This guide is aimed specifically at the business tourism sector, which consists of events including meetings, conferences, training sessions, fairs, and exhibitions.
NEW MEASURES & AMENDMENTS SINCE THE VERSION OF JULY 23, 2020

Amendments to this guide

2.5 m width for traffic lanes

Effective date: Immediately

Given that since July 18, participants must wear a mask or face cover as soon as they are moving in the establishment, it is now authorized to reduce the width of the circulation corridors in the rooms to 2-metre (previously 2.5-metre). It is also authorized to reduce the distance between the tables to 2-metre, in particular for banquet and school formula. See the section "Placement of participants in a room » on page 27 for all the guidelines to follow.

Note that the physical distance between people remains at 2-metres in rooms and waiting lines.

Paragraph V.9: Elevators

Effective date: immediately

The installation of an alcohol-based disinfectant dispenser is now required not only at the entrance of the elevator, but on each of the floors with an encouragement to wash your hands at the entrance and at the exit from the elevator. Please read all the measures in paragraph V.9.

New measures

Indoor and outdoor public gatherings

Effective date: August 3, 2020

- The maximum number of people allowed during indoor and outdoor events will increase from 50 to 250 people, in compliance with known and established hygiene rules and instructions, particularly that of physical distancing.
- This new rule applies to public places and not to indoor and outdoor gatherings of a private residence or chalet, which are always set at 10 people.
- Outdoor events in public places with a maximum of 250 people will be allowed. As in other circumstances, a distance of 2 meters is necessary between people, failing which the wearing of a mask or face cover is compulsory for people over 12 years old, unless they have a medical condition.
- Note that due to the significant risks of contagion and transmission of the virus, festivals and major events remain prohibited until August 31.
Wearing a mask or face cover

Effective Date: July 18, 2020

- The wearing face cover or a procedural mask covering the nose and mouth will be compulsory in closed and partially covered public places for people aged 12 and over. Partially covered places include in particular the marquees (tents) located outside and the terraces which have a roof. This requirement applies to establishments that host business meetings and conventions. In the case of marquees and covered terraces, participants can remove the mask once seated.
- It is the responsibility of the establishment to enforce the instructions to wear a mask or face cover. The establishment must refuse access to a participant who refuses to wear the mask or face cover. In situations where the participant is aggressive or refuses to cooperate, it is strongly suggested to call the police.
- The participant must wear, according to his choice, a mask ("blue" procedure mask) or a face cover to enter and leave the establishment and in all situations where he is moving inside the establishment, especially:
  - To go to the toilet;
  - To take the elevator;
  - To go to the restaurant or the space reserved for meals;
  - To go to the coffee break area.

- Regarding coffee breaks, participants must return to the meeting room to eat and drink. It is also possible that the establishment could provide seating in a common area where participants can have their coffee. The physical distance of 2 meters continues to apply.
- It is important to know that wearing the visor for a participant is not enough. The mask or face cover must be worn with the visor. Thus, you will have to ask the participant to wear a mask or a face cover in addition to the visor.
- It is strongly recommended that the participant wash their hands before and after reinstalling their mask. The mask must be changed after a maximum period of 4 hours.
- For the exhibition sector, the mask must be worn at all times on the exhibition site, because the participant is considered to be on the move.

Workers register

Effective date: Immediately

- The establishment must keep a detailed register of all workers (in a staff rental agency or not): date of birth, dates of days worked, workstations occupied on each shift, cell number and email address.
- This information will be used in the investigation of an outbreak.
- It is suggested that all persons who have been in close contact with the symptomatic worker with suspicion of COVID-19 be withdrawn immediately, and as a preventive measure, in the last 48...
hours before the onset of symptoms until recognition of symptoms and isolation of the symptomatic worker. The purpose of this measure is to prevent a worker considered to be close contact from remaining at work due to the delays inherent in confirming the symptomatic case. This delay is estimated at 72 hours and sometimes more. The application of this withdrawal measure is all the more useful in the presence of confirmed cases in the establishment. However, the reduction in the risk of outbreaks must be taken into account in relation to the consequences of these withdrawal measures for maintaining activities in the workplace.

- If the symptomatic worker becomes a positive COVID-19 case in the following days, the early withdrawal of close contacts will have helped to reduce the risks of transmission in the workplace and the identification of these will facilitate the public health survey.
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This document is reserved for the exclusive use of tourism businesses to guide them in resuming activities. It is not intended as a communication tool for the public.

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Preface

Businesses must be prepared to apply preventive measures to fight the coronavirus and must have trained their staff accordingly before they receive their first customers. This process may require a few days of preparation.

The recommendations issued in this document are based on the government guidelines in force as of June 18, 2020. These recommendations are likely to be amended or adjusted in accordance with developments in the situation and new guidelines that will be issued by government authorities. Project partners will keep their members informed of developments in the situation and will update the documentation regularly.

This document is a supplement to the COVID-19 Health Safety Plan for the Tourism Industry, which sets out all the basic rules that apply to all Québec tourism businesses. Both documents should be read in tandem.

While we have tried to condense as much information as possible in the following pages, government sources will of course remain a priority at all times.
Reminder of the General Public Health Recommendations to be Complied with at All Times and in All Places

- These recommendations are taken from the document titled Prévention de la transmission de la COVID-19 en période de déconfinement (in French only) posted online on June 25, 2020: (https://publications.msss.gouv.qc.ca/msss/document-002629/).

Persons or organizations in charge must:

  o Prohibit access to any person (for example, worker, customer, guest) who has received an isolation order from public health authorities or their doctor or exhibits one or more COVID-19-like symptoms.

  o Put up posters reminding customers of this prohibition or hand out a simple questionnaire at the entrance to implement this recommendation.

