



COVID-19
Best Practices
Guidelines
for **Meetings**
and **Events**
REOPENING STRATEGY

Dear Valued Client,

In anticipation of reopening our Convention Centre, The International Centre team has been working hard to prepare our facility for the long-awaited return of events, meetings and conferences and to develop a plan that prioritizes the health and safety of attendees, exhibitors, business partners and staff.

Our Events industry is comprised of many types of gatherings varying in size from meetings, to trade and consumer shows, conventions and large mass gatherings, all serving various purposes and with different levels of risk. Many business and consumer events are similar in nature to the retail establishments that are open and operating today.

We believe that they can operate in such a manner so as to mitigate the spread of infection while maintaining compliance with the Health and Safety measures identified by the Province of Ontario.

The following document contains new safety protocols the facility will implement in preparing the building and staff for reopening, including recommendations for our clients and industry partners that will address safe event and meeting practices allowing the events industry to resume in a phased and structured approach.

As the recovery phase evolves, The International Centre will be regularly monitoring the most current information and advice from world health organizations, local government and industry partners as best practices continue to be developed globally. This document will be updated on a regular basis as guidance from these organizations evolves and new safety measures will need to be implemented. In developing the operating plan specific to your tradeshow, convention, meeting or conference, we ask that you familiarize yourself with the guidelines contained herein; as well as, those established by the Public Health Agency of Canada and the Province of Ontario.

We look forward to opening our doors soon and welcoming you, our clients, back to The International Centre this fall.

Let's work together to make events happen again!

Sincerely,



Trevor Graham
Chief Operating Officer



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Purpose

The effective phasing-in of events is critical to reopening and as such, the purpose of these guidelines is to assess each event based on their overall risks.

In accordance with the COVID-19 recovery and reopening response of the Province of Ontario, we are working towards a quick return to business that adheres to the recommended health and safety framework of best practices.

› STAFF HYGIENE AND WELLNESS

Our number one priority is to open safely. Staff will be trained and precautionary measures will be in place to mitigate the spread of COVID-19 and minimize the risk of exposure amongst our staff and their interactions with the public. Safety measures will include health screenings, use of gloves where appropriate and protocols around frequent handwashing and staying home when sick so that we can provide a protected work environment. In compliance with Provincial Guidelines, all staff and service providers will be required to wear mask or face covering while inside the facility where physical distancing is not possible.

› PHYSICAL DISTANCING

We will be diligent in addressing the health risks of operating within the confines of our event spaces. We have established guidelines with objectives to control and manage event traffic procedures which support physical distancing at each event.

› CLEANLINESS

As the COVID-19 pandemic continues to evolve, we are committed to upholding the highest standards of cleanliness in all areas of our facility. Frequent and numerous steps will be taken to ensure the building is cleaned, sanitized and disinfected with the best available products. We will also maintain and execute with diligence, a plan for regular cleaning in locations, surfaces and on equipment that are occupied and frequently touched.

› FOOD AND BEVERAGE

Food and Beverage operations have been assessed and new procedures have been implemented to align with best practices for safety and hygiene. This includes but is not limited to pre-packaged menu offerings, physical distancing measures, mandatory cleanliness protocols and the elimination of self-serve buffets.

› WORKING WITH OUR SERVICE PROVIDERS

Event Service Providers and clients have been engaged throughout the development of these best practices to ensure that the transition from venue to client is seamless and that steps taken are consistent, efficient and effective throughout each event.

› EVENT SPACES

Access to events will need to be controlled to ensure that safety protocols, health checks and occupancies are met. Traffic flow will be managed to ensure minimum public interaction with one another, limited contact in washroom facilities, retail and other transactional areas. Parking and building entrances and exits will also be controlled to further protect event attendees and exhibitors.





› A STAGED APPROACH TO REOPENING

Restarting events in a phased and structured approach is critical to re-engaging the industry. The International Centre will continue to work with Peel Public Health, the City of Mississauga and the Province of Ontario to ensure that we adhere to all public health, municipal and provincial guidelines related to reopening. We have been working collaboratively alongside our many industry partners, including the Canadian Association of Exposition Management (CAEM) who has created industry guidelines related to the safe opening for all venues across the country; and we will be following their recommendations to move our industry forward safely.

We plan on opening in three stages. Each stage will be driven from approvals by Public Health and will be based on event type and occupancy levels. We will not advance to the next stage without Public Health department approvals.

STAGE 1 **Trade, Consumer Shows and Meetings**

These events will require controlled occupancies that will manage attendance at levels below normal capacity. Retail concessions on the event floor will have limited offerings without self-serve options.

