

VenueSafe Plan

Keeping our
community safe



Conditions of entry

1

Head home if you're feeling unwell.

Face masks to be worn in line with Victorian restrictions.

Adhere to physical distancing measures.

Wash or sanitise your hands often.

Follow appropriate cough and sneeze etiquette.

Check-in via Service Victoria App.

Play your part to keep our community safe

For more information visit mcc.com.au/venuesafe

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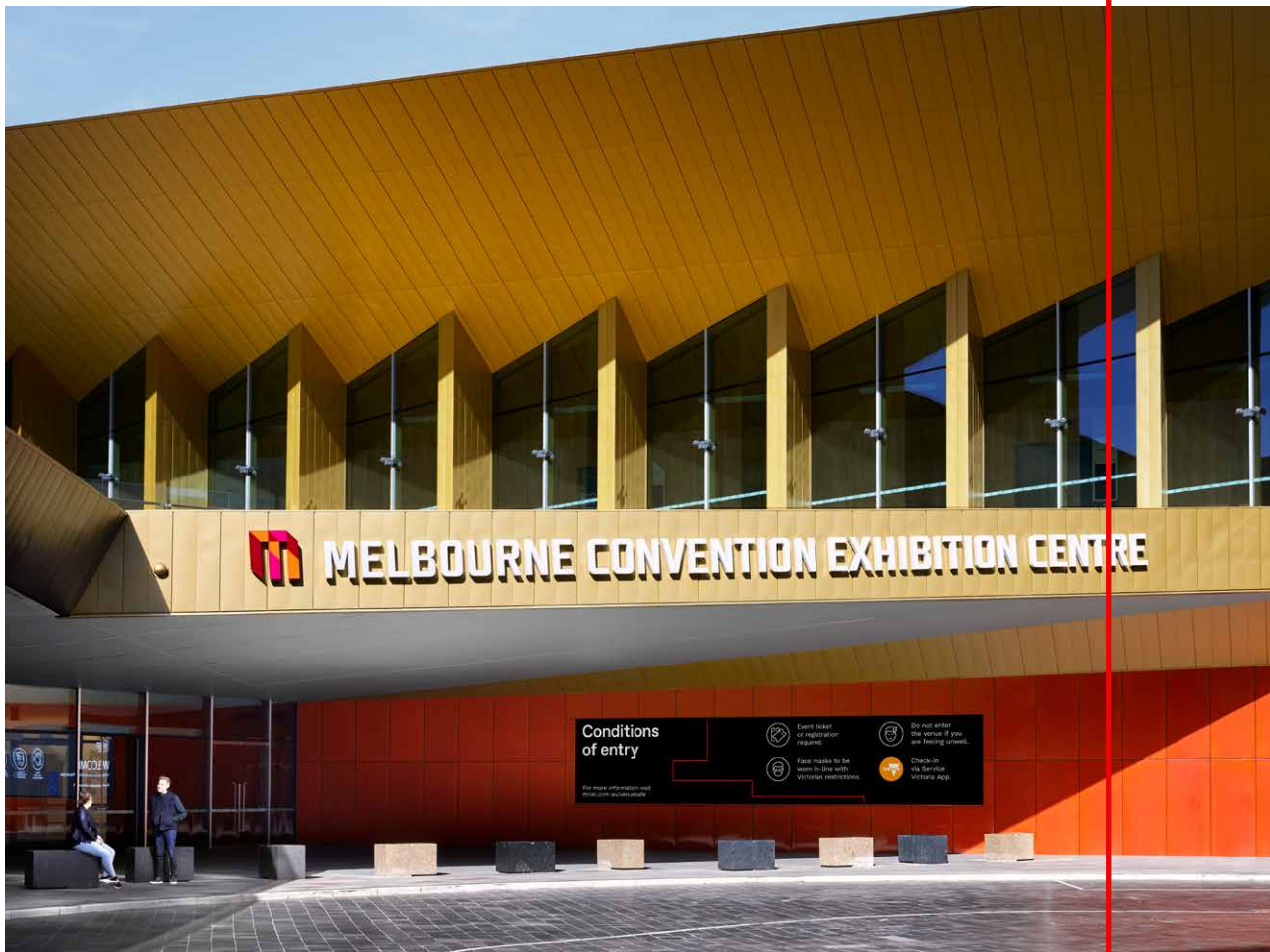
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Introduction

It is without doubt that the coronavirus (COVID-19) pandemic has had an unprecedented effect on the events industry in Australia.