- Establish a clear protocol concerning the care of a person who develops symptoms compatible with COVID-19 on the premises, and ensure that it is known by all persons who would be likely to respond in such situations. The necessary protective equipment must also be available:

  o If someone develops COVID-19 symptoms on the premises, they must leave the premises and return home as soon as possible. While waiting for the person to leave the premises, they must be immediately isolated in a closed room and wear a procedural mask. Call 1-877-644-4545 to obtain instructions. Avoid coming closer than two metres with other persons. Ensure that the person is monitored if their condition requires it. Plan transportation home as soon as possible while respecting the instructions received at 1-877-644-4545. The person must not take public transit to return home.

<table>
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<td><strong>One of the following symptoms:</strong></td>
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<td>• Appearance or aggravation of a cough</td>
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<td>• Fever (temperature of 38°C or more, measured orally)</td>
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<tr>
<td>• Breathing difficulties</td>
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<td>• Sudden loss of smell without nasal congestion, with or without loss of sense of taste</td>
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- Organize the premises and manage the circulation of people (for example, employees, customers) to ensure that they maintain two-metre physical distancing at all times and in all places, except for people who belong to the same household (i.e., live at the same address).
Particular vigilance must be exercised to ensure fluid, organized circulation in areas where bottlenecks and waiting lines will form, such as entrances.

If it is not possible to maintain the two-metre distance in all places, install, if possible, physical barriers (for example, transparent panels) that protect people in the area from close contact—for example, a transparent panel separating customers from the employee at the checkout counter. If there is no physical barrier, limit the duration of close contacts as much as possible, and aim not to exceed 15 minutes of cumulative time.

When customers cannot maintain a two-metre distance in a place where no physical barrier is present to protect them at all times, it is ideal to wear a procedural mask or strongly recommended to wear a face covering.

- For employees working at a workstation where it is not possible to maintain the minimum two-metre distance for more than 15 minutes of cumulative time during the same shift, adjustments must be made:
  - Install an adequate physical barrier (see point 3 of this document) to separate the employee from other employees and customers when the two-metre distancing measures cannot be maintained.
  - If it is not possible to implement distancing measures or to install a physical barrier, wear an FDA-certified procedural mask (surgical mask) and protect the eyes (goggles with protection on the side or visor). Protective eyewear is not necessary, unless otherwise required, if there is no customer contact or when all other co-workers are wearing a procedural mask.

- Comply with the current ministerial guidelines on gatherings for the number of people present in the same place.

- Maintain a log of the persons present, including their names, telephone number and date of participation to make a public health inquiry easier and quicker, if necessary.

- Avoid all direct physical contact between persons (hugs and handshakes), except for people who belong to the same household.

- Keep the number of different persons with whom an individual has contact to a minimum by creating stable teams or groups, where possible, and avoiding conversations and gatherings between groups.

- Prioritize teleworking in the workplace, whenever possible. Maintain small stable teams for weeks, or months, and limit contact with other teams to avoid the proliferation of interactions. Always assign teamwork to the same group of employees—keep the least possible number of employees in these groups. Maintain the same workers at the same workstations as much as possible and ensure that they are assigned to just one worksite.

---

1 Ideally, masks with compliance tests (ASTM) should be used.
• Activities that bring people together should preferably be held outdoors or virtually, rather than indoors.

• If activities must be held indoors, ensure that the room is properly ventilated and avoid directing air flow (for example, fan or air conditioner) on the people attending.

• The facilities required for washing hands must be easily accessible, operational and available in sufficient quantity based on the number of people on the premises.

• Ideally, employees, users and customers must be encouraged to wash their hands for 20 seconds with soap and water or a hydroalcoholic solution containing at least 60% alcohol when they arrive and frequently thereafter.

• All employees should at the very least be able to wash their hands when they arrive at and leave work, after touching frequently touched surfaces (for example, counters, tables, chairs, door handles, power switches, handles and surfaces of electrical appliances, telephones, menus, computer accessories), before and after breaks and meals, when they go to the washrooms, and at elevator entrances and exits.

• Frequently touched surfaces (for example, doorknobs, power switches, desks, computer equipment) must be cleaned frequently with a recognized, effective product. In the case of surfaces that are often touched by many different people, such as doorknobs and power switches, disinfection is recommended every two to four hours, depending on traffic.

• The sharing of equipment and the handling by several people of objects that were not disinfected (by a recognized, effective product or by a sufficient quarantine) are to be avoided. For example, it is recommended to avoid paper document distribution, and to eliminate shared objects in waiting areas (for example, newspapers, magazines).

• Limit but do not refuse payment by cash, cheque, credit card or loyalty card; contactless payment by card and cell phone should be encouraged, ideally on stationary terminals that do not require handling. Customers should avoid touching the buttons on the terminals, opting for contactless payment instead.

• If objects are to be distributed or collected, a single person must be assigned to this task, and this person must wash their hands before and after handling objects and after touching their face.

• With regard to elevators, take the stairs if possible. Comply with the minimum two-metre physical distancing between each user; if not possible, restrict users to the smallest number required to prevent all physical contact. Post the maximum number of persons at the door of each elevator. Advise users to avoid all physical contact. Ensure that the elevator’s ventilation system is properly maintained and is operating according to current standards.

• Workers who use procedural masks in the performance of their work must wear the masks in an elevator when two-metre physical distancing is not possible. Suggest that workers who are not already wearing a procedural mask or face covering wear one.

• Post reminders of the importance of handwashing, respiratory etiquette, and physical distancing in strategic locations. Provide a handwashing station near objects that are frequently touched by many people and ask persons touching these objects to wash their hands after contact. Provide an
information and training plan on protective and preventative measures for employees and managers. Take the available online training sessions on the preventive and protective measures to be taken regarding COVID-19 at [COVID-19: Occupational Health](https://quebec.ca/coronavirus).