STAGE 2 **Banquets or Large Scale Food & Beverage Events**

Attendance capacities will be based on evolving governmental restrictions. Catered functions will be permitted to resume at reduced capacity levels and will increase as Public Health approvals permit.



STAGE 3

Large Mass Gatherings and Concerts

While we recognize that the events industry does include mass gatherings, it is important to understand that trade shows and meetings do not fall under the same criteria. Exhibitions are not festivals, civic events, concerts or sporting events, which are leisurely and discretionary in nature.

A clear distinction should be made between business events and mass gatherings. Meetings and exhibitions should not be subject to the same constraints as concert halls, theatres or arenas. Such events have much greater flexibility when it comes to layout and design, as they are held in a controlled facility environment and can adhere to physical distancing measures, increased health and safety measures and enhanced crowd control protocols.

The understanding is that these types of events may not open until full government permission has been provided.

› THE INTERNATIONAL CENTRE (TICC) COVID-19 PANDEMIC TASK FORCE AND ITS SAFETY OFFICERS



For the foreseeable future, adapting to new ways of doing business will be a necessity for events to happen. As a result, The International Centre has developed a **TASK FORCE** to implement and enforce the best practices necessary to reopen and re-engage the event business. The committee includes various TICC staff and service providers with a wealth of experience in the Canadian event and meeting industry.

Goals

- ▶ To create a healthy and safe workplace for all TICC staff and suppliers in response to the COVID-19 Pandemic Crisis.
- ▶ To follow the recommendations of Health Canada, Ontario Public Health and Peel Health as well as guidelines set out by partner associations.
- ▶ Establish proactive guidelines amidst this new pandemic landscape, and make necessary changes as new developments arise.
- ▶ To be a point of reference for our Trade/Consumer shows, Meetings and Special Events both in the pre-planning stages of the event and on-site.
- ▶ To engage in continuous research and the review of scientific-based facts in order to provide the most up-to-date and effective strategies for the protection of our clients, visitors and staff.
- ▶ To be an industry leader and share our knowledge and experience with our clients and partners.
- ▶ To meet or exceed the recommendations set forth by Health Canada, Ontario Public Health and Peel Health as policies continue to be developed.

The **TICC COVID-19 Pandemic Task Force** will be adaptable, making changes to these guidelines on an as-needed basis and in accordance with the dynamic landscape of the current and local situation. In addition to overseeing staff training, education and the implementation of new and existing Health and Safety guidelines, our Safety Officers will be given the authority to enforce the standards set up by the COVID-19 Pandemic Task Force.

Staff Hygiene and Wellness

Our staff is anxious to return to work and to service the many events held at The International Centre. There are some concerns, that are they returning to a safe environment not just for themselves but for their families and for show attendees. Below are some of the steps that are being taken with staff prior to reopening. The International Centre Safety Officer (Ron Bentley, Director of Events and Client Services) has been appointed to oversee staff health and safety.

- ▶ Staff will be monitored daily before beginning work for any symptomatic signs related to COVID-19 illness.
- ▶ Staff will be required to stay home if they are sick.
- ▶ Staff will inform their supervisor if they have a sick family member at home with COVID-19.
- ▶ Staff showing symptoms consistent with COVID-19 will be isolated and sent for medical attention or self-quarantine pursuant to governmental guidelines and will not be allowed to return to work until they have met return to work criteria.
- ▶ Staff who are guest-facing will be required to wear Personal Protective Equipment (PPE). All staff who prepare or handle food will be required to wear a face mask, gloves and hairnets/hats while preparing food or in any food preparation areas.
- ▶ Staff will be required to complete thorough training of updated hygiene standards and practices. The areas of training will include proper personal hygiene steps to protect themselves, cleaning protocols, the proper use of masks and gloves, treatment of uniforms and touchless service.
- ▶ Staff will practice routine cleaning and disinfecting of frequently touched objects and surfaces such as workstations, keyboards, and telephones and refrain from using each other's phones, desks, offices, or other work tools and equipment when possible.
- ▶ Staff will receive regular communications advising them of any ongoing developments and the protocols the company has put in place to manage COVID-19.
- ▶ Staff and on-site Service Providers will be required to undergo a training program on how to prepare themselves for work, how to protect themselves at work and how to engage with the public so as to protect themselves and the public.



Cleanliness

The International Centre will undergo an intensive deep clean and disinfection prior to reopening. Deep clean protocols and standards have been established and will be documented. Appropriate training will be completed by each department for regular and frequent sanitization and disinfection of all spaces within the convention centre, including but not limited to, common areas and lobbies, meeting and event spaces, washroom facilities and food and beverage areas.