The impacts of this pandemic have required Melbourne Convention and Exhibition Centre (MCEC) to rethink our operating protocols and how we deliver events. MCEC's VenueSafe Plan (Plan) is designed to reassure our stakeholders that MCEC operates a safe environment with scalable control measures in place to ensure certainty in this changing environment. All employees, visitors, customers and contractors can have the utmost confidence that MCEC has an intelligence-led VenueSafe Plan, in consultation with industry experts, that employs risk mitigation principles to ensure the health and safety of all.

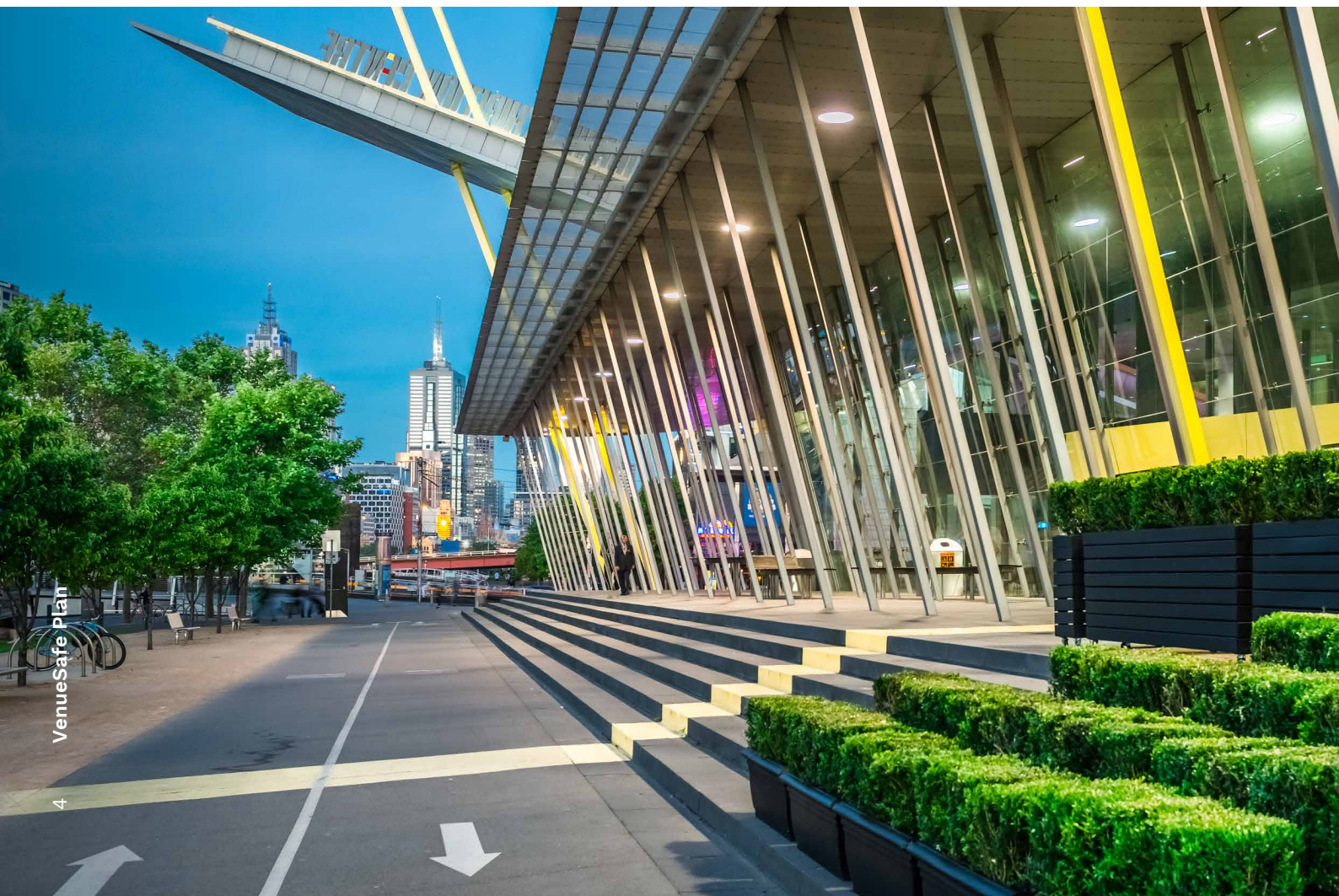
For more information and updates on MCEC's VenueSafe Plan, visit mcec.com.au/venuesafe

Purpose

The purpose of the plan is to establish standards and guidelines that enable MCEC and our customers to operate in a safe and secure environment under Coronavirus (COVID-19) restrictions.

