



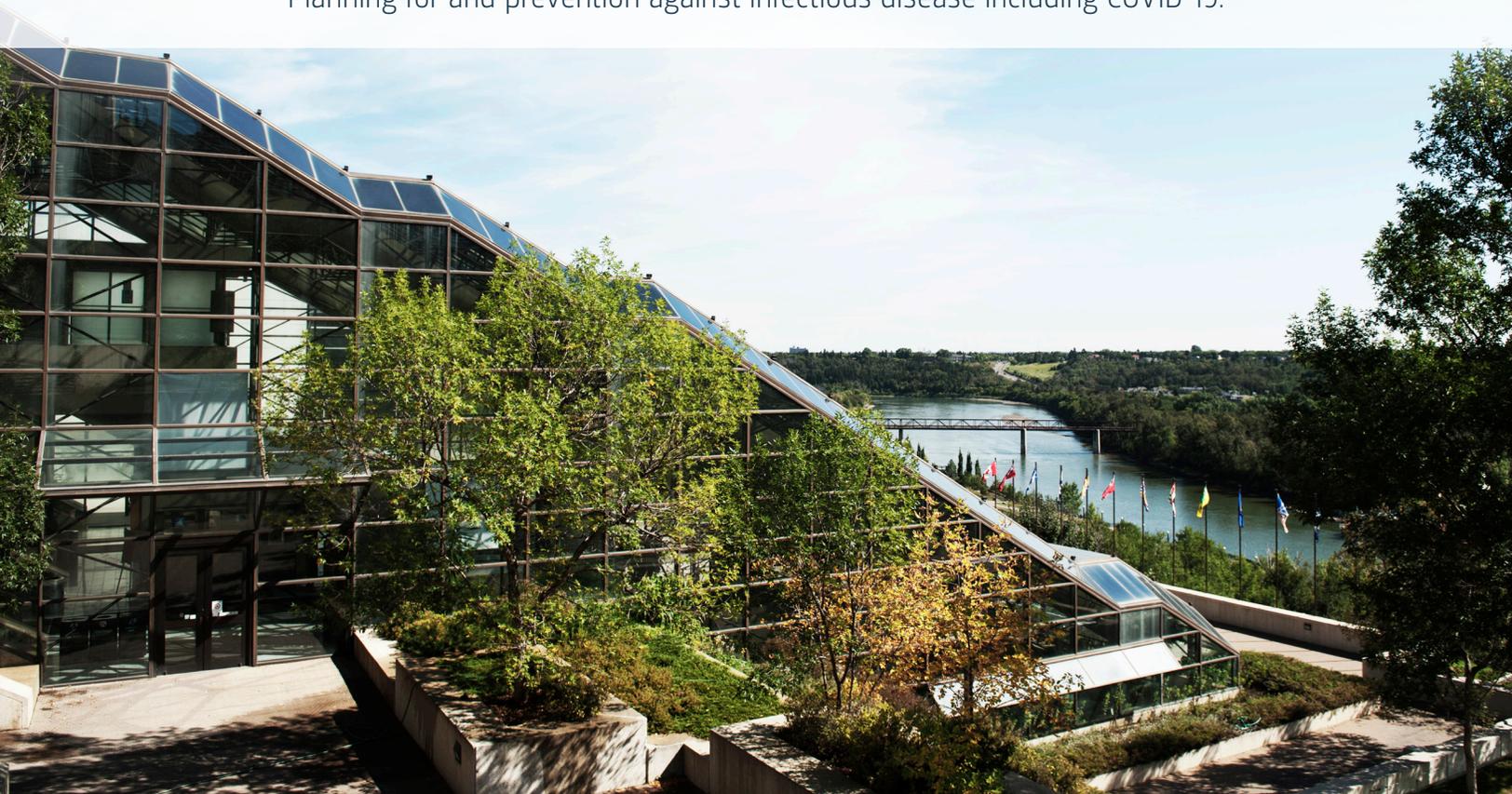
Edmonton
EXPO
Centre

EDMONTON
CONVENTION
CENTRE



Healthy Venues Plan

Planning for and prevention against infectious disease including COVID-19.



Our commitment to your health and safety.