- Specific rules may apply to some activity sectors. Individuals, organizations and operators can find information about these rules at [Quebec.ca/coronavirus](https://quebec.ca/coronavirus).
I. BACKGROUND

Today we present the COVID-19 Health Safety Plan for the Tourism Industry—Business Tourism Sector, aimed at supporting establishments and event organizers in applying health and safety measures in their workplace to prevent COVID-19. This guide is meant to ensure that activities can resume in the safest and healthiest conditions possible during the pandemic. The guide will no doubt evolve, and new versions will be presented to the industry, integrating updates of some measures or operational clarifications and practical applications of procedures and processes.

A working team made up of representatives from several tourism industry sectors has developed common measures for the COVID-19 Health Safety Plan for the Tourism Industry (PSSCIT). The PSSCIT contains a series of standards, procedures, general processes and tools common to all sectors of the tourism industry (lodging, restaurant service, transportation, attractions and events, and tourism services).

This document is intended to complement the common industry measures contained in the COVID-19 Health Safety Plan for the Tourism Industry (PSSCIT). Its aim is to guide the actions and implementation of health measures in the business tourism sector. Given that each meeting, convention, or exhibition venue has its own unique characteristics, this guide lays out the minimum conditions approved by the Institut national de santé publique du Québec (INSPQ) for implementing COVID-19 health measures. The guide provides links to several external documents as references to enable the reader to obtain the most recent changes to the common industry measures in real time as the COVID-19 situation evolves.

IMPORTANT NOTICE: A venue hosting an event, including lodging for participants, must also refer to the hotel industry’s guidelines at https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Pages/toolkit-accomodation-camping.aspx

It should be understood that it is practically impossible to foresee all circumstances that might affect a participant in an establishment where an event is to be held.

Under the Act respecting occupational health and safety (AOHS), every employer must have a specific prevention program for each establishment under his authority (within the meaning of the AOHS, an establishment is a physical location at which staff are regularly employed.)

The information contained in this COVID-19 Health Safety Plan for the Tourism Industry—Business Tourism Sector attempts to cover the main essential elements. We will be pleased to help you find answers to some specific points you might raise.

This guide includes references to tools that have been approved by public health authorities.
II. DEFINITIONS

In this document, the terms are defined as follows:

**Facilitator:** Person who facilitates an event or meeting, for example, and conveys various information to participants within the context of an event.

**Business centre:** Room put at the disposal of participants and providing access to a computer, telephone, and other office supplies.

**Physical distancing:** Distance decreed by the public health authorities on the date appearing on the cover page of this document (as at June 18, physical distancing is two metres).

**Establishment:** Hotel and convention centre with lodging for participants.

**Exhibition:** Trade shows attended mainly by professional visitors, and exhibitions intended for the public.

**Exhibitor:** Company representative attending an event for commercial reasons.

**Event:** Meeting, conference, training session, fair, and exhibition.

**Participant:** Anyone taking part in an event, including exhibition visitors.

**Organizer:** Company renting the services of an establishment or site to hold an event.

**Fair:** Event bringing together exhibitors. Another term often used for exhibition.

**Site:** Venue not offering lodging. Exhibition centres and other such locations fall under this category.

**Disinfecting solution:** Cleaning solution approved by Health Canada.
III. ESSENTIAL AND NON-ESSENTIAL ACTIVITIES FOR REOPENING

Depending on the scale of the event, organizing business tourism activities may require several months of planning for the organizer and establishment or site. This implies receiving sufficient advance notice from government and public health authorities to be able to enter into agreements between organizers and establishments and sites for events that will be held several months later. A phased resumption schedule is the best way to deal with this reality and is imperative to reopening the sales departments in establishments.

a. The following activities are considered **essential** for reopening the business events sector:

i. Events attended by a maximum of 50 participants or a number based on new guidelines from the Direction nationale de santé publique for indoor public gatherings and physical distancing;

ii. Events where people circulate, such as an exhibition, by limiting the room capacity based on government measures and guidelines in effect for indoor gatherings. Failure to comply with these guidelines can lead to sanctions.

iii. Rental of external services such as caterers, decorators, and audiovisual suppliers;

iv. Provision of meals and coffee breaks.

b. The following activities are considered **non-essential** in the initial reopening phase because of the complexity of ensuring compliance with physical distancing and its impact on the significant reduction of room capacity:

i. Banquets and galas attended by more than 50 persons or a number based on the Direction nationale de santé publique guidelines for indoor public gatherings and physical distancing. Physical distancing requires that room capacity be divided by three or four based on the physical configuration of the rooms, and physical distancing may be difficult to enforce.

ii. Cocktails during an event since physical distancing may be difficult to enforce.

iii. The cloakroom service since it represents a possible source of contagion and gatherings.

IV. COMPLIANCE AGREEMENT

Note that a “Compliance Agreement” to ensure that measures are enforced must be drawn up between the event organizers and the establishments/sites providing spaces for the holding of events. The organizer acts as the main channel of communication between participants and the venue where the event is being held.

See PSSCIT appendix “Compliance Agreement.”
MEASURES RELATED TO EVENT OPERATIONS

V. COMPLIANCE MESURES TO MANAGE VENUES

During a pandemic, it should be assumed that participants might have COVID-19. Appropriate precautions should be taken at all times. The objective of this guide is to enable activities “to resume” by encouraging measures to prevent COVID-19 virus transmission.

1. Reminder of the General Public Health Recommendations to be Complied with at All Times and in All Places

- Prohibit access to any person (for example, worker, customer, guest) who has received an isolation order from public health authorities or their doctor or exhibits one or more of the following COVID-19 symptoms:
  - Appearance or aggravation of a cough
  - Fever
  - Breathing difficulties
  - Sudden loss of smell without nasal congestion, with or without loss of sense of taste.

- Posters reminding customers of this prohibition or a simple questionnaire administered at the entrance can help implement this recommendation.

