

# 2021 Safety First Commitment

## Frequently Asked Questions – Attendees



### CLEANING & HYGIENE



**Q. Will there be sanitization stations on the exhibit floor?**

**A. Yes,** SME, in cooperation with each facility, will provide fixed hand sanitizer stations throughout all common spaces, including exhibit floors, meeting spaces and high-traffic areas.

**Q. Will there be established cleaning procedures?**

**A. Yes,** every facility will be certified by the **Global Biorisk Advisory Council (GBAC)** or provide comparable health and safety protocols.

- Each facility will be deep cleaned prior to setup and again before the event begins.
- Building intake and air change rates will increase during occupied event hours, and HVAC air filters will be replaced with MERV-13 or equivalent filters.
- Continuous, daily cleaning of high-touch areas such as door handles, restrooms, and food and beverage areas will be conducted.
- Exhibitors will be asked to frequently disinfect their products, displays and high-touch areas.





**Q. Will face masks be required?**

**A. Yes,** face masks will be required at all times upon entry of the facility, exhibit hall, meeting room sessions and other areas.

**Guidelines for Mask Wearing:**

- Individuals should bring their own face masks.
- Masks should fit snugly around the sides of your face; cover the nose, mouth and chin; and be affixed prior to arrival at the facility.
- Mask removal will be allowed only for eating and/or drinking in designated food and beverage areas throughout the event.
- Per the Public Health Agency of Canada (PHAC) guidelines, a face shield is not an appropriate substitute for a face covering.
- Masks will be provided by show management to those who need them.
- If you are not willing to comply with these requirements, you will be asked to leave the facility.

**Q. Will face masks be provided on-site?**

**A. Yes,** face masks will be provided if needed.

**Q. Will there be temperature checks upon entry?**

**A. No,** temperature checks will not be conducted upon entry to the events, unless required by provincial or facility guidelines.

**Q. Will I be required to complete a COVID-19 questionnaire before entering an event?**

**A. Yes,** SME may require event participants to answer a COVID-19 Prescreening Health questionnaire upon entry. [Click here to review our event Terms and Conditions.](#)

**Q. Will I need to provide proof of a recent negative COVID-19 test?**

**A. No,** we will not require proof of a recent negative COVID-19 test to participate in SME events.

**Q. Will proof of vaccination be required?**

**A. No,** we will not require proof of vaccination to participate in SME events.



## PHYSICAL DISTANCING

### **Q. What physical distancing standards will be put in place?**

- A.** • A minimum of 2 metres / 6 feet of physical distancing will be required, or will be guided by the event facility or national and local health authorities.
- Handshakes, hugs and sharing of items such as pens and business cards will be discouraged.
  - Increased health and safety signage will be posted throughout the exhibit halls.
  - Public address reminder messages will be broadcast throughout the facility.
  - Visual reminders of safe behaviour guidelines will be posted.
  - Separate entrances and exits will be designated wherever possible.
  - Exhibit hall floor plans may include wider aisles.
  - Failure to comply with any posted or verbal guidelines will result in event guests being asked to leave the event.

### **Q. Will traffic flow be monitored?**

- A.** Led by our Customer First Ambassadors, our frontline event staff will monitor high-traffic areas of the event to help ensure physical distancing protocols are followed.





## BADGES & REGISTRATION

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**Q. Will standard paper badges be issued?**

**A. Yes,** we will continue to offer a paper badge if desired. SME is also pleased to introduce our new digital badge that attendees can access via our event app on their smart device.

**Q. How do I get my badge?**

**A. 1.** Register online on the event website. **2.** Select digital badge or printed badge. **3.** Follow the instructions on your email confirmation. **4.** Present your badge upon arrival for event entry. **5.** Enjoy the event!

**Q. Will I be standing in line to do all of the above?**

**A.** We expect the process to greatly reduce queues, waiting and congestion.

**Q. Can I get a paper badge if I don't have a smart device?**

**A. Yes,** for those not wanting to use a smart device, a paper badge will be issued.

**Q. Can I register on-site?**

**A.** While we strongly recommend advanced registration, a self-registration process will be made available via personal mobile devices.



## EXHIBIT HALL & EXHIBIT BOOTH CAPACITIES

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**Q. What is the exhibit hall capacity?**

**A.** Exhibit hall capacities are based on a number of factors and will be clearly posted.

**Q. Will exhibit booths have capacity limits?**

**A. Yes,** 2 metre/6 feet physical distancing is to be maintained within a booth. Exhibitors are encouraged to space out their lounge areas and provide open spaces within their exhibit.

Signs will be made available for exhibitors to post their booth capacity.





## MEETING ROOMS

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**Q. Will cleaning protocols be in place for meeting rooms?**

**A. Yes,** high-touch areas such as podiums, mics, mic stands, table surfaces and chair arms will be cleaned between sessions and between speakers as applicable.

**Q. Will there be virtual alternatives for attending panels and keynotes?**

**A. Yes,** select keynotes and special presentations will be livestreamed and accessible from internet-enabled devices (laptops, mobile phones, tablets, etc.). Please refer to individual event websites for more information.



## TRANSPORTATION

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**Q. Will shuttle bus services be provided?**

**A. Yes,** shuttle bus services will be available at select events and may have reduced capacities.

**Q. Will alternative transportation options be available?**

**A. Yes,** taxis and ride-sharing services are available and strongly encouraged at SME events.





[sme.org/safetyfirst](https://sme.org/safetyfirst)

***Please Note:** Our protocols and guidelines are subject to change based on applicable federal, provincial and local rules at the time of the event. SME reserves the right to change these guidelines and standards at any time. In the event that any changes are made, the updated standards and guidelines will be posted.*

