MicroSpec / TIX123 A Safe Return to Shows

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INTRODUCTION

During the COVID-19 (coronavirus) outbreak MicroSpec/TIX123 understands that we need to do our part to keep workers, customers and the public safe and healthy, so we can stop the spread of COVID-19 and prepare to reopen our sector.

MicroSpec/TIX123 will work closely with all stakeholders to ensure a seamless integration of services for every show, while maintaining a safe experience for all involved.

Some key features MicroSpec / TIX123 has to offer are:

- Contact tracing
- Timed entry
- Scanning in and out
- Capacity warnings
- Self-serve kiosks for ticketing events
- Self-serve registration for trade shows
- Digital badges
- Self-serve scan and print for trade shows
- Digital lead retrieval for consumer and trade shows
- Print your own badge at home

MicroSpec/TIX123 has been offering self-serve models of registration and ticketing for years and has added some robust features to our already great services to meet the unique challenges facing our industry.

We welcome the opportunity to work with each show manager to provide a positive experience from start to finish for their attendees, sponsors, and exhibitors.



MicroSpec Onsite Health & Safety Protocols

MicroSpec/TIX123 staff will adhere to all physical distancing protocols and always wear appropriate PPE equipment during move-in, move-out and training of registration staff/cashiers and scanning staff. The onsite lead will monitor temporary staff to ensure proper cleaning of all equipment and that all MicroSpec/TIX123 staff are wearing proper PPE and following health and safety protocols.

MicroSpec Staff Will:

- Be pre-screened at the beginning of each shift in accordance with public health regulations. This may include an active daily screening of workers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing. Workers with these symptoms will not be allowed in the workplace and will be advised to return home. MicroSpec will have contingency staffing plans in place prior to every event
- Keep two meters (2m) between all individuals where possible
- Always wear appropriate PPE
- Clean their hands regularly with hand sanitizer or soap and water, including at the start
 of their shift, before eating or drinking, after touching shared / common items, after using
 the washroom, after any commercial transactions if contact was made, and at the end of
 shift
- Disinfect all work surfaces regularly
- Have personal hand sanitizer
- We will have a lead coordinator onsite who will be responsible for ensuring safety

Contact Tracing

MicroSpec/TIX123 will collect full contact details during registration or ticket purchases to allow for easy contact tracing if required. A full detailed report will be available on your reporting site.





MOVE-IN / MOVE-OUT

Move-In

- The client will coordinate a specific access time for MicroSpec staff to move into the registration area
- All other trade, venue, and staff (including but not limited to Internet, Electrical, Decor, etc.) must have completed their work and vacated the area prior to our arrival
- MicroSpec will disinfect all surfaces and cables before setting up equipment and hardware and after setup is complete

Move-Out

- Venue and Show Decorator Staff (including Internet, Electrical, Decor, etc.) must not arrive for teardown until after MicroSpec has completed their move-out process and sanitized their work areas
- No other trade or venue staff are permitted in the registration areas until all MicroSpec staff have packed up and departed.







REGISTRATION



PRE-SHOW REGISTRATION

Timed Passes

- We recommend time-based entry and duration badges
 - Example Opening Pass 8am-11am / Midday Pass 12pm-3pm / Closing Pass 4pm-7pm
 - Dwell times would be unique per show and scheduled accordingly
- Have attendees pre-register when/where possible and avoid onsite registration and lines



Print at Home Badges

• Print at Home badges provide a contactless method for attendees and exhibitors to print their own badges at home and bring them to the event. MicroSpec has been offering this feature for many years with great success. The badge gets scanned at a badge holder pickup booth (with ID verification if required) and a badge holder is provided to the attendee/exhibitor.

Virtual Booths

 MicroSpec offers a virtual booth option for shows. Have your exhibitors set up their virtual booth with our easy to use exhibitor portal. This allows exhibitors to send fewer people onsite yet still have staff interact with attendees. Attendees have the option of viewing the booth both during and post show adding value to everyone involved.

Electronic Distribution

• Replace manual distribution of complimentary / consignment tickets with our electronic distribution system to further reduce direct contact and better facilitate contact tracing.



ONSITE REGISTRATION

On-Site Registration Area

In order to keep appropriate social distancing at a venue additional space will be required for all registration and ticketing areas. The following protocols must be followed:

- Staff will stay at least two meters apart
- 1 typist per counter minimum space of two meters per counter
- 1 badge clerk per counter (if separate printer location required)
- 1 six-foot table or counter per Lead Retrieval staff member
- Floor markings to ensure proper physical distancing if any lineups were to occur (*To be provided by show*)

In the cases where these protocols cannot be followed plexiglass dividers are to be placed between each station and must be provided by the show.