- Establish a clear protocol concerning the care of a person who develops symptoms compatible with COVID-19 on the premises, and ensure that it is known by all persons who would be likely to respond in such situations. The necessary protective equipment must also be available:
  - If someone develops COVID-19 symptoms on the premises, they must leave the premises and return home as soon as possible. While waiting for the person to leave the premises, they must be immediately isolated in a closed room and wear a procedural mask. Call 1-877-644-4545. Avoid coming closer than two metres with other persons. Monitor the person, if their health condition requires it.

- Organize the premises and manage the circulation of people (for example, employees, customers) to ensure that they maintain two-metre physical distancing at all times and in all places, except for people who belong to the same household (i.e., live at the same address):
  - Particular vigilance must be exercised to ensure fluid, organized circulation in areas where bottlenecks and waiting lines will form, such as entrances.
  - If it is not possible to maintain the two-metre distance in all places, install, if possible, physical barriers (for example, transparent panels) that protect
people in the area from close contact—for example, a transparent panel separating customers from the employee at the checkout counter. If there is no physical barrier, limit the duration of close contacts as much as possible, and aim not to exceed 15 minutes of cumulative time.

- When customers cannot maintain a two-metre distance in a place where no physical barrier is present to protect them at all times, it is required to wear a face cover or a procedural mask when traveling within the establishment.

- For employees working at a workstation where it is not possible to maintain a minimal two-metre distance for more than 15 minutes of cumulative time during the same shift, adjustments must be made:
  - Install an adequate physical barrier to separate the employee from other employees and customers when the two-metre distance cannot be maintained.
  - If it proves impossible to put distancing measures in place or set up a physical barrier, it is required that the employee wear an FDA-certified medical procedure mask (surgical mask or procedural mask) and have eye protection (goggles with protection on the side or visor). Protective eyewear is not necessary, unless otherwise required, if there is no customer contact or when all other co-workers are wearing a procedural mask.

- Comply with current guidelines on gatherings for the number of persons present in the same place.

- The sharing of equipment and the handling by several people of objects that were not disinfected (by a recognized, effective product or by a sufficient quarantine) are to be avoided:
  - For example, it is recommended that you promote card payment, avoid paper document distribution, and eliminate shared objects in waiting areas (for example, newspapers, magazines).
  - If objects are to be distributed or collected, a single person must be assigned to this task, and this person must wash their hands before and after handling objects and after touching their face.

- The facilities required for washing hands must be easily accessible, operational and available in sufficient quantity based on the number of people on the premises.

- Ideally, employees, users and customers must be encouraged to wash their hands for 20 seconds with soap and water or a hydroalcoholic solution containing at least 60% alcohol when they arrive and frequently thereafter.

- All employees should at the very least be able to wash their hands when they arrive at and leave work, after touching frequently touched surfaces (for example, counters, tables, chairs, door handles, power switches, handles and surfaces of electrical appliances, telephones, menus, computer accessories), before and after breaks and meals, when they go to the washrooms, and at elevator entrances and exits.
2. Reception of Participants, Entrances and Exits of Establishments

- To receive participants, refer to PSSCIT appendix “Procedure at Point of Entry” PDF Word. Participants must wear a procedural mask or face cover before entering the establishment. Access must be refused if the participant refuses to wear the procedural mask or face cover.

- Set up a distributor of alcohol-based disinfectant with a concentration of at least 60% at the establishment or site entrance and exit, as well as the room entrances and exits used and staging areas for an event to disinfect hands, and invite participants to use it.

- Wherever possible, use a single entrance and a single exit to limit access points that increase the risk of participants congregating and cross-traffic.

- Put up posters outside (at the drop-off area or in parking lots), as well as at the entrance to the establishment or site and the reception desk with useful information for participants, reminding them of the safety rules (including organization of services and waiting lines, and payment methods). The “Let’s continue to protect ourselves! — COVID-19” poster is available in several languages at https://publications.msss.gouv.qc.ca/msss/en/document-002470/.

- Refer to PSSCIT appendices “Procedure at Point of Entry” PDF Word and “Posting Procedure” PDF Word.

- Limit access to the business centre to allow for cleaning between each user. Items provided to participants must be disinfected before and after use (chargers, for example).

3. Maintenance of Shared Spaces

- Clean equipment and service areas where participants circulate as frequently as possible (every two to four hours based on traffic).

  See PSSCIT appendices “Procedure for Cleaning and Disinfecting Shared Spaces” PDF Word and “Procedure for Cleaning and Disinfecting Equipment” PDF Word.

- Clean/disinfect workspaces provided for holding an event (including the administrative office, press room, speakers’ lounge, sales or exhibitors’ office, staff room) at every shift or when the workspace user changes.

  See PSSCIT appendix “Procedure for Cleaning and Disinfecting Employees’ Workstations” PDF Word and https://www.inspq.qc.ca/en/covid-19/environment/surface-cleaning
4. Staff in Contact with Food

- While COVID-19 does not appear to be transmitted through food consumption, frequently washing hands and practising good hygiene and cleanliness are advised as a precaution.
- Employees who handle food should avoid all contact with anyone having respiratory symptoms, such as coughing and sneezing.
- Dishes and cutlery used by participants should be washed with water and regular dishwashing detergent. A dishwasher may also be used.
- For more information, click here (COVID-19 - Questions – answers for MAPAQ customers).

5. Provision of Water

Placing pitchers of water on tables during meetings should be avoided, except on the table used by the facilitator. Under all other circumstances, encourage the use of individual water bottles. Suggest that participants bring their own full bottle to avoid the handling of plastic bottles and to reduce the environmental impact.

6. Shops and Booths


COVID-19: Interim Recommendations for the Handling of Cash in Stores and Workplaces is available on the INSPQ website.

7. Exhibition Areas

When the event includes an exhibition, the promoter must take the following into consideration at a minimum, refer to section XI of this guide and adapt measures depending on the scale of the exhibition. Some events may have only one or a few booths, while others may devote an entire room or exhibition hall to a large number of booths.


