

# READY TO MEET AGAIN

We're ready to welcome you back to RBC Place London



RBC PLACE  
LONDON



# READY TO WELCOME YOU BACK

RBC Place London has been hard at work adapting our business, building and employees to safely welcome you back.

This 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. The 33,000 square foot Grand Ballroom is able to safely host 1,000 guests at any one time depending on your set-up.

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. Registered attendees with established schedules 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.



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## SAFE TRAVELS STAMP

RBC Place London is delighted to announce it has been awarded the Safe Travels Stamp. The Safe Travels Stamp is an international symbol designed to allow travellers to recognize governments and companies around the world, which have adopted health and hygiene, standardized protocols so consumers can experience 'Safe Travels'.



## RESOURCES

[Middlesex London Health Unit](#)

[Ontario Ministry of Health](#)

[Tourism Industry Association of Ontario: Safe Travels Stamp Guidelines](#)



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# BE SAFE

In the interests of operational excellence and preparedness, RBC Place London has completed the following:



## 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.

- Disinfecting products for venue approved by health authorities.
- Cleaning crew for all areas of the venue including washrooms, elevators, escalators, conference areas, lobbies, and common areas with a specific focus on touch points.
- Sanitation stations available to participants in the form of alcohol-based hand sanitizer as appropriate throughout the venue.

## INCREASED TRAINING

Our associates follow the directives set out by the [Middlesex London Health Unit \(MLHU\)](#) based on the latest health and safety guidelines.

It is RBC Place London's commitment to provide our associates with the tools and information necessary before arriving on site for their shift regarding infection control, physical distancing, interactions with guests and enhanced hygiene measures including hand washing, the mandatory use of masks and gloves as required.

Guest facing associates are trained and prepared to answer questions, resolve challenges and share protocols before and during events to reassure guest and associates safety.

## 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 is in effect.

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## **FRESH AIR**

All HVAC filters changed to AP-Thirteen, which is a Merv 13 filter. This is a recommended filter for systems to remove air impurities. They filter all the air being supplied to the building which is a mix of fresh and recycled air

Standard pleated filters remove nuisance dusts, lint and contaminants associated with staining, and are primarily designed to protect equipment and act as prefilters. As a stand-alone filter, the AP-Thirteen will perform these tasks and removes sub-micron particles, defined as lung-damaging by cognizant authorities.

## **FIRST AID**

Able to have medical service point or services available for larger events.

## **HANDRAIL STERILIZATION**

Escalator handrail sterilization system that uses UV-C light to remove germs. The system has built-in side reflectors that ensure full coverage of handrail, including sides. Compact module is mounted internally to eliminate the risk of passenger entrapment.

## **FOGGING SYSTEM**

Our Industrial Fogger is a disinfecting device designed to eliminate contaminants, like common viruses and bacteria, from large and inaccessible spaces, as well as to disinfect the air, eliminating airborne pathogens.

Our event services team will be fogging all used event space, foyers and washrooms before every event and can be fogged during event breaks if requested by client.

# EVENT PARAMETERS

Following the directives of the Middlesex London Health Unit (MLHU) we will work with clients to ensure a safe event.



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## PHYSICAL DISTANCING

- Reminding guests to stay 6 feet/2 metres apart.
- Elevator etiquette and physical distancing with signage.
- Implement physical distancing for guest safety through seating distribution, booths, aisles and gathering size as detailed by MLHU guidance, supplying clients with visual support to show intent as appropriate.
- Reduce furniture in common public spaces.
- Identify various controlled separate ingress and egress zones.
- Reduced participant capacity limits as appropriate and required by local legislation. Consider measures accordingly based on set physical distance between individuals.

## CUSTOMER PROCESSING

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

Maintain and ensure availability of guests lists from organizers for the purposes of contact tracing.

## PERSONAL PROTECTIVE EQUIPMENT

Guests are required to wear adequate PPE during events. RBC Place London will be following the directives set out by the [MLHU](#).

Hand sanitization stations are set up around the facility.

## UP TO DATE TECHNOLOGY

We use Fastrac, a digital, contactless ticketing platform. Event attendees will be able to easily purchase food and beverage tickets without waiting in line at concessions and bars.

## VIRTUAL AND HYBRID EVENTS

Presentation stage in our facility that comes with a complete technical set-up so you can deliver your message via any online solution. [Virtual Events](#)

# FOOD & BEVERAGE

Our Executive Chef and his culinary team follow all Covid specific job training



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## FOOD & BEVERAGE INITIATIVES

- Extensive menu package with plated, buffet and family style options  
[Menu](#)
- Individually packaged break items for your consideration.
- Meal areas reconfigured to approve safe maximum room capabilities to ensure safe service practices.
- Multiple hand sanitizer stations nearby all food & beverage service areas.

Enhanced food and safety hygiene by:

- Clean machines handled by participants regularly.
- Create water/soft drink protocols for participants using their own refillable water bottles or using individual serving portions.
- Enhanced sanitization and disinfecting of tables after participants have left.
- Minimize what is placed on participant tables
- Servers bring appetizers, entrees, and desserts to the table on covered plates that the server uncovers in front of the patron.
- Event attendees will be able to purchase food and beverage tickets via Fastrac, a contactless ticketing platform.
- Associates are trained to follow MLHU guidelines and protocols, to ensure the safety of our clients.
- Buffets, food stations and beverage stations will be sanitized on a regular basis.
- Menus can be designed to meet our clients individual needs (buffet, coffee breaks, plated or family style).