QR Codes to Register

Posting QR codes around your show allows people to register themselves on their phone and further avoid contact with onsite staff.

Onsite Scan and Print Badges

(Utilized in conjunction with Print at Home Badging)

Scan and Print allows for a contactless way for attendees and exhibitors to print their own badges onsite by scanning a QR code that has been emailed or texted to them prior to the event. The barcode can also be stored in Apple Wallet or Google Pay on their device for instant recall at the event.

An email and/or text message will be sent to exhibitors and attendees pre-show reminding them to print their badge at home (preferred) and supplying them with a QR code to scan at contactless terminals at the event.





BADGES AND HOLDERS

MicroSpec does not reuse badge holders or lanyards/strings at any time. All holders and lanyards/strings are single use only.

MicroSpec is creating specialty stock that will not require a holder.

Onsite Handout of Badges and Holders

- Front-facing slotted plexiglass barriers are preferred to maintain social distancing
- Limit of 1 staff member per 6' counter. Plexiglass dividers required if six feet distancing is not possible
- Physical distancing floor markings in case of lineups (Provided by venue/client)
- Area to be cleaned at shift changes and specified intervals throughout the day

Print your Own Badge

• Anyone who has either pre-registered or registered onsite can now print their own badge. When they arrive at the show, printers will have a code on them that is entered into their phone, and a badge will print out for them at the specified printer.

Digital Badges

 MicroSpec now offers digital badges. Attendees, Exhibitors, Sponsors can either preregister for the event or register onsite and receive their badge electronically. A text message will be sent with a link to a web page that attendees can either save to their Apple Wallet / Google Pay or display in the browser on their phone.



SCANNING

Attendance Scanning

- MicroSpec will disinfect each scanner before handing it to scanning staff
- In absence of, or in addition to PPE it is recommended that mobile plexiglass stands be constructed for scanning staff to stand behind while scanning badges or tickets through an open slot
- Scanners will be sanitized with disinfectant wipes during staff rounds
- MicroSpec will supply drop-off boxes for used scanners to be sanitized
- Scan IN/OUT can be provided to access real-time capacity information and ensure venue capacity counts are available at any time. An onscreen alert will let guards know when capacity has been reached
- Safety of scanning staff is the responsibility of the show

Lead Retrieval

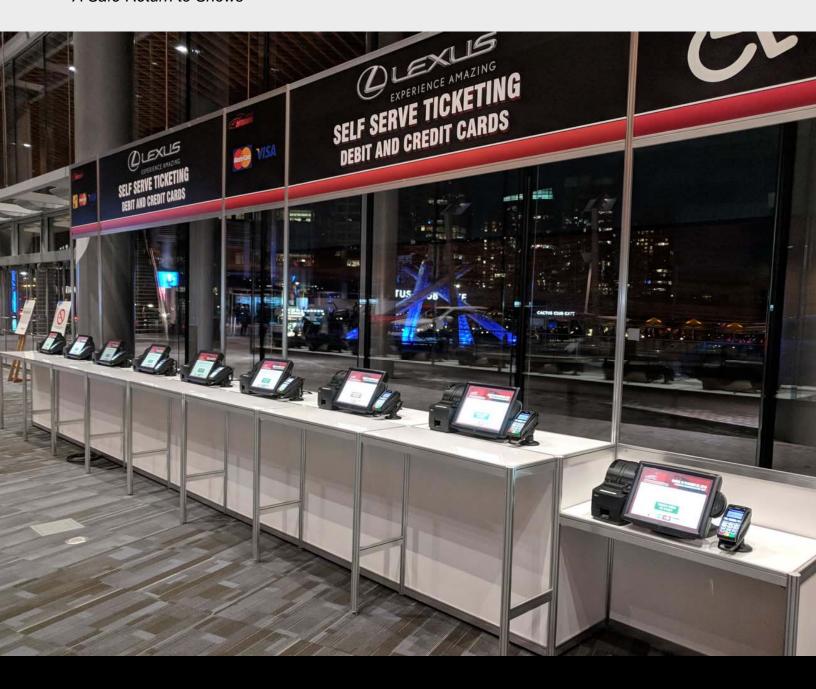
MicroSpec's lead retrieval service is a contactless solution for exhibitors to maximize their onsite business.