Important measures to consider:

- Manage waiting lines. Refer to PSSCIT appendix “Procedure for Waiting Lines” PDF Word. The procedural mask or face cover must be worn in the waiting line while respecting the physical distancing instructions in force.
- Set up barriers and mark off the floor to indicate the required spacing for all waiting lines.
- Add a clear physical divider on all exhibition counters and booths.
• Ensure that exhibitors have cleaning and disinfection devices for their booth and prohibit the distribution of promotional material on paper and other promotional items that require handling.

• Monitor compliance with physical distancing measures at all times.

8. Indoor and Outdoor Parking Lots

The PSSCIT “Procedure at Point of Entry” [PDF] [Word] helps guide organizers in how to encourage participants to use on-site parking at venues where events are being held.

9. Passenger Elevators and Freight Elevators

With respect to the use of passenger elevators and freight elevators, refer to PSSCIT appendix “Procedures for Promoting Compliance With Health and Distancing Measures” [PDF] [Word]

At a minimum:

• Use the stairs, if possible.

• If not possible because of the number of flights of stairs and overcrowding, which presents a high-risk for virus transmission, avoid close contact among persons. Comply with the minimum two-metre distancing rule between each person, or limit the number of users to the minimum necessary to prevent all physical contact. Advise users to avoid all physical contact. Ensure that the ventilation system in the elevator is well maintained and operating in accordance with current standards.

• The wearing of a procedural mask or a face cover is compulsory in the elevator.

• Display the maximum number of people at the entrance of each elevator. Advise users to avoid physical contact.

• Ensure that the elevator ventilation system is well maintained and operates in accordance with current standards.

• Install alcoholic gel dispensers at the entrance of the elevator and on each of the floors and provide a poster to invite participants to wash their hands before entering the elevator and after exiting the elevator.

• Depending on the volume of traffic, thoroughly clean and disinfect the elevator every two to four hours (buttons and handrails).

• On each shift, thoroughly clean and disinfect the elevator cabin (walls, handrails, buttons, floors and doors, inside and on each floor of the venue).

• If the elevators are fitted with television screens, post examples and videos of the procedures and hygiene measures to be followed.

With respect to cleaning, refer to PSSCIT appendix “Procedure for Cleaning and Disinfecting Shared Spaces” [PDF] [Word]

With respect to the measures to take with elevators in the workplace, consult: https://www.inspq.qc.ca/publications/3009-travailleurs-utilisant-ascenseurs-covid19 (in French only).
10. Access Points and Exits of Establishments or Sites

As long as indoor occupancy levels remain lower than usual, participants can be directed to specific access points. In an emergency, however, participants must be able to access all exits leading to the street. It is prohibited to block access to an emergency exit for operational reasons.

11. Communal Washrooms

To allow the use of communal washrooms, refer to PSSCIT appendix “Procedures for Promoting Compliance With Health and Distancing Measures” PDF Word

With respect to cleaning washrooms, refer to PSSCIT appendix “Procedure for Cleaning and Disinfecting Shared Spaces” PDF Word

12. Furniture, Terraces, and Outdoor Areas

Rearrange spaces to comply with physical distancing. Regularly clean/disinfect furniture, terraces, and outdoor areas. Operators can use terraces as rest areas for participants on condition that physical distancing and government rules about gatherings in public spaces are complied with.

See PSSCIT appendix “Procedure for Cleaning and Disinfecting Outdoor Areas” PDF Word

13. Layout of Rooms and Handling of Merchandise (Receiving and Shipping)

- Ensure that suppliers sign a compliance agreement. See PSSCIT appendix “Agreement of Partners and Suppliers” PDF Word
- Comply with the layout plan for the exhibition area, registration area and common staging areas for the event.
- In the case of fairs and exhibitions, dedicated staff wearing a procedural mask will position themselves at the freight doors to control the comings and goings between the unloading dock and exhibitor’s booth in accordance with the pre-established delivery schedule and the number of persons present at the same time in the event areas.
- Encourage stable teams from outside the business (for example, delivery persons, truck drivers) who are in contact in with staff.
- Place merchandise on a clean surface and comply with physical distancing rules between persons. If compliance is not possible, wear a procedural mask.

14. Clothes and Uniforms Worn at Work

If a uniform is required for work, employees must wear the uniform only in the workplace. In other words, they must arrive in street clothes, change into the uniform at work and leave the premises in their personal clothing. The work uniform must be carried home every day in a closed bag for
cleaning or cleaned on site by the employer if facilities are available to do so. It is prohibited to wear
the same uniform on two consecutive days without cleaning, regardless of the type of job.
VI. MEASURES RELATED TO A PARTICIPANT’S PERFORMANCE

The texts and contents of this plan reflect the general environment, usual activities and current work of a medium-sized establishment or site and the configurations typically found in the industry. It is difficult, if not impossible, to take into consideration all the specific circumstances. Each site and establishment must adapt the measures to their specific situation.

15. Uncooperative, Dissatisfied, or Aggressive Person

In this highly unusual period, some participants may show signs of anxiety and nervousness. This might lead to impatience, impulsivity, nervousness and, sometimes, even aggression. Regardless of the type of reaction, it is your responsibility to ensure the safety of the premises and the participants.

It is specifically important to know how to react when faced with an emotional participant.

- Avoid confrontation and escalation.
- How you react and respond will determine whether the situation is controlled. Things often happen in the first few seconds.
- Retain control and, above all, stay calm. The other person is already highly emotional. If you become emotional too, you will fail to defuse the emotionally charged situation.
- Avoid “verbal sparring.” Be structured and firm but respectful and open to listening.
- Refrain from making the person lose face. This only adds fuel to the fire. Keep problematic persons away from other participants.
- Ask them to sign the Customer Agreement to comply with the measures in place for their own protection and that of the people present in your establishment or site. If they refuse to sign the agreement, ask them to leave the premises.
- If the situation deteriorates, seek the help of a colleague, or pause the discussion a moment to call your manager.
- Never tolerate aggression and violence. If necessary, contact the police to intervene.

