



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 physical 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.

COVID-19 Safety Plan Snapshot

C.H.A.S.E™ – Customer Health & Safety Ensured



Temperature Checks & Screening

Designated Entry & Exit will be communicated for staff (DOOR 4 only) & guests (as per Event Specifics) to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras, ensure masks are worn, ensure health screening questionnaire is completed daily and time of entry and exit into building is recorded. Anyone displaying a temperature over 37.5C will be taken to a private area for a secondary temporal temperature screening. If all screening meets the requirements by Toronto Public Health questionnaire, entry into the building will be allowed. – if you are displaying any of the symptoms – stay home and contact your health care provider.



Physical Distancing & Capacities

Staff & Guests will be reminded to practice physical distancing by standing at least six feet/2 metres away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Meeting Rooms, event floorplans, restaurants and other physical layouts will be arranged to ensure appropriate distancing. All facility rooms and spaces will comply with, or exceed, local or provincial mandated occupancy/capacity limits. All aspects of events from floorplans and aisle widths, room capacities to service providers and their practices will be reviewed to ensure that we are complying with governmental guidelines.



Personal Protective Equipment (PPE)

The use of non-medical masks or face coverings is required in all indoor public spaces, under a City of Toronto bylaw and O.Reg. 364/20 . Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to Provincial and local guidelines. Every employee, client, supplier entering the facility are required to wear a mask while on property. Gloves and face shields will be provided to employees whose responsibilities require them as determined by medical experts. All over the counter transactions and interactions will be equipped with plexiglass shields.



Hand Sanitizing Stations

Touchless Hand sanitizer dispensers for hands and shoes will be placed at key guest and employee entrances and contact areas such as entrances, reception areas, lobbies, restaurant entrances, meeting and convention spaces, elevator landings, and restrooms.



Reminder Signage/Posters

There are health and hygiene reminders throughout the facility to better control people-flow including in queues, entrance halls, entryways, cafes, around catering, washrooms, coat checks, exits and within main meeting, exhibition and other key areas that are vital to reach and maintain physical distancing requirements & wearing a mask, washing/sanitizing your hands and stay home if you are sick.



Building Cleaning & Disinfecting Practices

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, reception, registration and multi-purpose counters, table tops and lobby seating, elevators and elevator buttons, door handles, public bathrooms, ATMs, stair handrails, dining surfaces and seating areas.

The Toronto Congress Centre is first venue in Canada to receive GBAC Accreditation, the Global Biorisk Advisory Council® (GBAC) STAR™ accreditation for outbreak prevention, response, and recovery. GBAC STAR™ is the gold standard of prepared facilities and provides third-party validation that facilities have rigorous protocols in place for thorough response to biorisk situations.

TCC will be making use of electrostatic handheld disinfecting units to sanitize the building; offices, and public areas each night. Event spaces to be done on an as requested basis.

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

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

Hand sanitizer stations will be conveniently placed throughout all the common areas of the facility.

Touchless door openers have been installed for all bathrooms and entrances where doors cannot be propped open

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.



Food & Beverage - HACCP

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Cash Free Environment

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



Contact Free Registration

TCC will be working with you and your registration provider to ensure registration for events will be contact free where ever possible.



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.

