

**BUT ANYTHING
CONVENTIONAL**

WWW.
CONVENTION.
QC.CA

*The safety of our
guests and our staff
is our priority!*

Here are the prevention
measures we've put in place
for your events.



CENTRE
DES CONGRÈS
DE QUÉBEC

We've upgraded the building and provide optimal housekeeping

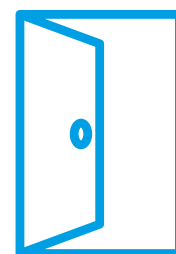
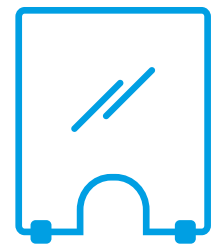


- ◆ Mobile sanitizer gel stations in strategic locations
- ◆ Portable hand washing stations
- ◆ Touchless taps in washrooms
- ◆ Moveable protection systems (Plexiglas style) at the ticket office, guest registration stations and other public contact points
- ◆ Public areas and meeting rooms cleaned continuously
- ◆ Use of products with prolonged effectiveness for frequently used areas of contact (elevators, washrooms, escalators, etc.)
- ◆ Touchless automatic door openers for washrooms; those that do not have one are kept open with a doorstopper
- ◆ Constant supply of fresh air to the Centre (12 air exchanges per hour or more): high-quality air filters
- ◆ On-demand service for in-depth disinfection of rooms before clients arrive and ultraviolet (UV) disinfection



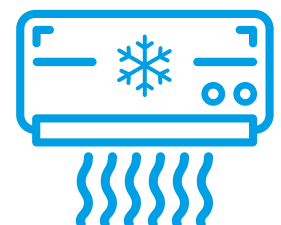
Portable hand washing stations

Moveable protection systems

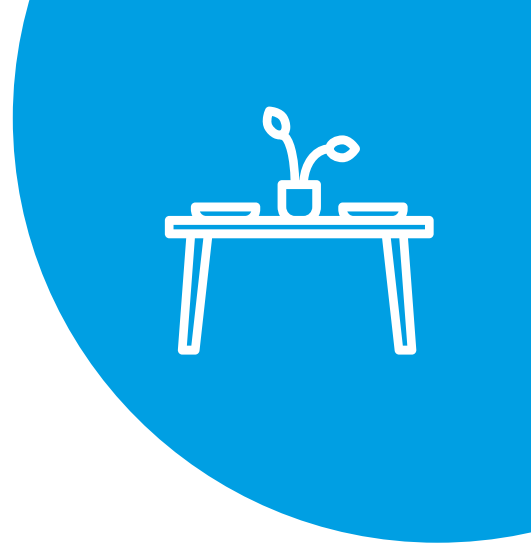


Touchless automatic door openers

Constant supply of fresh air



Comfortable and reassuring spaces



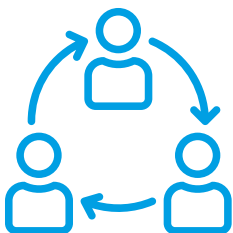
- ◆ Room capacity and technical services established according to social distancing regulations
- ◆ Strategic registration areas in the hallways
- ◆ Well-designed circulation in rooms, common areas, corridors, hall entrances and exits, etc.
- ◆ Reception staff on site to remind guests of the distancing measures to be observed in common areas and escalators
- ◆ Debit/credit card payment accepted only
- ◆ Masks available for guests to purchase



Strategic registration areas



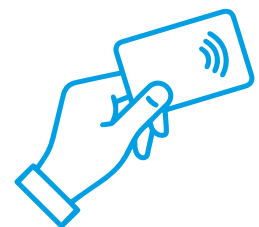
Masks available



Room capacity according to social distancing



Reception staff on site to remind guests of the distancing measures



Debit/credit card payment

Prevention measures



- ◆ Possibility of installing a health information kiosk staffed by a health professional (to answer questions, measure body temperature, provide masks if necessary, etc.)
- ◆ A dedicated containment area for any guest showing symptoms
- ◆ Protocol for recording an infected person's movements in order to disinfect the premises for the continuation of the event
- ◆ Control process for external suppliers during exhibitions at the Centre's entry/exit points (staff entry and loading docks)