The Plan has been developed in line with government requirements, and highlights key practices to mitigate the risk of coronavirus (COVID-19) transmission in our day-to-day operations. The standards and guidelines outlined in the Plan demonstrate MCEC's commitment to providing a safe and secure environment.

The VenueSafe Plan is MCEC's COVIDSafe Plan that allows events to take place at MCEC, subject to the approved COVIDSafe practices outlined in the plan being in place.



Definitions

MCEC

Melbourne Convention and Exhibition Centre.

Visitor

Any persons visiting the venue to attend or participate in an event at MCEC or any persons who utilise MCEC's car park and public thoroughfares for the surrounding precinct.

Customer

Any persons, businesses or organisations that are the licensee organising an event at MCEC, such as exhibition organisers, professional conference organisers and tour promoters.

Event contractor

Any persons, businesses or organisations engaged by the customer or their associates to provide materials, labour or to perform a service, based on the nature of their event.

MCEC contractor

Any persons, businesses or organisations that MCEC directly engages to provide materials, labour or to perform a service, such as repairs and maintenance.

Event supplier

Any persons, businesses or organisations that are involved in the delivery and collection of items and materials on behalf of MCEC or the customer.

These persons, businesses or organisations remain within the loading dock area at all times and are not permitted to undertake any activities on-site.

Employee

Persons directly engaged in employment by MCEC.

DoH

Department of Health.

DJPR

Department of Jobs, Precincts and Regions.



VIRTUAL EVENTS



MELBOURNE
CONVENTION
& EXHIBITION
CENTRE

Considerations

The standards and guidelines in the Plan have been developed in line with the Victorian and Federal Governments' recommendations, and in consultation with our industry partners and associates.

Australian Department of Health
[health.gov.au](https://www.health.gov.au)

Victorian Government
coronavirus.vic.gov.au/public-events

World Health Organisation
[who.int](https://www.who.int)

Work Safe Victoria
worksafe.vic.gov.au/

Occupational Health and Safety Act

The *Occupational Health and Safety Act 2004* (OH&S Act) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OH&S. The OH&S Act seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the health and safety of the public is not put at risk by work activities.

MCEC's VenueSafe Plan has been developed using the OH&S Act as a guiding document in conjunction with recommendations from the Department of Health (DoH) and the World Health Organisation (WHO).

Disclaimer

The material in this document is of a general nature and should not be regarded as legal advice or relied on for assistance in any particular circumstance or situation. In any important matter, you should seek appropriate independent professional advice in relation to your own circumstances. Melbourne Convention and Exhibition Centre accepts no responsibility or liability for any damage, loss and expense incurred as a result of the reliance on information contained in this guide.

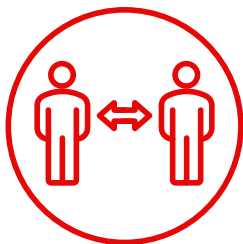
Our VenueSafe practices ensure MCEC operates as a safe and secure environment.



VenueSafe
Advisors and
COVID Marshals.



Increased
sanitisation
and cleaning.



Physical
distancing.



All MCEC
employees trained
on coronavirus
(COVID-19) safety
and sanitisation
protocols.



VenueSafe Advisors

VenueSafe Advisors will work alongside employees, customers and contractors to ensure the Plan and government requirements are adhered to.

Key responsibilities include:

- Being the first point of contact should a health concern arise within the venue
- Communicating, coordinating and implementing all government health guidelines and ensuring they are in line with current safety plans, processes and procedures
- Working alongside our customers to develop and implement their COVIDSafe plans to reduce the risk of coronavirus
- Developing employee training based on the current infection control measures including physical distancing, hand washing and disinfecting high touch areas.