16. Person Responsible for Health and Safety

- At a minimum, the organizer must designate one employee to be responsible for health and safety matters and for informing participants about the sanitary prevention instructions to follow.
- These instructions must be given to participants prior to the start of their meeting and before lunch break.
- During coffee breaks, the person responsible for health and safety must remind participants of the physical distancing rules, if necessary.
17. Raising Participants’ Awareness

- A few days before the start of the event, and on the day itself, the event organizer must send the requirements for compliance with sanitary measures to all participants. See appendix “Information to Pass on to Customers” PDF | Word

- The establishment or site must also post a reminder of the main sanitary measures (physical distancing, handwashing, respiratory etiquette). See PSSCIT appendices “Procedure at Point of Entry” PDF | Word and “Posting Procedure” PDF | Word

18. Managing Waiting Lines

- The number of participants present in the various sectors should be limited. If necessary, the organizer can position a person outside the establishment or site and at the entrances to the rooms to manage waiting lines and to control access. Plan for the presence of a greeter to provide instructions and direct participants while maintaining physical distancing. The procedural mask or face cover must be worn in the waiting line while respecting the physical distancing instructions in force.

See PSSCIT appendix “Procedure for Waiting Lines” PDF | Word

- Where possible, set up one-way traffic to avoid persons crossing paths (if necessary).

- Set up signage (i.e., floor markers) to establish physical distancing and spots where persons must wait near the reception area, as well as other service points (for example, the administrative office, speakers’ lounge, sales or exhibitors’ office, press room, and staff room), if applicable.

19. Registration Desk for Participants

- Participants must register in the designated registration area or be directed to the organizer’s registration desk. Participants must wear a procedural mask or a face cover.

- The table or reception desk must be fitted with a clear protective screen.

- If necessary, the organizer can assign a staff member to control the flow of arrivals at the registration desk.

- When welcoming participants to the event, give them important information (see appendices “Frequently Asked Questions (FAQ)” PDF | Word and “Information to Pass on to Customers”) PDF | Word, have them sign an agreement or obtain their verbal consent (see appendix “Customer Compliance Agreement” PDF | Word).

- Participants’ ID badges should be cleaned with a disinfectant wipe with a concentration of at least 60% alcohol before being given to participants. Preferably use badges with a metal clip. Strings should be avoided.
• Upon arrival, participants should sign documents electronically, whenever possible. Sharing pens and pencils should be avoided.
• When holding an event, the organizer should work in close collaboration with the establishment or site to comply with the sanitary measures in the registration area and manage entrances and exits. Preferably register participants electronically to avoid handling paper.
• Markers must be placed at intervals on the floor in front of the table or counter to ensure compliance with physical distancing in the waiting line.
• Distributing gift bags and brochures is prohibited for the entire duration of the event and at all booths.
VII. SANITARY MEASURES RELATED TO OPERATIONS

20. Meeting Rooms and Traffic Areas

- Set up distributors of alcohol-based disinfectant with a concentration of at least 60% at the entrance to rooms and in high-traffic areas.
- Disinfect all technical devices provided by the establishment or site before and after each use (podium, microphone, microphone stand, mouse, computer keyboard) with a compatible disinfecting solution.
- Empty and clean all waste baskets after each meeting.

See PSSCIT appendix “Procedure for Cleaning and Disinfecting Shared Spaces” PDF Word
See also https://www.inspq.qc.ca/en/covid-19/environment/surface-cleaning.

21. Rental Equipment

It is important to consult the PSSCIT and to obtain the Agreement of Partners and Suppliers. See PSSCIT appendix “Agreement of Partners and Suppliers” PDF Word.

- The arrival and exit of material (often on loading and unloading docks) shall be controlled according to pre-established schedules to ensure compliance with physical distancing.

See appendix “Procedure for Cleaning and Disinfecting Equipment” PDF Word

- Access to freight elevators and passenger elevators shall be controlled during set-up according to a pre-established schedule.
- The set-up team must comply with physical distancing. If this is not possible, masks must be worn.

See appendix “Procedures for Promoting Compliance With Health and Distancing Measures” PDF Word

- When an outside supplier provides technical material (for example, sound or video), possible furniture or carpeting, this company must guarantee in writing to the establishment or site that its equipment and accessories have been disinfected before delivery. Carpets must be cleaned every day.
- The establishment or site must thoroughly clean and disinfect a room once the technical equipment supplier has left the premises.

See PSSCIT appendix “Procedure for Cleaning and Disinfecting Shared Spaces” PDF Word
22. Equipment Provided by the Establishment or Site

- All movement of equipment already within the walls of the establishment or site shall be controlled in accordance with pre-established schedules to allow for moves in compliance with physical distancing measures.

- Access to freight elevators and passenger elevators shall be controlled during set-up according to a pre-established schedule.

- The set-up team must comply with physical distancing. For employees working at a workstation where it is not possible to maintain a minimal two-metre distance for more than 15 minutes of cumulative time during the same shift, adjustments must be made:
  - Set up an adequate physical barrier to separate the employee from other employees and customers when the two-metre distance cannot be maintained.
  - If it proves impossible to put distancing measures in place or set up a physical barrier, it is recommended that the employee wear an FDA-certified medical procedure mask (surgical mask or procedural mask) and have eye protection (goggles with protection on the side or visor). Protective eyewear is not necessary, unless otherwise required, if there is no customer contact or when all other co-workers are wearing a procedural mask.

- Give preference to stable teams to perform the mounting and dismantling.

- The establishment or site shall disinfect its equipment (1) before it arrives, (2) once it has been set up, and (3) after it has been dismantled.
VIII. MOVEMENT OF PARTICIPANTS ON THE SITE

23. In Meeting Rooms

- Comply with the current guidelines regarding gatherings for the number of people present in the same place. The participant can remove his procedural mask or face cover once seated in the room.

- Participants must maintain physical distancing when waiting in line to enter a room. Place markers on the ground to give participants a visual guide.