Possibility of installing a health information kiosk



Protocol to disinfect the premises for the continuation of the event



A dedicated containment area

Redesigned food services, but still just as safe



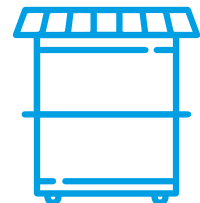
- Servers trained in hygiene measures (hand washing and respiratory etiquette) and social distancing applicable in each workplace
- Respect for social distancing measures and use of personal protective equipment if physical distancing is not possible
- Reinforcement of procedures, cleaning and sanitation frequency of frequently used objects and surfaces
- Escoffier service and ready-made meals to limit the handling of instruments, food and line-ups
- Pre-made individual cold meals, such as Bento boxes, poke bowls, English/brunch in takeout mode for lunches and snacks
- Menus to reduce worker-guest interactions
- Elimination of self-service stations requiring multiple handling and contact
- Coffee breaks in continuous mode with multiple stations to reduce traffic and provide condiments and food in individual format
- Use of compostable dishware, utensils and paper napkins when required



**Reinforcement of
procedures, cleaning
and sanitation**



**Pre-made individual
cold meals**

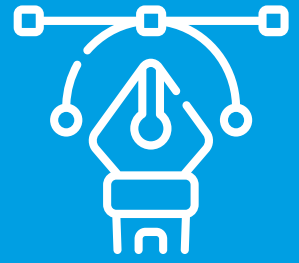


**Multiple food stations
to reduce traffic**



**Use of compostable dishware,
utensils and paper napkins**

Effective visuals and communication



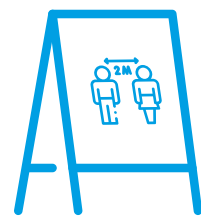
- ◆ Safety instructions posted on the floor and on the walls
- ◆ Maximum capacity displayed in washrooms/escalators/elevators
- ◆ Guests presented with the measures taken to ensure their safety and well-being before and during the event
- ◆ Safety tips reminders via website, social media and dynamic signage
- ◆ Promotion of automatic drinking fountains, non-contact disinfectant gel, non-contact sinks, air exchanges, frequency of cleaning, etc.



Guests presented with the measures



Safety tips reminders via website and social media



Safety instructions posted on the floor and on the walls

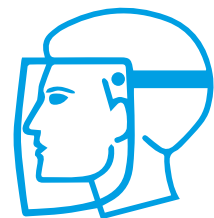
Healthy staff



- ◆ Masks and/or visors for staff in contact with guests who cannot respect social distancing
- ◆ Check the health of staff and subcontractors (temperature report/basic questions relating to their health) upon their arrival at the Convention Centre
- ◆ Subcontractor personnel sign a form confirming their commitment to comply with the safety instructions
- ◆ External suppliers sign a form at the points of entry (security post at the staff entrance and loading docks)
- ◆ Mandatory hand washing stations at the staff entrance as well as in the backstage areas and at the loading docks
- ◆ Display of safety/physical distancing instructions at the staff entrance and in the spaces behind the stage



Form confirming their commitment to comply with the safety instructions



Masks and/or visors for staff



Check the health of staff and subcontractors

Healthy staff



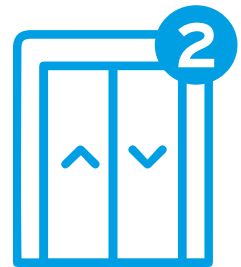
- ◆ Plexiglas partitions at close guest contact points (e.g. ticket office)
- ◆ Prohibition to report to work in case of flu or cold symptoms
- ◆ Isolation of any staff member who suddenly presents symptoms of COVID-19 in a room designated for this purpose, away from guest areas
- ◆ Rest areas designed to comply with physical distancing instructions (cloakroom, cafeteria)
- ◆ Display of the maximum number of people permitted on elevators and escalators
- ◆ Establishment of disinfection processes for work tools (e.g. walkie-talkies, telephones, carts, lifting devices, etc.)



Prohibition to report to work in case of flu or cold symptoms



Disinfection processes for work tools



Display of the maximum number of people permitted