Events and venues have an incredible ability to shape the cultural fabric of our community by bringing people together for shared experiences. Over the past several months, we have pivoted and undertaken major enhancements to our operations to ensure people can still have these experiences and gather face-to-face in two of the safest event venues in Canada.

After months of consultation and planning, we are pleased to present our Healthy Venues plan—preparing us for the safe operation of our venues in compliance with Government of Alberta regulations. As we continue to make important enhancements to our operations, we hope you feel confident in knowing we hold your health and safety above all.

In addition to our Healthy Venues plan, the Edmonton Convention Centre and Edmonton EXPO Centre are among the first venues in Canada to successfully achieve the GBAC STAR™ Accreditation, which is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities. Through this accreditation, our cleaning and sanitation program will receive third-party validation that the best systems are in place to protect against biohazards and respiratory illness, including COVID-19.

Please take a moment to read through and understand the protocols that may be in place during your next visit to the Edmonton Convention Centre or Edmonton EXPO Centre. The following plan presents the measures taken to ensure our venues will be among the safest places for you to enjoy conventions, tradeshow, meetings and entertainment.

We look forward to seeing you at our venues,

Arlindo Gomes,

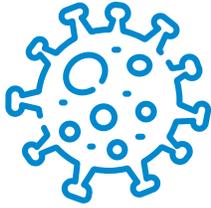
Vice President, Venue Management
Explore Edmonton

Emma Pietroleonardo

General Manager, Edmonton Convention Centre

Olaf Miede

General Manager, Edmonton EXPO Centre



The Healthy Venues plan has been developed in consultation with the GBAC STAR™ Facility Accreditation Program and with information from public health officials.

These protocols are subject to change as restrictions/recommendations evolve and as more information from Alberta Health Services, the Government of Alberta and our industry becomes available.

Health & Safety Guidelines

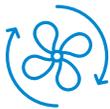
You will notice things may look and operate differently during your next visit—we have modified our operations so that the Edmonton Convention Centre (ECC) and Edmonton EXPO Centre (EXPO) can remain among the safest places to plan and attend events. The following protocols have been implemented to ensure your continued safety at our venues.



ARRIVAL

Guests and clients visiting our venues can expect enhanced safety measures that will be in place upon arrival.

- **Designated entrances and arrival screening:** All visitors will enter the venue through designated entrances and will be asked to sanitize their hands prior to entering.
- **Mandatory masks:** As per City of Edmonton Bylaw 19408, masks or face covering will be mandatory upon entrance and while remaining within the Edmonton EXPO Centre and Edmonton Convention Centre, except for while you are seated at our designated food service areas. We reserve the right to refuse entry to those who do not comply with our posted guidelines.
- **Signage:** Health and hygiene signage will be placed throughout the venue and will include messaging about handwashing guidance, hygiene etiquette and physical distancing.
- **Visitor symptoms:** Guests who are experiencing any known symptoms of COVID-19, or who have been in close contact with anyone with COVID-19, are advised to stay home. Anyone exhibiting symptoms or who does not pass our screening protocols will be denied entry.



AIR FILTER, HVAC CLEANING AND VENTILATION

Many of our indoor spaces offer fresh air ventilation. Although Alberta Health Services states that there is no risk of COVID-19 transmission through HVAC systems, the ECC and EXPO use three types of filters and maintains rigorous air filter replacement and HVAC system cleaning schedules that meet or exceed the standards set by public health regulations.



CLEANING AND DISINFECTION

In accordance with GBAC STAR™ protocols, the frequency of cleaning and disinfection will be increased in both front-of-house and back-of-house areas.

- **Cleaning products:** The ECC and EXPO use cleaning and disinfection products which meet or exceed GBAC STAR™ requirements and are approved by Health Canada for use and effective against viruses, bacteria and other airborne pathogens. The ECC and EXPO disinfection product kills adenovirus type 5 and SARS-COV-2.

- **Cleaning protocols:** The ECC and EXPO will closely follow all cleaning and disinfection protocols developed by the GBAC STAR™ program. Our housekeeping and cleaning will be trained in the proper cleaning protocols and disinfection techniques to address biohazards and infectious disease including respiratory illness and COVID-19.
- **Back-of-house:** The frequency of cleaning and disinfection has been increased in high-traffic back-of-house areas including (but not limited to) employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices and kitchens.
- **Front-of-house:** The frequency of cleaning and disinfection has been increased in all public spaces with an emphasis on high-touch surfaces including (but not limited to) stair and escalators handrails, elevator buttons, vending machines, door handles, lobby seating, public bathrooms, ATMs, dining surfaces, seating areas and tables.