The following practices will be executed:

- ▶ Engage in the routine replacement of HVAC filters of the highest quality to ensure they are within service life and appropriately installed.
- ▶ Enhance air exchanges in the building spaces to multiple times per hour, for continuous airflow.
- ▶ Open minimum outdoor air dampers to reduce or eliminate recirculation.
- ▶ Use of hospital grade disinfectants, scrubbing machines, and electrostatic sprayers in all areas of the facility. We will continue to explore new equipment and supplies for increased prevention of the transmission of viruses and bacteria.
- ▶ Special attention will be placed on high-touch surfaces including but not limited to door hardware, elevators, ATM machines, light switches, ice machines, vending machines, concession stands, and loading dock areas which will be sprayed and wiped with disinfectant.
- ▶ Kitchen, back of house and all areas where food is handled will undergo increased frequency of deep cleaning.
- ▶ Washrooms will be deep cleaned regularly and soap dispensers to be refilled frequently. Washrooms must be monitored to keep occupancy to 50% of available stalls/urinals.
- ▶ Hand sanitizer stations will be accessible in common areas throughout the facility on an ongoing basis.
- ▶ Hand wash stations will be provided as needed in an effort to reduce overcrowding in washrooms.
- ▶ Additional time and cleaning personnel will be required between events.

Physical Distancing



Implementing customer processes to manage physical distancing is key to mitigating the spread of infection through the control of ingress, egress, traffic flow patterns and established capacity limits within your event space.

We will work with each event organizer to ensure the following is implemented:

- ▶ Ensure adequate space for physical distancing between attendees, exhibitors and staff. A minimum of 36 square foot space is to be allocated per individual.
- ▶ Room capacities will be re-calculated to ensure at least six (6) feet of separation from seating to seating.
- ▶ Redesign of booth spaces to include protective barriers (must be a minimum of 8 feet high) between adjacent exhibitor booths.
- ▶ Redesign of registration systems to contactless service and encourage pre-registration and/or advance ticket sales.
- ▶ One-way aisles with floor decals illustrating safe distances and direction of traffic.
- ▶ Signage will be installed in common areas to communicate recommendations, health alerts and guidelines, physical distancing best practices, and other relevant alerts.
- ▶ Tape marks, or other visual cues such as decals or colored tape on the floor, placed 6 feet apart, will be placed at entrances to restrooms and points of sale.
- ▶ Where practical, common area furniture will be repositioned, restricted, or removed to allow for physical distancing.
- ▶ Doors to meeting spaces will be placed in open position when possible to limit touching.
- ▶ Parking pylons or physical barriers in place for crowd flow and direction.

Food & Beverage

New Food & Beverage protocols will be implemented for banquets, catered functions and retail concessions adhering to our best practices for safety, hygiene and physical distancing measures.

- ▶ All staff will be required to have up-to-date Basic Food Handler Certificates.
- ▶ Our Executive Chef and Executive Sous Chef both hold the Advanced Food Handler Certificate.
- ▶ All staff will be required to update their training to include COVID-19 Awareness as it becomes available.
- ▶ Staff training in the proper use of chemicals will be provided by Ecolab, a global leader in hygiene.
- ▶ All Food & Beverage staff will be required to wear personal protective equipment (PPE). Use of PPE will be aligned with Peel Public Health.
- ▶ Visible signage detailing protocols and storage or dispensing locations of PPE will be posted throughout all back-of-house areas.
- ▶ The Executive Chef will be designated as the Health and Safety Officer for all Food & Beverage operations.
- ▶ A Health and Safety point person will be appointed for every shift and oversee all mobile retail foodservice locations.
- ▶ As per guidance under development from the Public Health Agency of Canada, the use of approved hard-surface disinfectants that have a Drug Identification Number (DIN) given by Health Canada that confirms the disinfectant product is approved for use in Canada.



- ▶ Use of disinfectants with virucidal/bactericidal approvals to disinfect frequently touched surfaces.
- ▶ Tables and seating in public areas will be sanitized before and after the arrival of each guest.
- ▶ High-touchpoint surfaces will be sanitized frequently.
- ▶ Daily deep clean of all carts, counters, handrails, stools, chairs, tables and trays.
- ▶ All condiments will be in single-serve packaging or dispensed by dedicated staff. All on-table condiments/condiment caddies will be discontinued.
- ▶ Physical barriers or partitions installed at all POS stations.
- ▶ All food will be served with staff-member assistance. Self-serve or Grab & Go options will not be available.
- ▶ Where possible, technology will be leveraged to reduce person-to-person interaction such as scanning QR codes or mobile ordering. Cashless payment options only.
- ▶ For any counter service, staff will place food & beverages on the table, counter or other surface rather than handing purchases directly to patron.
- ▶ Separate entry and exits points for all food service areas.
- ▶ All third-party delivery drivers and suppliers will be notified of safety and handling requirements prior to arrival.
- ▶ Limited menu offerings to minimize staff requirements, line ups and guest touch points.

