

# BE PREPARED

...to Meet Again

**We're preparing to "Meet Again" at RBC Place London**

RBC Place London has your safety, and the safety of our team members, in mind as we prepare to open again. We have been hard at work adapting our business, building, and employees to safely welcome you back.



**RBC PLACE  
LONDON**



# BE SAFE

In the interests of operational excellence and preparedness, RBC Place London (RBCPL) will complete the following as part of the plan:



## ENHANCED CLEANING

A COVID-19 prevention plan including a checklist for infection prevention and a special cleaning and disinfection plan for the entire facility that is monitored and completed on a scheduled basis.

## PHYSICAL DISTANCING

Reminding guests to stay at least 6 ft apart, using signage to direct the flow of traffic, seating distribution.

## INCREASED TRAINING

Follow the directives set out by the Middlesex London Health Unit (MLHU) based on the latest health and safety guidelines.

## CUSTOMER PROCESSING

Implementation of participant pre-arrival risk assessment questionnaires, health checks, pre-registration, and providing an isolation unit if required.

## PERSONAL PROTECTIVE EQUIPMENT

Guests may be asked to wear adequate PPE during events. RBCPL will be ensuring staff are provided with the tools and information necessary regarding infection control, physical distancing and enhanced hygiene measures.

## STAYING HOME WHEN NECESSARY

Health checks for staff as required by the MLHU and a stay-at-home policy for anyone displaying any symptoms or an increased temperature will be in effect.

## UP TO DATE TECHNOLOGY

Enabling automation (contactless registration and payments) and integrating virtual experiences as part of an event through digital signage.

# BE SAFE

In the interests of operational excellence and preparedness, RBC Place London (RBCPL) will complete the following as part of the plan:



**RBC PLACE  
LONDON**

## FRESH AIR

Ventilation systems to be reviewed and adjusted to ensure best possible air exchange.

## REDUCED ROOM CAPABILITIES

Lower participant capacity limits as appropriate and required by local legislation. Reduce furniture in common public spaces and identify various controlled separate Ingress and Egress zones.

## CLEAR COMMUNICATION

Provide clear, consistent, and enhanced communication with clients on our new health and hygiene safety protocols, both digitally and on-site.

## CONTACT TRACING

Maintain and ensure the availability of guest lists from organizers for the purposes of contract tracing.

## MENU REDESIGN

Enhanced food safety through modified menu packages (plated and family style options and individually packaged break items), limit the use of buffets and enhance food hygiene and safety.

## FIRST AID

Have medical service point or services available for larger events.

# IT'S ALL IN THE DETAILS

RBC Place London is the premier convention centre in Southwestern Ontario, providing exceptional experiences from hundreds of conventions, conferences, one-day meetings and special events annually. RBC Place London has over 67,000 square feet of meeting space, including the region's largest carpeted Grand Ballroom. As a result of the COVID-19 pandemic, physical distancing is paramount to guest safety. We are well positioned to accommodate large groups in a safe environment. Based on 36 square feet per person, the 33,000 square foot Grand Ballroom, would be able to safely host more than 900 persons at any one time.

RBC Place London offers 5 entry points into the facility with large foyers that can accommodate the flow of guest arrivals and departures with established physical distancing reinforced through signage. Hosted meetings and conferences will have registered attendees with established schedules, including start and end times and breaks. Scheduled business events allow for crowd management and safe event attendance. With the large ballroom on the 2nd floor divisible into 8 sections, and 14 additional salons and studios on the 1st floor, events can be accommodated maintaining physical distancing.



**RBC PLACE  
LONDON**