

The Globe and Mail Centre
COVID-SAFE Policies
Version 1.5 – September 9, 2020

PREAMBLE

The Globe and Mail Centre is committed to employing the best standards and practices in light of COVID-19, following the applicable government protocols.

In accordance to our standard contractual agreements, all clients, guests, staff, vendors and anyone else in the venue must abide by any of the venue's COVID procedures in accordance with public health and company policies.

The latest version of these policies is available online at <https://www.globeandmailcentre.com/covid-19/>

Policies are subject to change at any time without notice.

Any clients, guests, staff, vendors and anyone else in the venue not complying with these policies may be denied entry and/or removed from the premises.

The Globe and Mail Centre cannot guarantee an illness-free venue, and any persons who choose to enter the venue accept this potential risk.

GATHERING CAPACITY

The Globe and Mail Centre will permit the total gathering (event) capacity allowed by the provincial government in the event venue spaces in accordance with the provincial guidelines. The venue will confirm the applicable capacity based on the event agenda and physical distancing space required.

The gathering capacity will include all persons at the designated venue space, including clients, guests, vendors and staff who are in the venue at one time. Any applicable guest count limits will be specific to event guests/attendees and will not include persons working to deliver event services.

Any seated areas will be set up to allow for physical distancing between social bubble groups with at least 2m of space between seating areas.

All seated events require assigned seating, with adjacent seats for persons in social bubble groups. Clients must provide seating plans and verify social bubble groups 48 hours in advance of the event.

REQUIREMENTS FOR ALL PERSONS ON SITE, INCLUDING CLIENTS, GUESTS, STAFF and VENDORS

The Globe and Mail will maintain mandatory logs for all persons entering the venue to enable contact tracing. All persons will be required to provide their name, phone number, email and arrival time, which will be provided to public health on request. If there is a case of COVID-19 who was contagious while at the venue, public health will use that list to notify all persons who were on site.

The Globe and Mail Centre is following Ontario public health's recommendations for COVID prevention by implementing to the following standards:

- All persons are required to perform a health self-check prior to entering the venue.
 - Advance check in will be possible via an online form. Guests can complete their check-in up to 48 hours prior to arrival on site. When arriving to check

in, they will be asked if any of their answers have changed since completing the advance check in.

- Onsite Signage with the Ground Floor Attendant will indicate the following questions for the health self-check and the Ground Floor Attendant will facilitate the reading and confirmation of the answers of the guests.
 - The check in will include providing their name, phone number, email, and event arrival time and answering the health check questions:
 - Are you feeling unwell, have a fever, aches, respiratory symptoms, loss of smell or any other symptoms associated with COVID-19?
 - Have you been diagnosed with COVID-19, and have not yet been confirmed as Recovered?
 - Have you been exposed to or in close proximity to someone who has been diagnosed with COVID-19?
 - Have traveled outside Canada in the last 14 days?
 - If a staff member or guests answers yes to any of the above questions, they are not permitted to enter the venue. They are asked to please immediately return home, self-isolate and contact provincial health authorities about getting tested for COVID-19.
 - The Attendant will reiterate to the guest that by choosing to proceed to the event venue, they are confirming:
 - that they are answering NO to the above questions
 - that they understand that we do not guarantee a COVID-19 free environment, and that they understand the potential risks of attending the event include potentially contracting COVID-19.
- Signage will also indicate the following guidelines for behaviour on site, requesting all persons to:
 - Wear a mask in all indoor areas and also in outdoor areas when physical distancing cannot be guaranteed. Masks may only be removed by event guests for the seated consumption of food or beverage, or during posed photography or videography of individuals, small groups of persons in the same social bubble or to deliver services.
 - Use hand sanitizing products upon arrival and to wash hands or use hand sanitizer frequently
 - Maintain physical distancing of more than 6 feet with people outside of your social bubble
 - Use the elevators abiding by the floor circle, maintaining a maximum capacity of the elevators as indicated in the signage.

Elevators for passengers and freight will be limited in capacity with designated standing markers, and will require the wearing of masks at all times.

VENUE CLEANING AND SANITIZATION

The Globe and Mail Centre will continue to maintain rigorous cleanliness and sanitization standards, including the use of hospital-grade disinfectants in our cleaning practices, and the application an anti-microbial shield treatment to commonly touched surfaces.

Every event has a dedicated custodial attendant who delivers cleaning and disinfectant procedures with a focus on faucets and toilet flushers, doorknobs, locks and commonly touched surfaces, before, during and after each scheduled event.

The venue areas accessed by any persons will be cleaned prior to and following each event. Washrooms will be cleaned and sanitized twice during events longer than 5 hours.

The venue is not offering coat check services at this time.

FOOD AND BEVERAGE SERVICES

All food and beverage can only be consumed by guests while they are seated and while at 2m distance from any persons not in a social bubble group.

Food and beverage will be served by staff to seated guests. There are no self-serve buffet stations of open items or self-service coffee stations. Packaged/sealed or prepared items may be picked up by guests at attended tables, and taken to a seat for consumption.