Banquets & Catered Functions

- ▶ Where possible linen will not be utilized on tables. If required, individually wrapped, single use linen will be provided.
- ▶ Receptions and Buffet style functions will not be permitted until such time approval is given by Peel Health.



Retail

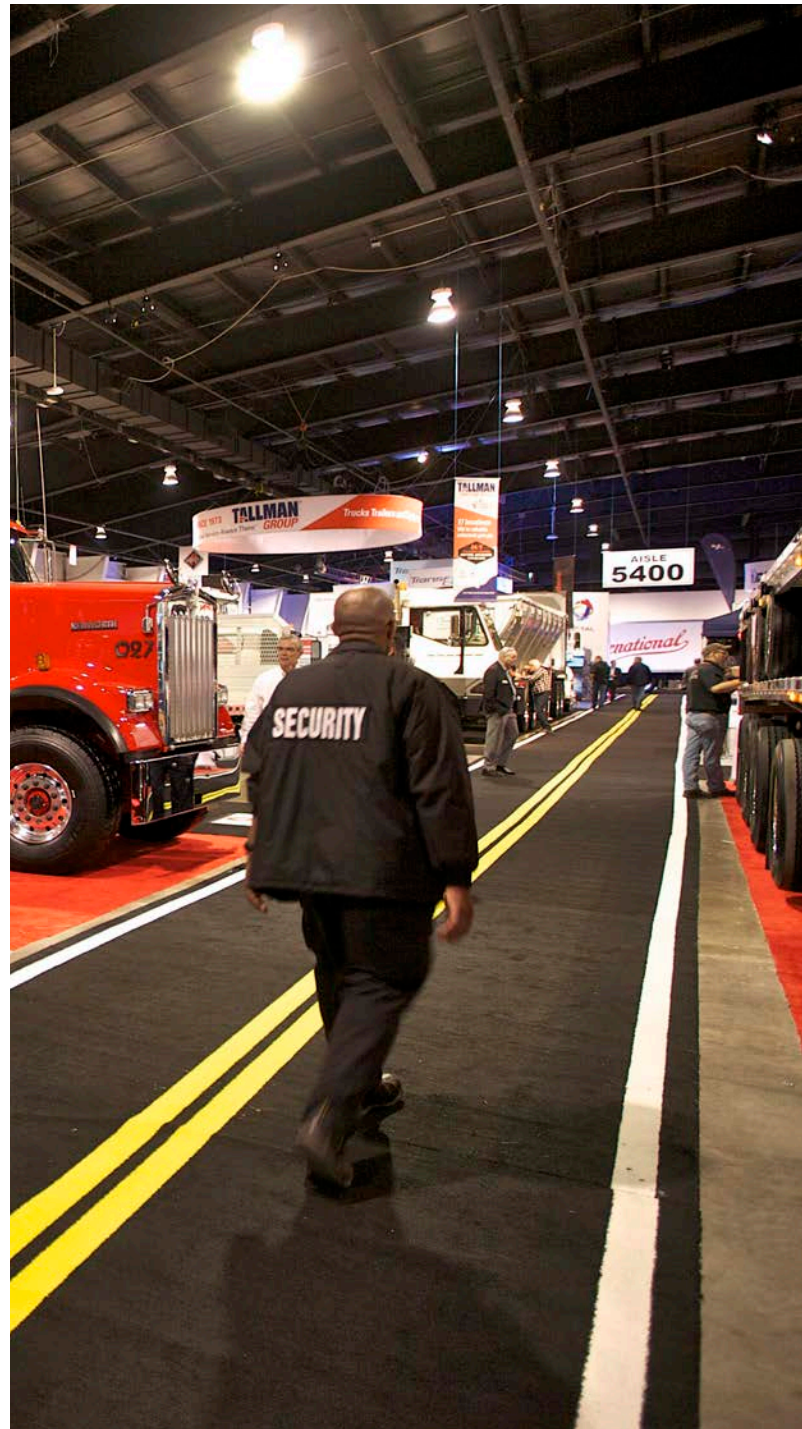
- ▶ Seating will not be available in food service areas.
- ▶ In the early stages of reopening, only TICC retail offerings will be provided. As we get a better handle on how events are operating and any logistical concerns have been addressed, we will then begin to include only third party food vendors that fully follow The International Centre Reopening Guidelines.

