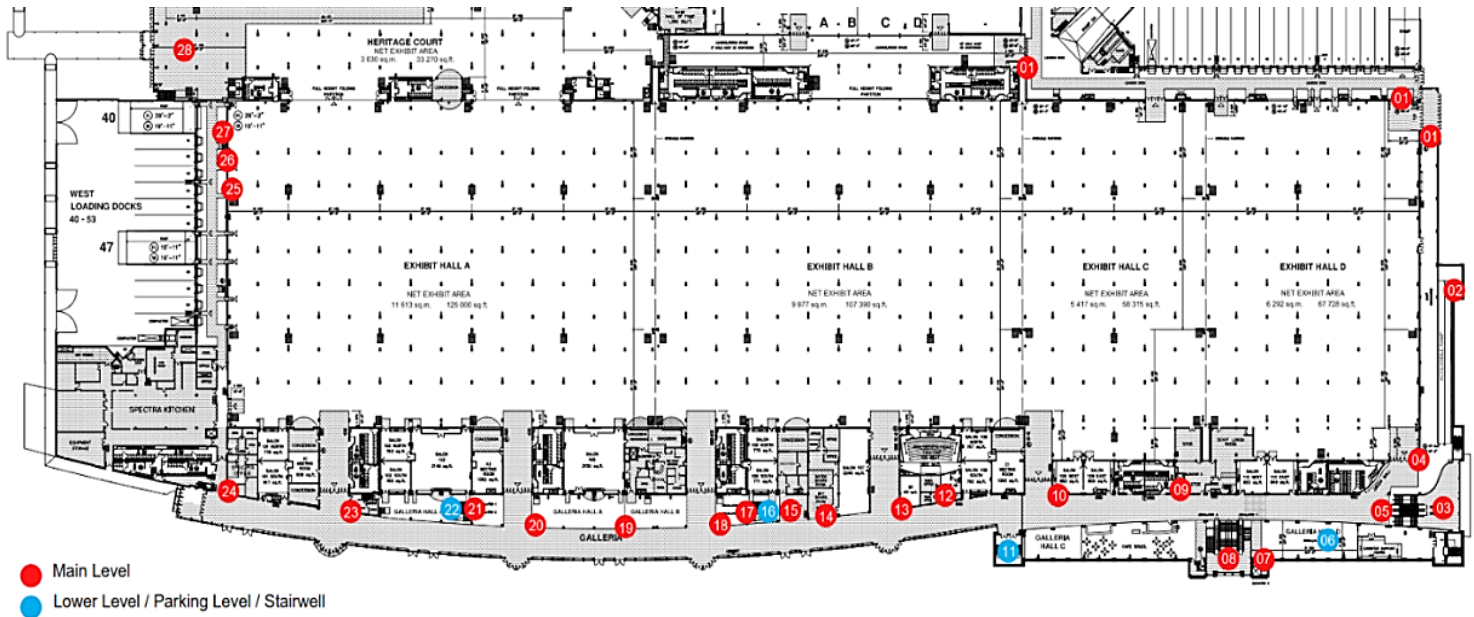
SIGNAGE EXAMPLE - APPENDIX A



ENTRANCE QUEUING PLAN - APPENDIX B



HAND SANITIZER LOCATIONS - ENERCARE CENTRE APPENDIX C





OCCUPANCY CHART – APPENDIX D

As of this publication of the Business Events Safe Reopening Guide, we are working within the A Plan to Safely Reopen Ontario and Manage COVID-19. Please contact your Event Meeting Coordinator to discuss the specific limitation in effect at this time.

PARTNERS – ADVOCACY & GUIDANCE



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