VenueSafe Advisors are available to advise on all matters regarding coronavirus (COVID-19) and the venue.

Venue access

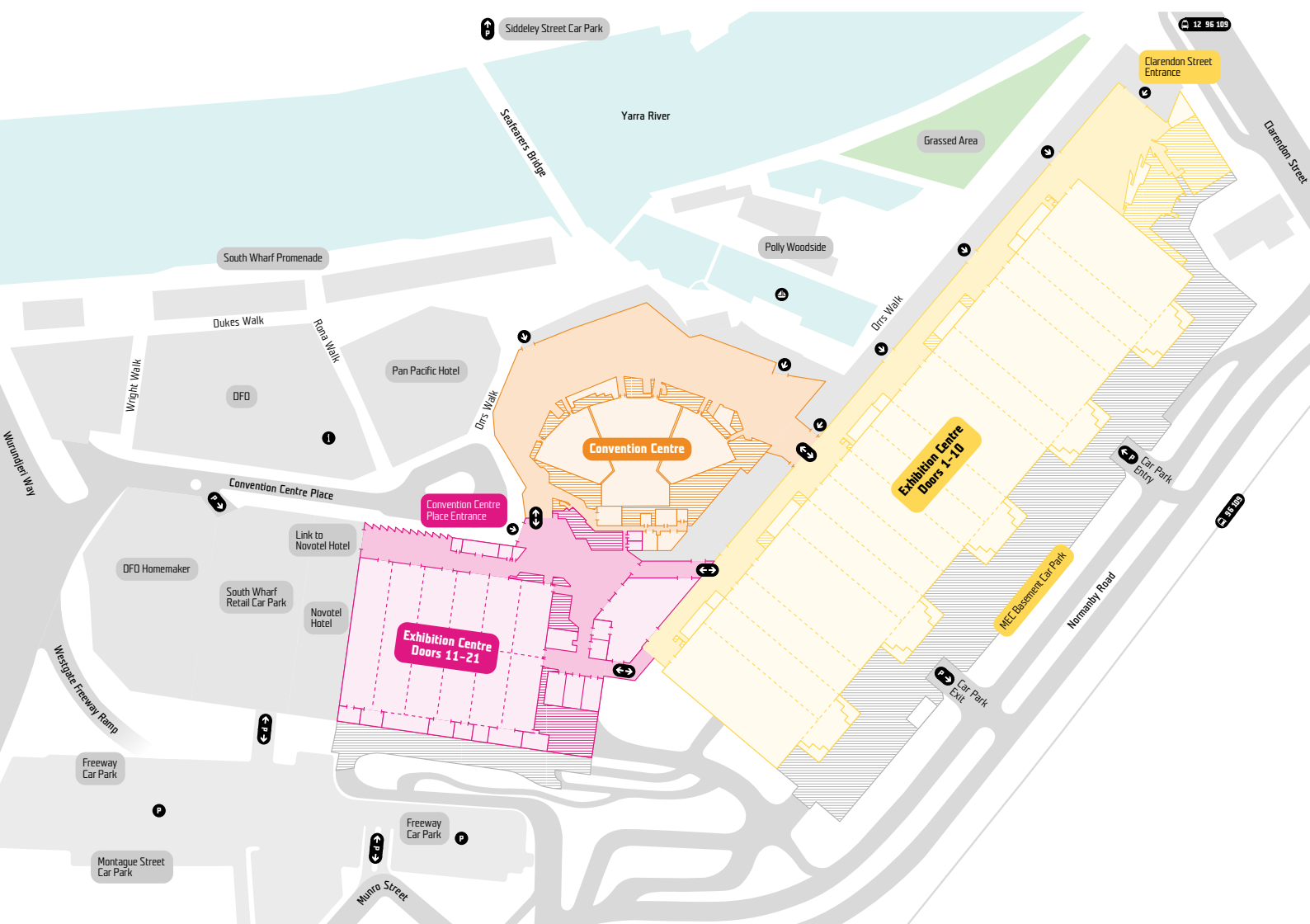
MCEC is open to events and visitors in attendance. Access to events is permitted based on event registration or ticket access only, no unregistered attendees are permitted to access events.