Working with our Service Providers

The International Centre Task Force members will verify that all onsite service partners are following our best practices guidelines. Our service providers include but are not limited to **Caldas Cleaning Services, Carraway Parking Management, SHOWTECH Power & Lighting, Encore Audio-Visual, Tone-Gar Security Service** and all other Event Service Providers.

The following measures will be required:

- ▶ All orders to be pre-paid; no onsite cash sales.
- ▶ All staff to have temperature checked at start of shift.
- ▶ All staff will be required to wear PPE when entering the facility.
- ▶ All staff to maintain safe physical distancing when communicating with clients, exhibitors and staff.
- ▶ All service providers to be trained in new disinfection procedures.



Event Spaces



We encourage all our show and event clients to establish a COVID-19 Safety Task force and designate a Compliance Officer to ensure all policies are being adhered to while on-site. The Compliance Officer will be required to have full knowledge of the current guidelines and best practices and shall liaise while on-site with an assigned member of The International Centre COVID-19 Safety Task Force as needed.

The following recommended practices will be highly encouraged within each event space:

- ▶ All exhibitors, staff and attendees to wear masks when entering the building and on the event floor.
- ▶ Organizer to implement a pre-work screening “health check” with their workers, at the beginning of each shift, in accordance to provincial public health regulations.
- ▶ Allow adequate time between events to efficiently deep clean and disinfect exhibit halls, conference room spaces, lobbies and washrooms at the end of each day.

- ▶ Allow adequate time for a physically distancing move-in. Assign exhibitor move-in/out times to minimize the number of people at loading docks and engage a dock manager to marshal trucks and exhibitor vehicles.
- ▶ Event organizers will be required to adhere to contract start and end times. For the foreseeable future, requests for exhibitor early move-in's and drop-off's will be denied as a result of the necessary deep cleaning practices and increased physical distancing protocols.
- ▶ Floor plans should reflect minimum 10 ft. wide aisles. The International Centre to approve all floor plans to ensure guidelines are being adhered to.



- ▶ All exhibitors to enter building through separate pre-designated entrance(s) on a daily basis.
- ▶ All exhibitors to stay half way into their booth (not standing at the edge, where the aisle carpet begins)
- ▶ Installation of physical barriers or partitions on registration kiosks, exhibitor tables and service desks.
- ▶ Lounge areas on show floor must adhere to physical distancing protocols.
- ▶ Attendee traffic to move-in one-way directional aisles throughout the show with signage illustrating the direction that is required.
- ▶ Install removable decals on the floor and in the registration area to encourage physical distancing, with 6-foot demarcations marking the acceptable spacing between people.
- ▶ Promote and sell advance tickets and consider setting attendance times to stagger attendee arrival and departure times.
- ▶ No sampling or selling of food products. Food & Beverage booth orders from the Centre are prohibited during this transitory period.
- ▶ No promotional product giveaways, literature or business cards on exhibit tables or displays for public removal. All sales materials should be distributed electronically.



- ▶ Each Booth should have an 8 ft. high barrier between booths.
- ▶ One exhibitor per 10 ft. x 10 ft. booth (2 per 10 ft. x 20 ft.).
- ▶ Each booth to have hand sanitizer available.