Our contactless lead retrieval suite includes:

- LEADS123 App A robust iOS and Android app that allows exhibitors to <u>use their own</u> <u>devices</u> to gather and organize leads. No other equipment is required.
- Digital Business Card An attendee can leave their digital business card in their online registration resource centre. This feature is being made available for up to 14 business days post event. During or after the event, the attendee can return to their resource centre, pick the exhibitor(s) they wish to leave a card for, and a digital business card will be added to the exhibitor's leads portal along with any note the attendee includes. The exhibitor will be notified of all new leads.







TICKETING



TICKETING – SALES

Timed Tickets

Timed tickets will be a critical way to control traffic levels at shows. TIX123 has
implemented a new timed ticket model to allow easier capacity management. Guests
pre-select their desired time window to attend ensuring shows stay under venue
limitations.

Contact Tracing

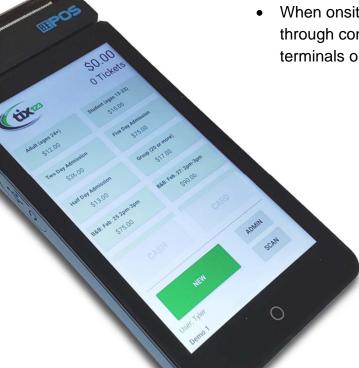
- TIX123 suggests collecting contact details for every ticket sold, both online and through the self-serve Kiosks.
- Contact tracing in conjunction with In/Out scanning facilitates the ability to generate details of all potentially cross-exposed individuals at an event if required.

Electronic Distribution

• Replace manual distribution of complimentary / consignment tickets with our electronic distribution system to further reduce direct contact and better facilitate contact tracing.

Contactless Payments

• When onsite payments are required, they should be processed through contactless methods, either integrated credit / debit terminals or using our handheld ticket terminals.





TICKETING – ONSITE

Self-Serve Ticket Kiosks

- Kiosks to be installed on counters to allow for power and internet wiring. Kiosks can be set up either side by side with use of plexiglass partition sheets to act as a barrier between users, or with appropriate social distancing.
- Touchscreens to be sanitized by temporary staff with disinfectant wipes after each use.
- Floor markings to ensure proper physical distancing if any lineups were to occur. (*To be provided by show*)

QR Codes to Purchase

• Post QR codes around your show to allow people to purchase tickets themselves with their phone.

Box Office

While we recommend eliminating the box office for the time being (self-serve kiosks and QR codes on their mobile phones are preferred), we have systems in place to minimize the interaction of attendees with box office staff.

In order to keep appropriate social distancing at a venue, additional space will be required for all registration and ticketing areas. The following protocols must be followed:

- Staff will stay at least two meters apart
- 1 cashier per counter minimum space of two meters per counter
- Touchscreens to be sanitized with disinfectant wipes hourly as well as when a cashier goes on break or leaves for the day
- Outward facing printers so consumers can take the ticket themselves when it prints. *Front-facing plexiglass barrier with slots to be provided by show*
- Floor markings to ensure proper physical distancing if any lineups were to occur (*To be provided by show*)

In the cases whereby these protocols cannot be followed, plexiglass dividers are to be placed between each station and must be provided by the show that meet public health guidelines.





Ticket Scanning

- Scanners accept only tickets valid at the appropriate times to ensure proper capacities
- TIX123 will disinfect each scanner before handing it off to the scanning staff
- TIX123 recommends scanning staff be required to wear PPE due to the inability to social distance from attendees while scanning tickets
- In absence of or in addition to PPE it is recommended that mobile plexiglass stands be constructed for scanning staff to stand behind while scanning badges or tickets through an open slot
- Scanners will be sanitized with disinfectant wipes during staff rounds
- TIX123 to supply drop-off boxes for used scanners to be sanitized
- Scan IN/OUT can be provided to access realtime capacity information and ensure venue capacity counts are available at any time. An onscreen alert will let guards know when capacity has been reached
- Safety of scanning staff is the responsibility of the show



SUMMARY

MicroSpec / TIX123 will work closely with each show to identify the unique needs of the show and venue to ensure the safety of all staff and attendees involved.

As the pandemic progresses this document will be updated to adapt new recommendations outlined by Public Health and all levels of Government. MicroSpec/TIX123 will continue to evolve and pivot through the post-pandemic to best assist shows as we all move into the new future.

Please check our websites for future updates of this plan.

Thank you.

MicroSpec / TIX123

www.microspec.com www.tix123.com 1-888-780-9825

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