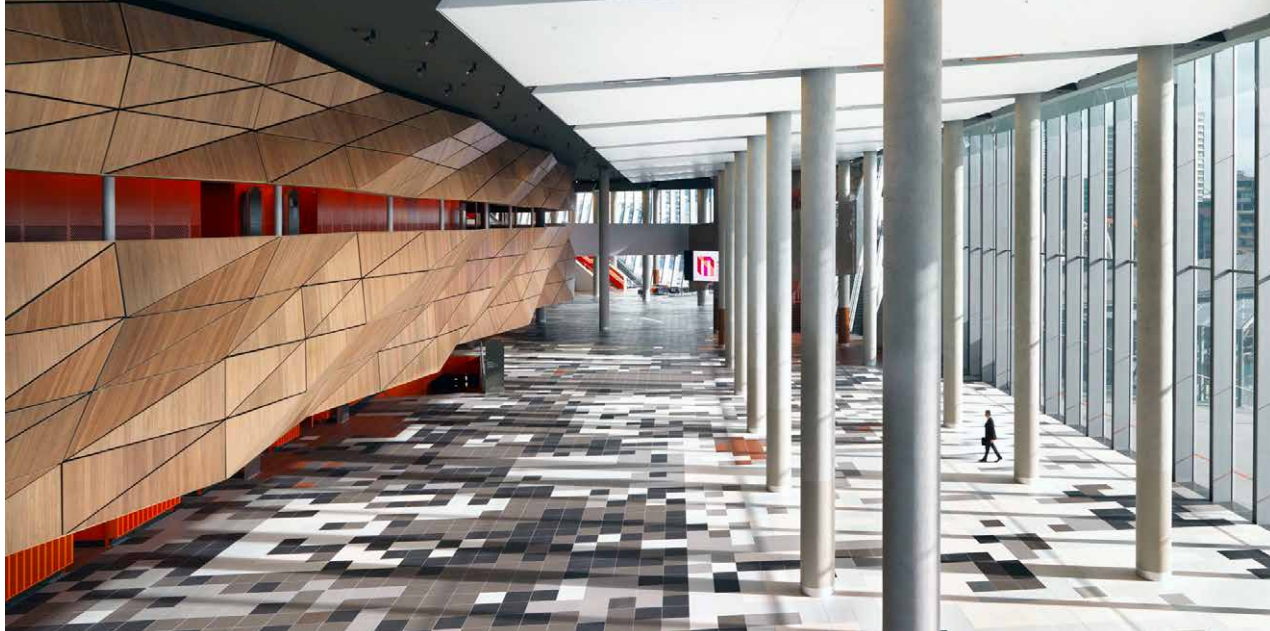
Car parking

The Exhibition Centre car park is available for use.

Additionally, there are secure car parks located in and around South Wharf. Your Event Organiser will advise the closest car park to your event.

[More information on parking.](#)





Conditions of entry

In line with our standard conditions of entry, MCEC is enforcing additional health and safety measures to ensure a safe and secure venue.

Please note that these additional conditions of entry apply to all entrants (including visitors, customers, contractors and employees) and are subject to change without notice and at the discretion of MCEC. MCEC retains the right to refuse entry to any visitors who refuse to adhere to health and safety measures.

A copy of these conditions will be on display at each entry point to the venue.

1. All visitors must comply with the current Victorian Government vaccination requirements, anyone who does not comply will be refused entry. Read the latest on the Department of Health and Human Services website.
2. Do not enter the venue if:
 - You are an active coronavirus (COVID-19) case.
 - You have been in close contact with a person who is diagnosed as coronavirus (COVID-19) positive.
 - You have any of the following symptoms, however mild: fever, chills or sweats, cough, sore throat, shortness of breath, runny nose, and loss of sense of smell or taste. Get tested and quarantine at home until you receive your test results.

3. All visitors are required to undergo hand sanitisation on arrival.
4. All visitors are required to maintain physical distancing whilst inside the venue.
5. Face masks to be worn in-line with Victorian restrictions. Read the latest on the Department of Health [website](#).
6. MCEC reserves the right to refuse entry to any persons who are disorderly, or display unlawful or offensive behaviour. Any person who causes a disturbance may be removed from the venue.
7. By entering the venue, you agree to abide by the health and safety measures outlined in MCEC's VenueSafe Plan, available at mcec.com.au/venuesafe. This can include, but is not limited to, physical distancing, sanitisation and restricted public access. Failure to comply with these measures may result in removal from the venue.