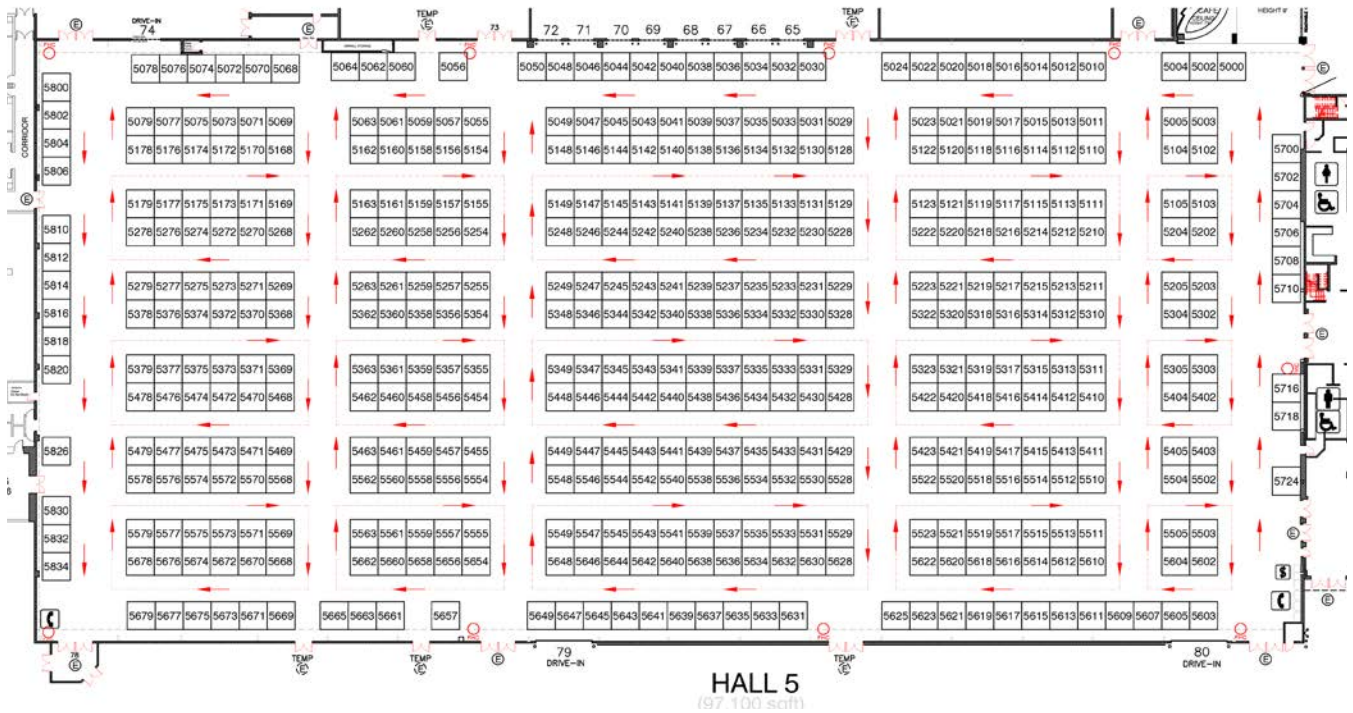
Meeting Room Set-Ups

- ▶ The International Centre to approve all floor plans to meet physical distancing requirements.
- ▶ Theatre-style seating will be available with limitation on capacities and layouts.
- ▶ Classroom-style seating will have no more than 1 person per six-foot (6 ft.) table.
- ▶ Banquet-style seating may in some instances reduce capacities. Event organizers to consider alternative room layouts.
- ▶ Cleaning and disinfecting of all high-touch areas will be conducted with increased frequency.
- ▶ No pads, pencils or candy on tables.
- ▶ No water stations.
- ▶ No literature, handouts or business cards.
- ▶ Where possible linen will not be used, but if required, individually wrapped, single use linen will be used.

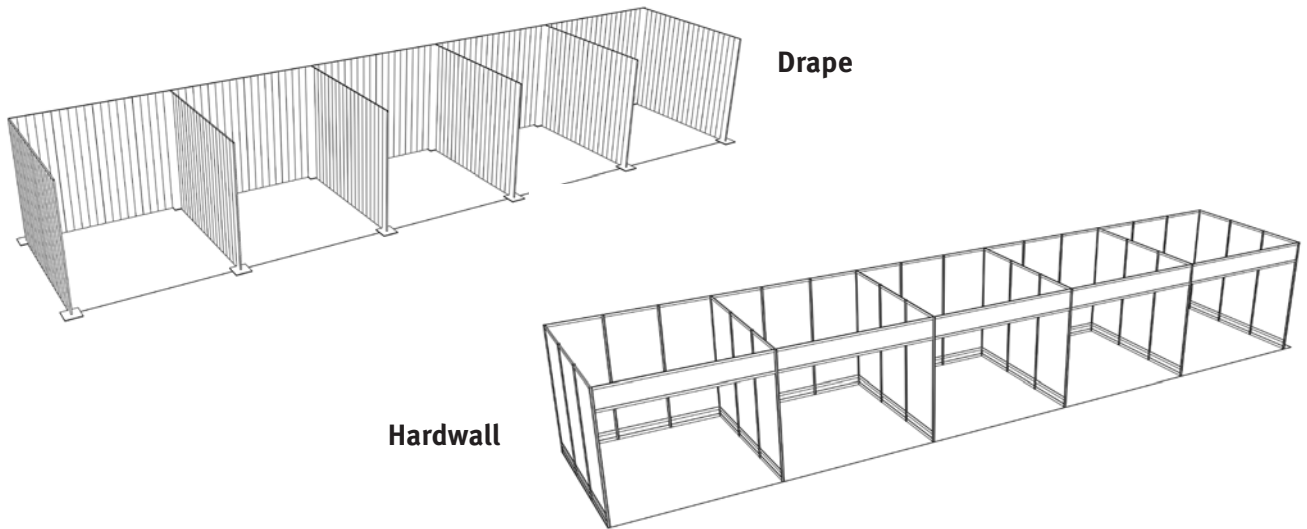


Tradeshow & Meeting Room Floor Plan Sample Set-Ups

TRADESHOW (97,100 sq. ft.)
10 ft. x 10 ft. Booths (Max Plan)