- A distributor of alcohol-based disinfectant with a concentration of at least 60% must be placed at the entrance to the room, and all participants must sanitize their hands with this solution, even if they have just washed their hands with soap and water in the washroom.

  See PSSCIT appendix “Procedure at Point of Entry”

- The person in charge of health and safety must request that participants limit their movements in the room (for example, getting up frequently to leave the room). Advise participants to avoid sharing paper documents, pens, pencils, computers, telephones, or tablets with colleagues.

- Rooms must have lanes marked off on the floor to encourage participants to keep to the far right when walking around. These lanes must be in the front, back and along the sides of the room.

- Large rooms must have one or several centre lanes in the vertical or horizontal row.

- Furniture (tables and chairs) must be disinfected before participants enter the room and after they leave at the end of the meeting. If tablecloths are used, they must be replaced when the participants leave the room after the meeting is over.

- Before participants leave on lunch and coffee breaks, instruct them to return to the same seats once the break is over.

- Participants must put on a procedural mask or face covering before getting up to leave the room.

IX. PLACEMENT OF PARTICIPANTS IN A ROOM

24. General Guidelines

In this section, we detail some provisions regarding room ergonomics based on configurations generally observed in the business tourism sector.

The suggested criteria take the following elements into consideration:

- Participants’ psychological state in the context of gradually resuming business tourism. Some participants may find a return to gatherings worrisome.
• If compliance with distancing is not possible at all times, a mask must be worn.

• The establishment or site should adapt the guidelines based on the physical reality of the rooms (for example, presence of columns, types of lights).

• Among all the possible provisions, the establishment or site should place markers on the floor to indicate traffic lanes to participants. These lanes must be marked off at the front, back and on both sides of the room and in one or several centre lanes based on room size to enable participants and service staff to move around as much as possible, while complying with the physical distancing rule.

• Markers on the floor must also be placed in the access corridor or access area to the meeting room to remind participants of the physical distancing criterion.

25. Types of Configuration

This section provides general guidelines that the venue must adapt based on the architecture of the rooms. If compliance with distancing is not possible at all times, a mask must be worn.

A. U configuration

● Comply with physical distancing between tables within the “U.”
● Comply with physical distancing between participants.
● Place markers on the floor at a distance of 2-metre from the tables to remind participants to comply with physical distancing in traffic lanes.

B. Theatre configuration

● Comply with physical distancing between chairs in the same row.
● Arrange chairs by groups of five per row.
● Comply with a 2-metre distance between rows.
● Divide groups of five chairs with a 2-metre centre traffic lane.
● Set aside 2-metre traffic lanes at the front, back and on both sides of the room.
● Affix self-adhesive markers on the floor as follows:
  o For traffic lanes around the perimeter of the room, mark the outer limit (closest to the wall).
  o For centre lanes, affix the markers in the middle of the lane.

C. Classroom configuration

● Comply with physical distancing between participants at the same table.
● Comply with a 2-metre distance between the lanes separating the groups of tables.
● Comply with a 2-metre distance in the vertical row of tables (between the tables at the front and back).
● Provide for 2-metre lanes at the front, back and on both sides of the room.
● Affix self-adhesive markers on the floor as follows:
o For traffic lanes around the perimeter of the room, mark the outer limit (closest to the wall).

o For centre lanes, affix the markers in the middle of the lane.

X. FOOD AND BEVERAGES

For complete instructions regarding food and beverages, refer also to the guides developed for the restaurant sector:

Directive concernant la réouverture des salles à manger et des autres lieux de consommation du secteur de la restauration (in French only)

Toolkit for the Restaurant and Bar Sectors

Recommandations intérimaires concernant les travailleurs du secteur de la restauration (counter staff) (in French only)

26. Lunch Breaks for Meetings

• Buffets are prohibited. Opt for a box lunch, ensuring that caterers apply the sanitary measures for their activity sector. Invite participants to collect their meal at a table set aside for this purpose; they must take the meal that they have touched. The choice of meal offering must be by sight alone and not hands. Remind participants of the physical distancing rules. The establishment or site can also use its service staff to serve meals. If it is not possible to implement physical distancing measures or install a physical barrier or pending the implementation of these measures:
  o Workers must wear an FDA-certified procedural mask (surgical mask) and protective eyewear (goggles with protection on the side or visor). Protective eyewear is not necessary, unless otherwise required, if there is no customer contact or when all other co-workers are wearing a procedural mask.

• Ensure that all participants thoroughly wash their hands before and after meals. To facilitate this, the establishment or site should consider setting up temporary water stations where technical facilities and space allow it or provide distributors of alcohol-based disinfectant with a concentration of at least 60%.

• Take the necessary measures to ensure physical distancing between participants in the lunchroom.

• Participants must not share cups, glasses, plates, or utensils.
27. Coffee Breaks

- Ensure that physical distancing measures are applied during breaks to avoid gatherings.
- Remove non-essential items, such as magazines, brochures, and trinkets from common areas.
- If it is not possible to implement physical distancing measures or install a physical barrier or pending the implementation of these measures:
  - Workers must wear an FDA-certified procedural mask (surgical mask) and protective eyewear (goggles with protection on the side or visor). Protective eyewear is not necessary, unless otherwise required, if there is no customer contact or when all other co-workers are wearing a procedural mask.
XI. SPECIFIC MEASURES FOR EXHIBITIONS

Background

The measures being proposed cover all the processes involved in the organization and set-up of an exhibition right up to its dismantling. Exhibitions are directly linked to retail or theme-based industrial sectors. Whether the events are business-to-business or business-to-consumer, the focus is on business development, the exchange of information, and the sharing and transfer of knowledge.

A clear distinction must be made between exhibitions and mass gatherings, such as concerts, festivals, major conventions, or sporting events. The reality of exhibitions is more closely aligned with that of shopping centres and industrial parks. Exhibitions are commercial events that promote a retail operation and businesses and, as such, are not mass activities that have a stationary clientele gathered in close proximity in one place.