Menu offerings for food and beverage may be reduced or adjusted to minimize cross-contamination and comply with health guidelines. This can include food items are individually separated and/or wrapped meals or snacks, served directly to each guest, who can consume the item in a seated and physically distanced manner.

Staff ratios may increase to accommodate the reduction of lineups. Staff will be assigned designated preparation, service and clearing duties with protocols for transitioning between these roles if required.

Any catered food services must be provided by an approved Preferred or Recommended Caterer until further notice, to ensure the consistent delivery of venue procedures.

Plexi barriers may be installed at beverage and food service areas as required.

THE GLOBE AND MAIL CENTRE EVENT STAFF

The Globe and Mail Centre is encouraging all Globe and Mail employees and staff from agencies to provide their own reusable mask, that is black in colour without logos or patterns as part of the Bring Your Own Mask (BYOM) initiative as a sustainable practice.

The Globe and Mail Centre will have on hand disposable masks available by donation.

The Globe and Mail Centre will supply gloves for staff who are using chemicals or require gloves to comply with operating procedures. Used gloves must be used in accordance with the glove procedures, and discarded immediately and placed in the appropriate bins.

If an employee or event staff member is confirmed to be infected with COVID-19 at any time, this will be reported to the Operations Manager, The Globe and Mail Human Resources Department (HR), the contractor's Employer (if applicable) and to the local public health authority. The Globe and Mail will complete a thorough assessment that will determine what area(s) this person was in and who they worked with, advise those workers that may have come into contact with the infected person, and comply with any instructions from the local public health authority. Event clients will be notified and will be required to inform all event guests and any other persons who were on site at the venue.

Event Staff will abide by the following venue operational procedures:

- All staff are to stay home if they are ill or exhibiting any cold, flu or COVID-19 symptoms. All managers and supervisors are responsible for screening staff under their direction to be cleared for work at the beginning of their shift. They are required to complete the Daily Screening Form with each staff member. Any staff that fails the requirements on the form will be sent home immediately. Staff will be allowed to return to the workplace with a negative COVID-19 test result. All forms will be sent to the operations manager for review, to identify any patterns for potential cases of COVID-19, and if applicable advise staff to seek medical attention and self-quarantine.
- Managers and supervisors will rotate in screening other managers and supervisors to be cleared for duty in the same workplace.

- All event staff must report to their direct supervisor, the operations manager, or HR if they begin to feel unwell, start to show cold/flu signs or symptoms or witness another staff showing cold/flu symptoms. The manager, supervisor, JHSC, or HR will take appropriate actions as required and advise the employee to go home and to seek medical attention as needed.
- Staff arrivals, departures and breaks will be staggered.
- Any new staff on site will have an orientation with a venue manager to be educated in the new procedures in the workplace regarding COVID-19.
- Workplace managers are to ensure the regular disinfection of areas that workers frequently use and share (ie: tables, desks, tablets, computers, door handles).
- Event Staff are to avoid sharing supplies and tools whenever possible. Event staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or guest before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, event staff should wear gloves to avoid touching surfaces.
- Event staff are not permitted to consume any food or beverages in public or preparation areas. Staggered coffee and meal breaks will allow distancing in staff areas.
- All event staff will follow strict hygiene and sanitation practices above and beyond outlined in the Venue Handbook. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products, or consuming any food or beverages. DO NOT touch your face, mouth, nose, or eyes without washing your hands first and then again immediately after. Sanitize your work station at the beginning and end of every work shift, especially if it's a shared workstation.
- Event staff are encouraged to practice physical distancing as much as possible. Face masks are required by event staff at all times.
- Event staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or guest before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, event staff should wear gloves to avoid touching surfaces.
- Event staff will be directed to use a designated restroom, and are to observe physical distancing while inside or waiting for restrooms.

CATERING SERVICES

Each preferred or recommended caterer has provided and will abide by a fulsome series of operational procedures in alignment with the best practices in health standards, and will follow precise operating procedures at the venue for delivery, service and removal for each event.

- The Food Dudes' operational procedures for COVID-19 can be reviewed [HERE](#)
- McEwan's operational procedures for COVID-19 can be reviewed [HERE](#)
- Presidential Gourmet's operational procedures for COVID-19 can be reviewed [HERE](#) (link will be active shortly).