COMMUNAL ITEMS

Shared items such as newspapers, brochures and magazines are removed from public spaces.



CONTACTLESS SYSTEMS

Monetary exchanges will be facilitated through contactless systems where possible. Cash transactions are highly discouraged.



FEVER MEASUREMENT TECHNOLOGY

The ECC and EXPO use thermal cameras to perform temperature checks for all employees, contractors, exhibitors and suppliers.



HAND SANITIZER STATIONS

The venues are equipped with hand sanitizer stations and a significant supply of portable hand sanitizer units to enable event planners to fulfill their event sanitation strategy. Hand sanitizer dispensers, touchless activation whenever possible, are placed at key guest and employee entrances and contact areas such as reception areas, entrances, stairs, elevator, escalator landings and throughout all public spaces.



HAND WASHING AREAS

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. There are 143 restroom sinks in the ECC and 179 in the EXPO for guest use. All restrooms are equipped with germicidal antibacterial soap. All venue employees have been instructed to wash their hands or use hand sanitizer when a sink is not available.



INDUSTRIAL GRADE SCRUBBING MACHINES

The venues utilize industrial powered machines to sanitize and scrub exhibit hall floors and food production areas after every event. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls and food production areas.



PHYSICAL DISTANCING

The venues will adhere to Government of Alberta physical distancing requirements which state that guests and staff are required to maintain two meters of distance from others while standing in queues, using elevators and moving around the venue. Mitigating protocols have been introduced where two meters of distance cannot be maintained.

- **Back-of-house:** Physical distancing protocols are implemented in back-of-house and high-density areas to ensure appropriate distancing between employees.

- **Elevators and escalators:** Signs are positioned upon entry to elevators and escalators to remind visitors and employees to physically distance as they use any conveyance device. Elevators will be limited to two riders at a time and will be sanitized frequently. Escalator steps have been stenciled to mark two meters of distance between riders.
- **Furniture and seating:** Furniture and seating in communal spaces is positioned to maintain physical distancing.
- **Guest queuing:** Barriers and floor markings indicate space regulations for all public spaces where lineups may be possible including entrances, reception desks, lobbies, coat check areas and concession spaces. Transparent partitions will be used where there are no physical barriers.
- **Rented/leased spaces:** Our event managers will work with the event planner to ensure all event setups (meeting, gala, tradeshow, concert etc.) can be reconfigured to allow for two meters of physical distancing and to abide by capacity limitations based on Government of Alberta requirements.
- **Staircases and stairwells:** Will be clearly marked to help visitors and employees identify stair direction.



PUBLIC RESTROOMS

Restrooms are frequently cleaned and sanitized. All forced air hand dryers are replaced with touchless activated paper towel dispensers. Posters and glass clings will be displayed to remind our visitors of proper hand washing guidelines.



PUBLIC WATER STATIONS

All public water stations will be out of service until further notice.



RAPID RESPONSE PROTOCOL AND CASE NOTIFICATION

In the event of a staff member or visitor becoming unwell while on the premises, we will activate our rapid response protocol which requires the presumptive case to be immediately quarantined from others until action can be taken. If we are alerted to a presumptive case of COVID-19 at the ECC or EXPO, we will work with Alberta Health Services to follow the appropriate actions.



SIGNAGE

Health and hygiene reminders will be placed throughout the venue and will include handwashing guidance and hygiene etiquette. Electronic signs will also be used for messaging and communication.



WASTE DISPOSAL

All loose waste is bagged and placed in collection bins for frequent disposal. Biomedical waste requires special handling and our venues work with biomedical waste management facilities authorized to receive, store and treat biomedical waste.

Employee Health and Safety Responsibilities

Our employees share in the responsibility for creating a safe and healthy environment for everyone. As an employer, we provide our staff with the appropriate resources to effectively participate in our Healthy Venues program and minimize risk of COVID-19 transmission.