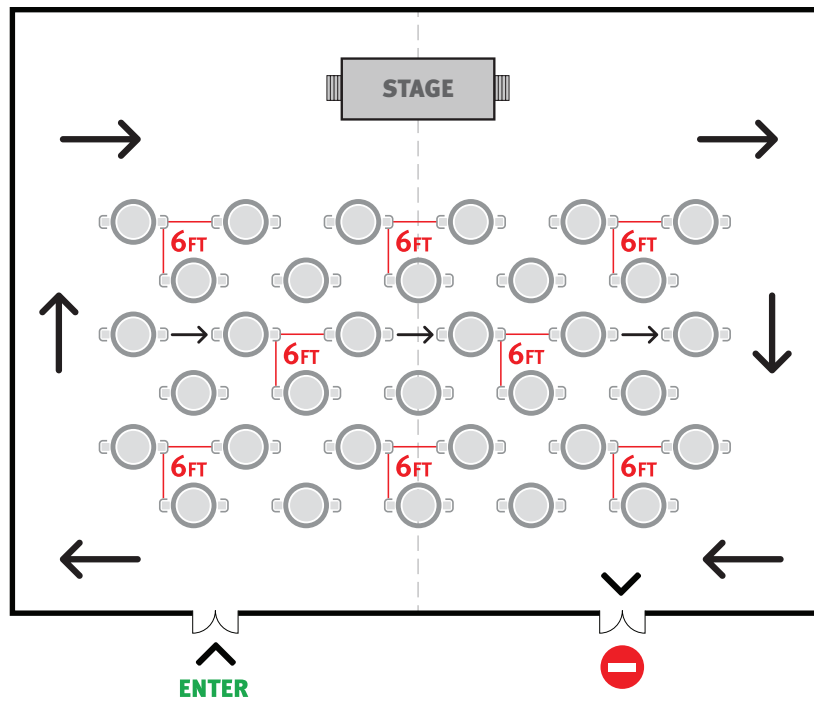


10 ft. x 10 ft. COVID-19 Sample Booths

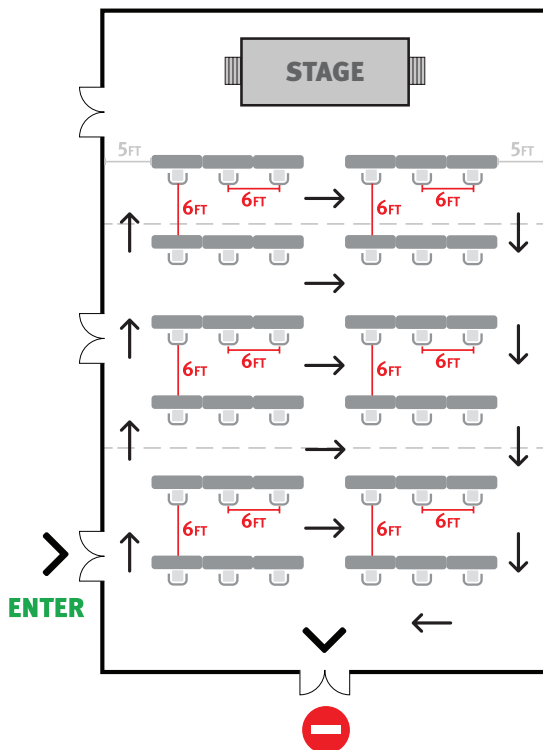


Tradeshow & Meeting Room Floor Plan Sample Set-Ups

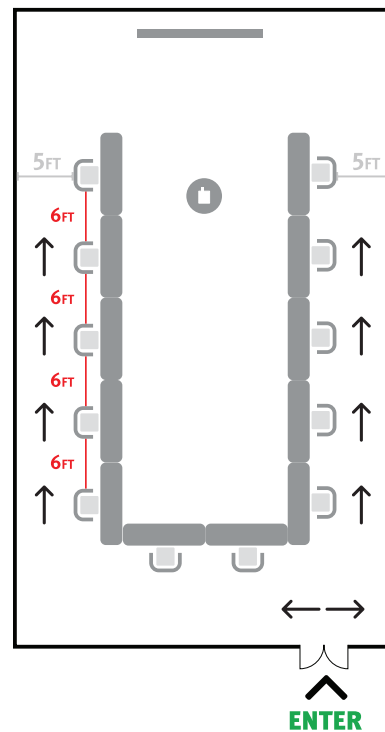
BANQUET STYLE
Room set for 66



CLASSROOM STYLE
Room set for 36



U-SHAPE STYLE
Room set for 12





Event Attendance

- ▶ High-level screening of attendees is encouraged at all entrances to the event. This should include temperature checks, physical observation of COVID-19 symptoms and questioning about recent travel.
- ▶ Encourage electronic tickets sales for touchless admittance to an event and limit daily attendance through scheduled time slots.
- ▶ Monitor capacities in each event via counters at all entrances and exits to the show. Turnstiles will not be permitted.
- ▶ Identify areas on the event floor where groups may gather or bottleneck and identify strategies to eliminate and/or move traffic swiftly. Parking Pylons or physical barriers should be in place for vehicle traffic flow.
- ▶ Advertise and encourage online tickets sales and promote a “No Cash Sales” policy on-site or at the entrance. Ticket booths must have physical barrier or partition to separate attendees and staff members.
- ▶ For exterior crowd control, it may be necessary to rent barricades or linear panels to organize attendee line ups. An event volunteer or security guard(s) are required to monitor line ups ensuring safe distances.
- ▶ Use of outdoor tents for lineup control to maintain adequate physical distancing in the event of inclement weather.



Washroom Access

- ▶ A volunteer or security guard, in full PPE, to be posted at washroom entrance(s) to control the number of individuals accessing the facilities at any one time.
- ▶ Mark floor for line-ups outside of washrooms.
- ▶ Washrooms to be deep cleaned regularly with soap dispensers refilled frequently. Washrooms must be monitored to keep occupancy to 50% of available stalls/urinals.
- ▶ Entrance doors to washrooms to be propped open eliminating need to touch door handles.
- ▶ Encourage access to hand wash stations to be located in various locations on the show floor.

Mask Policies

- ▶ In compliance with current Provincial Guidelines, all patrons working in and/or visiting the facility will be required to wear face mask or face covering. While The International Centre will make every effort to keep a supply of masks for sale to our clients, event organizers should be prepared to make masks available to exhibitors and attendees. Visitors, clients, exhibitors and/or service providers without a mask or face covering, will be denied access to the facility premises.
- ▶ Mask policy should be communicated in all clients' advertising of the event including event website and social media.
- ▶ Signage notifications posted at event entrances informing of policies (masks, physical distancing in effect).