Catering Staff will abide by the following venue operational procedures:

- The caterer must supply an on-site supervisor who responsible for screening staff under their direction to be cleared for work at the beginning of their shift. They are required to complete the Daily Screening Form with each staff member. Any staff that fails the requirements on the form will be sent home immediately. All forms will be sent to the operations manager to identify any patterns for potential cases of COVID-19, and if applicable advising the staff to seek medical attention and self-quarantine.
- All catering staff must report to their direct supervisor if they are feeling unwell, showing cold/flu signs or symptoms or witness another staff showing cold/flu symptoms. The supervisor will take appropriate actions as required and advise the employee to go home and to seek medical attention as needed.
- All new catering supervisors will have an orientation upon arrival with a venue manager to be educated in the new procedures in the workplace regarding COVID-19.
- Catering supervisors are to ensure the regular disinfection of areas that workers frequently use and share. Catering staff are to avoid sharing supplies and tools. Catering staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or guest before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, event staff should wear gloves to avoid touching surfaces.
- Catering staff are not permitted to consume any food or beverages in public or preparation areas. Staggered coffee and meal breaks will to allow distancing in separate staff areas.
- All catering staff will follow strict hygiene and sanitation practices. Gloves are to be worn for all food preparation. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products, or consuming any food or beverages. Catering staff SHOULD NOT touch their face, mouth, nose, or eyes without washing hands first.
- Catering staff are encouraged to practice physical distancing as much as possible. Face masks are required by catering staff at all times.
- Catering staff will be directed to use a designated restroom, and are to observe physical distancing while inside or waiting for restrooms.

EVENT RENTALS

Only Event Rental Group (ERG), the venue's exclusive rental supplier, is the only company permitted to provide event rentals which are defined as glassware, table and food preparation or serving equipment on the premise. ERG can also supply rental tables, chairs, bars and additional furniture; these items may also be supplied by one of the venue's preferred furniture rental vendors.

All clean event rentals will be delivered to the servery area.

All used event rentals will be promptly removed to the designated area in the Jasper room.

ERG's operational procedures for COVID-19 can be reviewed [HERE](#) (link will be active shortly)

AV SERVICES

Only EPIQ Vision is permitted to provide AV Services on the premises, including the provision of any equipment (staging, lighting, sound, video and rigging) and labour in accordance with their operational procedures.

EPIQ Vision's operational procedures for COVID-19 can be reviewed [HERE](#)

OTHER VENDORS

including furniture, florals, event décor, signage and entertainment

On site vendors need to be pre-approved by the event manager. The Globe and Mail Centre is not responsible for vendor compliance with any provincial and municipal regulations applicable to their type of business. Vendors will be required to supply a copy of their COVID operating procedures for review, as well as the completed Vendor Approval Form, and standard documentation for work at the venue.

Vendor Staff will be required to comply with the following procedures:

- Vendor deliveries will be scheduled by the venue to allow for as much time between vendors as possible. Deliveries may be longer than normal to accommodate for distancing in the loading areas and in the freight elevator. The Globe and Mail Centre is not responsible for any additional fees included for delays in the delivery process, or if delivery windows are schedule in the days before or days following an event.
- Face masks are required to be worn by vendor at all times. If vendors are stationary and physically distanced from guests, they may remove their masks for specific periods of time (ie. musicians, officiants, etc.).
- The vendor must supply an on-site supervisor who responsible for screening staff under their direction to be cleared for work at the beginning of their shift. They are required to complete the Daily Screening Form with each staff member. Any person that fails the requirements on the form will be sent home immediately. All forms will be reviewed by the operations manager to identify any patterns for potential cases of COVID-19, and if applicable advising the staff to seek medical attention and self-quarantine.
- All vendor staff must report to their direct supervisor if they are feeling unwell, showing cold/flu signs or symptoms or witness another staff showing cold/flu symptoms. The supervisor will take appropriate actions as required and advise the employee to go home and to seek medical attention as needed.
- All vendor supervisors will have an orientation upon arrival with a venue manager to be educated in the new procedures in the workplace regarding COVID-19.
- Entertainment/Musicians will be limited to DJs, piano and string instrument musicians for wedding ceremonies. Reception music is limited to pre-recorded music. Singing and/or wind instruments are not permitted, unless performers are separated from all other persons by plexi barriers (supplied by the vendor).
- Vendor staff are to avoid sharing supplies and tools. Cleanse shared items immediately after use.
- Vendor supervisors are to ensure the regular disinfection of areas that workers frequently use and share (i.e.: tables, desks, tablets, computers, door handles).

- Vendor staff are not permitted to consume any food or beverages in public or preparation areas. Staggered breaks will allow distancing in designated vendor areas.
- All vendor staff will follow strict hygiene and sanitation practices. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products, or consuming any food or beverages. Vendor staff **SHOULD NOT** touch their face, mouth, nose, or eyes without washing hands first.
- Vendor staff are encouraged to practice physical distancing as much as possible.
- Vendor staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or guest before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, event staff should wear gloves to avoid touching surfaces.
- Vendor staff will be directed to use a designated restroom, and are to observe physical distancing while inside or waiting for restrooms.

STANDARD PROCEDURES IN RESPONSE TO COVID-19 RISK SITUATIONS

- 1) A person is exhibiting COVID-19 symptoms:
 - a. They will be told they are required to leave by a Globe and Mail Manager or Supervisor.
- 2) Persons are not maintaining physical distance with one another, and continue after being reminded:
 - a. They will be reminded once, and then will be told they are required to leave by a Globe and Mail Manager or Supervisor.
- 3) A person discloses a “yes” to the initial entry health screening criteria:
 - a. They be denied entry to the venue by a Globe and Mail Manager or Supervisor.