Exhibitions have much greater flexibility, since they are organized in a controlled environment that enables them to make provisions for receiving people in different ways from other venues and events.

Exhibitions can limit the number of participants on the site to allow for physical distancing, in accordance with public health requirements.

Exhibitions are able to control the flow of traffic within a physical space. Exhibition organizers, in collaboration with the venues and suppliers, have the ability to manage and direct the movement of their participants—from their arrival and browsing on the exhibition site to their departure.


In the following sections, we address measures that are more specific to exhibition-type events, while complying with the overall measures set out in this guide.
28. Health, Hygiene, and Safety Measures

For organizers:

- Name a person in charge of health and safety for the duration of the exhibition and ensure that the individual can be reached at all times, including during the set-up, hosting, and dismantling of the exhibition. Make provisions for a substitute.

- Prohibit the distribution of documents on the exhibition site, including exhibitors’ brochures, guides, catalogues, and bags.

- Inform exhibitors of their responsibility to regularly clean their booth and all material likely to be touched for the entire duration of the exhibition.

See PSSCIT appendix “Agreement of Partners and Suppliers” PDF Word

- Promote contactless payments in food courts, the ticket counter, and all other locations on the exhibition site where transactions may occur. If cash payments are accepted, workers (cashiers) must immediately wash their hands with soap and water for 20 seconds (ideally). If this is not possible, hands must be disinfected with a hand sanitizer containing a 60% or more alcohol solution after completing the transaction.

For the premises:

- Thoroughly clean the exhibition site before the set-up, opening of the exhibition, and at the end of each exhibition day.

- Implement cleaning and disinfection protocols, paying special attention to high contact surfaces and areas, including door handles, washrooms, waste baskets, counters, seats, food preparation areas, payment booths, ATMs, ramps, escalators, and elevators.

See PSSCIT appendices “Procedure for Cleaning and Disinfecting Shared Spaces” PDF Word and https://www.inspq.qc.ca/en/covid-19/environment/surface-cleaning

- Ensure that shared equipment, machines and tools, including but not limited to freight elevators, pump trucks and scissor lifts, are regularly cleaned and disinfected.

- Provide handwashing stations or distributors of alcohol-based disinfectant with a concentration of at least 60% at key areas of the site, including entrances, washrooms, food courts, and meeting rooms.

- Operate all food services areas in accordance with measures developed for the restaurant sector. Refer to section X of this guide.

- Suspend cloakroom services to avoid waiting lines and the unnecessary handling of personal items.

- Ensure that ventilation, temperature, humidity, and air purification controls inside the venue meet established standards. See also: https://www.inspq.qc.ca/en/publications/2992-indoor-environment-covid19 for ventilation standards.
29. Physical Distancing Measures

- Set up barriers, mark off floors, and provide additional agents to administer physical distancing instructions in areas where waiting lines may occur. See appendix “Procedure for Waiting Lines”

- Space out chairs and rearrange lunch areas (where appropriate) to allow for the required physical distancing.

- During set-up and dismantling, assign a dedicated worker (wearing a mask) at the entrance to the loading docks to ensure that the delivery and collection of material is done in accordance with a pre-established entry and exit schedule and to control the number of individuals on the loading docks and on the exhibition site. Where access to the docks is managed by the venue, this responsibility must be assumed by the venue.

- Develop a room plan with lane widths and booth placements to enable participants to comply with the required physical distancing.

30. Crowd Control Measures

- Manage entrances and exits into and from the building. In the event of an emergency, participants must have access to all the emergency exits on the premises.

- The wearing of a mask or face cover is required for participants for the entire duration of the exhibition, from entry to exit.

- Remove or restrict seating in waiting areas and place markers on the floor to encourage compliance with physical distancing.

- Restrict the number of exhibitors and their employees on the exhibition site during set-up and dismantling.

- Encourage online registration by time slot to restrict the flow of exhibitors arriving.

- Limit the number of participants on the exhibition site to allow for physical distancing. Some suggested strategies include:
  
  i. Managing the number of people based on the gross square footage.
  
  ii. Restricting the site’s capacity to a pre-determined percentage of the maximum capacity in accordance with the physical distancing rule.
  
  iii. Implementing designated time slots for participants.
  
  iv. Promoting online registration and a virtual ticket booth.
  
  v. Where appropriate, using directional arrows on the floor to create traffic flow throughout the exhibition site and reduce the chances of participants crossing paths.

See PSSCIT appendix “Procedure at Point of Entry”
31. Communication Measures

- Beforehand, inform the organizer and official suppliers of the venue of all health, hygiene and safety, physical distancing, and crowd control measures that must be complied with during the exhibition.
- Beforehand, inform exhibitors and participants of all health, hygiene and safety, physical distancing, and crowd control measures that they must follow and comply with during the exhibition. See PSSCIT appendix “Information to Relay to Customers.”
- Ensure that every exhibitor signs the compliance agreement. See PSSCIT appendix “Compliance Agreement.”
- Ensure that every exhibition supplier (including decorators, audiovisual companies, logistics companies, and personnel agencies) signs the compliance agreement. See PSSCIT appendix “Compliance Agreement.”
- Relay instructions about best practices in the exhibitor’s manual, on the exhibition’s website, on mobile apps, and with push notifications (where applicable), being sure to refer to this guide, which will evolve as time goes on.
- Post the main health, hygiene and safety instructions, along with the physical distancing guidelines that must be complied with, throughout the exhibition venue.
- Disseminate audio messages on the importance of compliance with physical distancing, handwashing, and respiratory etiquette.

32. Promotional Activities on the Site

- All promotional activities on the site must be digital and contactless. Entry ballots for a draw and coupons to collect leads/prospects, in particular, are prohibited.
- Paper coupons are prohibited.
- The distribution of samples is prohibited.