

SANITARY MEASURES GUIDE

A safe and adapted experience





Your safety is our priority

In the COVID-19 pandemic context, here are the preventive measures put in place to ensure the success of your events at ExpoCité.

Pillars of our program:

- + Safe reception
- + Contactless environment
- + Simple and effective communication
- + Enhanced hygiene standards
- + Redesigned food & beverage offer
- + Healthy staff

The whole ExpoCité's team and partners have rigorously contributed to the production of this sanitary measures guide. The aim is to provide support tailored to the context to help you in planning and realization of your events in a safe environment, because visitors experience remains at the center of our actions.

The development of these measures is based on directives issued by the Gouvernement du Québec, including the recommendations of the Institut national de santé publique du Québec (INSPQ).

With exhibition halls of over 185 000 sq. ft. on the same floor, 14 docks, 6 oversized doors at ground level and 3 main entrances for visitors, the Centre de foires de Québec offers unrivaled accessibility. Considering all the compensatory measures deployed to meet the physical distancing requirements, the Centre de foires de Québec offers you an edge over the competition.



A safe reception and reassuring *fully tailored spaces*

ExpoCité deploys a free reception structure framed around three control centers and sanitary measures upon arrival of participants (employees, exhibitors and visitors).

- + Compliance with social distancing measures by all ExpoCité employees (and partners) and use of personal protective equipment (medical procedure mask and eye protection (security goggles covering the eyes or visor reaching down to the chin)) when physical distancing is not possible.
- + Reception staff on site to remind people of the distancing measures to be observed in common areas.
- + Well-planned circulation in rooms, common areas, corridors, entrances and exits of rooms, etc. in order to ensure maximum traffic flow to allow quick passage to the event rooms and minimize the risk of crowding in the reception areas.
- + Masks available on request.
- + Info-health service with a health professional available on request (questions, temperature measurement, masks if necessary, etc.).
- + Containment location identified for a participant showing symptoms.
- + Clear protocol on the management of a person with symptoms compatible with COVID-19 on site to facilitate and expedite a public health investigation, if necessary.
- + The management of the docks, the logistics of entering and leaving of goods, the exhibitors' arrival protocol are closely reviewed in order to welcome everyone in optimal health and safety conditions.



A contactless environment for your safety

ExpoCité works with its partners to facilitate the implementation of contactless transaction solutions.

- + Buying tickets with online payment will be the option of choice for public rooms.
- + Contactless food ordering service (UEAT mobile application offered by our exclusive supplier).
- + Payment on site by card as the preferred option (parking, ticket office, food counter and restaurant).



Simple and effective communication and signage

To prepare all of your participants (suppliers, exhibitors and visitors) to their coming, we will help you develop the arrival procedures and sanitary measures adapted to your event.

- + Posting of safety instructions deployed at entrances, on the floor and on the walls to promote hand hygiene and respiratory etiquette.
- + Deployment of physical markers to floors or walls (stickers, lines, cones, wooden structures) to ensure compliance with the physical distancing.
- + Display of maximum capacity in toilets, elevators and freight elevators.
- + Promotion of automatic fountains (ban on jet drinking with one's mouth, a container (glass, bottle) will be required).
- + Promotion of hygiene measures (disinfectant gel, air changes, frequency of cleaning, etc.).
- + Reminder safety tips through the website, the dynamic signaling and audio clips.



Raising our sanitary standards - a venue adapted for your safety

Housekeeping services provide continuous cleaning rounds of public areas and meeting rooms.

- + Use of extended efficacy products for frequent use points of contact (elevators, toilets, etc.).
- + Installation of mobile disinfectant gel stations positioned at strategic locations to promote hand hygiene.
- + Maintaining doors open with a door leg for washrooms.
- + Constant supply of fresh air in buildings (over 12 air changes per hour): superior quality air filters.
- + On-demand service for in-depth disinfection of rooms before customers arrival and for ultraviolet disinfection (UV) offered by our partner Solotech.
- + Adjusting amenities in washrooms to meet the physical distancing requirements.
- + permanent protection systems for ticketing booths and self-supporting (plexi style) for other public contact points.
- + Rooms capacity technical services revised according to meet the physical distancing requirements.



A redesigned food offer, as safe as ever

With la Cage traiteur événementiel, our catering services partner, adapted but equally delicious menus have been developed in anticipation of the resumption of activities.

La Petite brasserie restaurant and *Le Comptoir* fooderie are open as usual for visitors.

The buffet offer was suspended in the first phase, but an adjusted plate service and several other tasty formulas are offered.

- + Offer of pre-assembled individual cold meals, such as Bento boxes, poké bowls, English type brunch in take-out mode for lunches and snacks.
- + Coffee breaks in continuous mode and multiple stations to reduce traffic (condiments and utensils in individual format).
- + Strengthening of procedures, frequency of cleaning and sanitizing frequently used objects and surfaces allowing us to exceed MAPAQ requirements in the context of COVID-19.
- + Training of servers in hygiene measures (hand washing and respiratory etiquette) and social distancing applicable in each workplace.
- + Use of compostable dishes, utensils and towels when required.



Healthy staff

Checking the health of staff, partners and subcontractors upon their arrival at the Centre de foires de Québec.

- + Obligation to wear a medical procedure mask and eye protection (security goggles that cover the eyes or a visor down to the chin) for all workers who interact with each other, within two meters for more than 15 cumulative minutes during the day.
- + Signature of a form by all ExpoCité staff, partners and subcontractors confirming their commitment to comply with safety instructions.
- + Signature of a form by external suppliers at entry points (security post at the staff entrance and docks).
- + Mandatory hand disinfection stations at the staff entrance as well as in the backstage areas and in the docks.
- + Display of safety and physical distancing instructions at the staff entrance as well as in backstage spaces.



Information for visitors

In order to protect the health and safety of people, important measures have been put in place and they are strictly applied by ExpoCité. Visitors must comply with these measures at all times and in the event of non-compliance, our staff will be authorized to intervene.

- + Any visitor should not attend if they experience any of the symptoms of COVID-19 (new or worsening cough, fever, breathing difficulties, sudden loss of smell without nasal congestion (with or without loss of taste), general symptom (muscle pain, headache, severe fatigue or loss of appetite), sore throat or diarrhea) or if they have been in contact with an infected person within the last 14 days.
- + Upon arrival, the visitor and accompanying persons may be required to answer questions related to COVID-19. If one of them has symptoms of COVID-19, or if he has been in contact with an infected person or if he has traveled outside the country in the last 14 days, the access could be denied to them.
- + Some services and amenities are closed, or access is limited.
- + Detailed procedures have been planned in the event a client exhibits symptoms or is tested positive for COVID-19.
- + In case of questions, the visitor can contact the staff of ExpoCité.



Stay informed!

As government directives and Public Health recommendations evolve in tandem with the situation, the ExpoCité team and its partners remain on the lookout to keep you informed of any changes to the measures presented in this guide.

We reiterate our support for your events in order to provide a positive and safe experience for your participants at ExpoCité.

We look forward to welcoming you again!