

The Calgary TELUS Convention Centre (CTCC) would like to welcome you to our facility and to let you know that our goal has not changed, your safety and health are our top priority, and we are here to assist you to ensure you have a successful event. We're committed to doing all that we can to keep your clients, employees, and community safe while at the Centre. Over the course of the COVID-19 pandemic, we enhanced our health, safety and sanitization protocols and we are committed to upholding these standards into the future. Our team will continue to work together with our clients and industry stakeholders to ensure best practices are maintained. We constantly monitor new developments and align our procedures with updated recommendations from local and provincial authorities. The following standards outline our current measures and recommendations to keep our guests and employees safe.

1. Health Venue

- a. **GBAC Star Accreditation** – We have achieved the Global Biorisk Advisory Council Star Accreditation, a program that verifies that our venue has implemented best practices to prepare for, respond to and recover from outbreaks and pandemics.
- b. **Ventilation** – With our award-winning air filtration system, we have improved the air quality within our venue by maximizing outside air intake and optimizing air intake and optimizing air handling schedules.
- c. **Touch-Free Amenities** – Contactless soap and hand towel dispensers, hand sanitizer and hand wash stations, and contactless doors are available throughout the Convention Centre
- d. **Increased Cleaning and Sanitization Schedule** – Focus is placed on high touch points on furniture and door hardware, as well as increased frequency of cleaning and sanitization in meeting rooms, washrooms, and common use areas.
- e. **Monitoring** – We regularly test the effectiveness of sanitization products and procedures in use throughout the building.
- f. **Personal Protective Equipment (PPE)** – Our team of event professionals as well as contractors and suppliers will continue to wear masks, and where possible, maintain distancing and install plexi-glass barriers.
- g. **Staff, Supplier and Contractor Pre-Shift Screening** – Prior to each shift, all employees, suppliers, and contractors will be required to complete a screening questionnaire
- h. **Rapid Response Plan** – Identified strategies are in place to isolate and assist any guest who might experience symptoms during an event.
- i. **Signage** – Digital and print signage throughout the venue outlining health and safety protocols and recommendations, Dedicated entry and exit points and floor demarcation will be utilized where possible.

2. Recommendations for Exhibitors

- a. Exhibitors should review the “Exhibitor Package” to know what is included in their booth space and to pre-order any additional services as required.
- b. We recommend sanitization of exhibitor booths including furnishing and handouts frequently.
- c. Exhibitors and guests will wear PPE (masks) and follow any restrictions as directed by the Government of Alberta, COVID-19 mandates or as directed by the Calgary TELUS Convention Centre or the show organizer.
- d. When possible, consider installing plexi-glass barricades in booths, and creating traffic flow plans.
- e. Avoid shaking hands or touching others. Choose alternative greetings to handshakes and high fives. Instead, try a wave, namaste or bow from an appropriate distance.
- f. Minimize handout out business cards and other promotional material, consider using QR codes instead.
- g. Handling products and self-testing items - If attendees must touch and item (i.e., assess suitability for purchase), the item should be washed and sanitized between users, or attendees should wash or sanitize their hands before and after they touch the item). Electronic and interactive displays that cannot be cleaned and sanitized between users should be operated exclusively by the vendor.
- h. Debit/Credit transactions are recommended. Point of Sale (POS) machines should be sanitized between transactions. If cash is to be used, exhibitors must wash or sanitize hands after each transaction.
- i. Wash and sanitize your hands Frequently. Handwashing is the single most effective way to prevent the spread of disease. If you are not able to wash your hands with soap and water, use hand sanitizer instead. A
- j. Keep elevators empty. Avoid overcrowding by taking the stairs or escalator whenever possible. When in the elevator, face the wall. Unless you are riding with people who are in your immediate household, limit the number of occupants to three.
- k. If you are sick, stay home. If you are experiencing fever, cough, difficulty breathing or other flu-like symptoms, refrain from coming to the event, stay away from others and take the COVID-19 self-assessment.