DAILY PRE-SHIFT & TIMEKEEPING

Pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will schedule employees with staggered start times to lower employee density in service and break room areas. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in.



EMPLOYEE ASSESSMENT

All employees and contractors are required to complete our Fit for Work symptom assessment questionnaire and fever measurement screening prior to the start of each shift.



EMPLOYEE COMMUNICATION

Venue management is committed to providing ongoing communication and training to employees as it relates to PPE, sanitation protocols and COVID-19.



EMPLOYEE HEALTH CONCERNS

Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Employees exhibiting any of the symptoms of COVID-19 while at the venue are instructed to immediately notify their manager.



HAND WASHING

All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 30 minutes (for 20-seconds) and after any of the following activities: at each transition during a food or beverage service, using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the venue, going on break and before or after starting a shift.



MANDATORY TRAINING

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact. Training focuses on hand hygiene and respiratory etiquette, how to wear, dispose of and care for PPE, cleaning and physical distancing protocols and the required applications for disinfecting chemicals.



OBSERVING ALL POSTED REMINDERS AND SIGNS

Signage will be posted throughout the venue reminding employees of the appropriate use of PPE, hand washing guidance and personal hygiene protocols.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will be worn by all employees based on their responsibilities and in adherence to Government of Alberta and City of Edmonton regulations. Training on the proper use and disposal of PPE will be mandatory. Every employee entering the venue will be provided a mask and will be required to wear that mask while on property. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of cleaning supplies and PPE.



SHARED EQUIPMENT AND SPACES

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, cleaning equipment, keys, time clocks and all other direct contact items used throughout the venue. Staff microwaves will be cleaned after every use.



VENUE DELIVERIES AND LOGISTICS

Delivery drivers will submit to the same health screenings as employees and guests and wear the same PPE. Where possible, deliveries will be scheduled in shifts to minimize the amount of time workers are in contact with other deliveries while moving cargo.

Food & Beverage Operations

Both ECC and EXPO take pride in delivering an exceptional food & beverage program, with an emphasis on meeting or exceeding Public Health Act regulations and existing occupational health & safety requirements. To minimize the distance and touch points of which food must travel to the venue, our culinary teams prioritize sourcing products from local producers and suppliers within 100 miles of Edmonton.



EMPLOYEE PPE

All food & beverage production employees will wear gloves, a face mask, hairnet and hat.



EMPLOYEE TRAINING:

All food & beverage employees will receive comprehensive health and sanitation retraining which includes the Healthy Venue Plan to ensure all employees have the knowledge to protect themselves and our guests. The emphasis of training is on proper use, care and disposal of mandatory PPE.



FOOD PREPARATION AREAS

Production and service areas have been redesigned to promote physical distancing and limit staff interaction. Updated hygiene and physical distancing signage has been placed throughout back-of-house areas.



FOOD RETAIL AND CONCESSIONS

Physical distancing measures will be taken to prevent overcrowding in retail and concession areas. Venue concessions will serve pre-packaged food and condiments in sealed single-use containers. Self-serve condiments and utensils will be removed from public areas and will be available from behind the cashier or server. Point of sale terminals will offer touchless features and are sanitized after every use.



FOOD SAFETY

The ECC and EXPO follow four key steps of food safety—clean, separate, cook and chill—to prevent foodborne illness. As an extra precaution to mitigate the transmission of COVID-19 through surface contact, the venues have implemented protocols for frequent washing and sanitization of all food contact surfaces and utensils.



FOOD SERVICE

The following food service types are postponed until further notice: Buffets, family style services, pre-set food, or beverage items, passed canapes and hors d'oeuvres. These service types will be replaced with a full-service model until further notice.



ONGOING INSPECTIONS

The ECC and EXPO works with both independent and Alberta Health Services inspectors to facilitate ongoing inspections of food production and service areas.



SILVERWARE AND SERVE-WARE SANITIZATION

All china, silverware, condiment decanters and glassware are cleaned and sanitized after every use.



WORKPLACE CLEANING AND SANITIZATION

Deep cleaning and sanitization treatments are frequently undertaken for all food & beverage and stewarding areas. This includes all high-touch surfaces and durable goods. Shared equipment is sanitized after each use and before it is used by another employee.