



## **Toronto Congress Centre introducing C.H.A.S.E™ – Customer Health & Safety Ensured**

Founded in 1995, TCC was built on a single vision: to become the most innovative, comprehensive customer-focused trade and convention facility worldwide.

Everything we do leads to the same goal – to create nothing less than an exceptional experience for each one of our customers.

This led us to the inception of GEM® in 2003. We were the first to market as an experience based service provider in our industry.

Today we are faced with the challenge of a world wide pandemic and the question of what the future of business will look like. When considering what the future holds we have refocused our lens of GEM® to understand that experience in a post pandemic world is all about customer health & safety.

We want everyone to know what we are doing in the areas of safety, cleanliness, hygiene and social distancing so that when they walk through our doors, they know our commitment to their health and safety is our top priority. It is up to us to create the environment in which we can conduct business safely.

We have created our comprehensive response to COVID-19 taking into account the latest in technology and innovative solutions from experts from numerous sectors. We believe that we must be the leaders in showcasing what safe and responsible gatherings will look like while still allowing attendees to have fun and engage in business.

With this in mind we introduce C.H.A.S.E™ – Customer Health And Safety Ensured.

The C.H.A.S.E™ program takes into account measures to ensure physical safety and psychological wellbeing of those attending events at TCC so you can focus on the business at hand.



### **Temperature Checks**

Contact free thermal scanning will check temperatures of everyone entering the facility.



### **Contact Free Registration**

TCC will be working with your registration provider to ensure registration for events will be contact free.



### **Food & Beverage - HACCP**

TCC has been a HACCP accredited gold standard facility since 2005. In conjunction with HACCP recommendations for food safety we will be revising our food offering to ensure it is presented with the highest of safety standards while continuing to maintain best in the industry quality.



### **Building Aesthetics Practices**

Housekeeping practices have been thoroughly revisited to ensure we are exceeding standards for disinfecting.

TCC will be making use of electrostatic handheld disinfecting units to sanitize the building before event start time each day.

Host booth cleaning will be offered for all events to include top to bottom sanitization of booths including for all show materials.

All high contact surfaces will be disinfected continuously throughout the day.

Hand sanitizer and hand wash stations will be conveniently placed throughout the facility.

Antimicrobial long lasting coating sprays are being piloted to be applied in all high-touch surfaces.

All chemicals have been reviewed and updated to ensure they are of highest quality in fighting against viruses while maintaining a HACCP compliant food safe environment.

Phasing in automatic hand dryers equipped with internal UV light disinfectant.



### **Social Distancing Ambassadors & Guidelines**

Ambassadors will be deployed throughout your event to ensure you and your guests are engaging with one another in a socially responsible fashion.

All aspects of your event from floorplans and aisle widths, room capacities to service providers and their practices will be reviewed to ensure that we are complying with governmental social distancing recommendations.



### **Personal Protective Equipment (PPE)**

Masks will be required for all show attendees and staff. TCC will be able to provide these masks. All over the counter transactions and interactions will be equipped with plexiglass shields.



### **Cash Free Environment**

All end user transactions will be cash free and tap ready.



## Logistics

An in depth review of the shipping receiving procedures and material handling to ensure safety for staff attendees alike including disinfecting of all materials brought into facility, screening of staff, PPE for staff, to name a few.



## New Building Protocols

Infrastructure practices are being revisited to ensure best practices for example drastically increasing fresh air is coming into the building.

We recognize that the global situation is still fluid and as such we will be staying up to date on what the world organizations and our local government are recommending as best practices. These measures will be applied on an event by event basis working together with TCC and any respective service provider. With this program we will endeavour to **CHASE™** after and pursue perfection with respect to hosting responsible large scale events. Global standards and technology continue to evolve so will the **C.H.A.S.E™** program.

We will be monitoring all aspects of the trade show and convention industry as things evolve to identify the concerns of reopening and operating events in a post pandemic world. TCC will assess, and where possible, advocate for assistance in the execution of responsible large scale gatherings. We believe strongly in the fact that nothing can replace the power and the need for live face to face events. Trade shows and events enable companies to grow, educate and innovate. These are key social and economic drivers that impact the future of business and job creation.

TCC has always believed in working towards the success of our clients. We have always operated on the premise that **YOUR SUCCESS IS OUR SUCCESS**. We are committed to delivering Great Experiences to our customers and **C.H.A.S.E™** will enable us to continue to do so for decades to come.