- ▶ The International Centre website will be updated to reinforce new mask policy is in place.



Deliveries

- ▶ All deliveries to be scheduled in accordance with physical distancing protocols.
- ▶ Encourage the use technology for communication (such as text messaging and mobile phones rather than in-person conversations).
- ▶ Where possible, request that all loads be wrapped on pallets to reduce exposure to loose cargo.
- ▶ No sharing of supplies such as phones, pens and clipboards.
- ▶ To keep driver and receiver safe for all “signature required” deliveries, the driver will write the receivers name with verbal consent on their handheld device while remaining in vehicle. The receiver is not to touch the stylus or handheld device.
- ▶ Drivers and Receivers arriving at the facility, will be required to wear mask or face covering.
- ▶ Hand sanitizer and PPE to be readily available in the receiving area.
- ▶ Receiver shall unload all items from delivery vehicles.
- ▶ All Shipping & Receiving to the building are to report to Show Management and must adhere to procedures in compliance with Provincial Guidelines related to COVID-19 mitigation protocols.



What to do when a case of **COVID-19** is reported?



It is imperative through this whole reopening process that efforts are made by the Centre and by Clients to ensure that ALL International Centre Staff, Event Employees and Event Visitors are tracked to ensure that we are able to provide 100% COVID-19 Contact Tracing. Events will be responsible to ensure that all their event visitors are registered in the case that follow up of any kind is required.

If an International Centre Employee or Event Employee comes to work with symptoms of COVID-19 they will not be permitted to work and will be directed to the nearest COVID-19 test centre to be tested. They will not be allowed to return to work until either a negative test result has been received or they have self-quarantined for 14 days. The Peel Health department will be notified by our Safety Officer of any such incident.

It is unlikely that an event visitor will be identified as being COVID-19 positive while at an event. However, if an event visitor was to be later diagnosed or if International Centre Staff or Event Staff are diagnosed – working with Peel Health and using our knowledge of all show attendees, efforts would be undertaken to ensure extra cleaning and disinfecting efforts were made in any related areas. Peel Health would be provided with all of the related people who worked the event or attended the event. Every precaution will be taken to ensure the safety of International Centre Staff, Event Staff and future Event Visitors.

We are all in this together!



The International Centre Safety Officer Contact Information

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