MCEC appreciates your compliance and understanding.

Visitor welfare

COVID Marshals

COVID Marshals are available throughout the venue to assist visitors, customers and contractors. COVID Marshals work in our venue to:

- Reiterate key health messages
- Maintain physical distancing
- Support visitors where required throughout the venue.

Key health messages

Signage

Signage has been positioned in high traffic public areas throughout the venue, providing visitors with guidance on cough and sneeze etiquette, physical distancing, hand hygiene and the latest directions from health authorities.

This [artwork](#) is available for customers to incorporate into their own event signage.

Pedestrian flow

Guiding the flow of pedestrians within the building assists with physical distancing. MCEC has various navigation markers, including signage and decals throughout the venue. Customer service employees are in position to help visitors find their way.

Accessibility

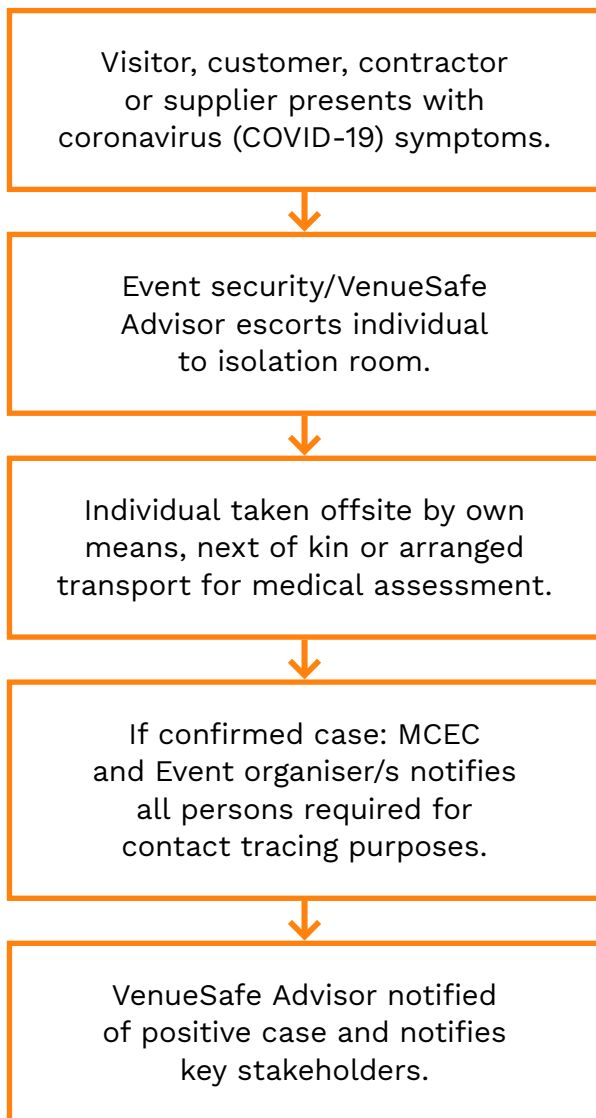
MCEC recognises the importance of ensuring that MCEC is an accessible venue for people with accessibility requirements and works to ensure all business practices do not exclude people with accessibility requirements from accessing events or employment opportunities. MCEC's approach is unchanged by the current coronavirus (COVID-19) restrictions.

In addition, MCEC encourages all employees, customers and visitors to consider the needs of people with accessibility requirements whilst on site or working for MCEC. Information outlining the access features and various accessibility services offered within MCEC is available on [MCEC's website](#).

Incident management

Suspected COVID-19 case

If a visitor, customer or contractor presents with symptoms of coronavirus (COVID-19) or is suspected to have come into contact with a case of coronavirus (COVID-19), MCEC's escalation flow chart for visitors, customers or contractors must be followed.



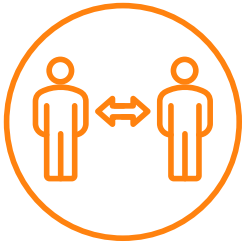
On-site care

In the event that an individual is feeling unwell and experiencing coronavirus (COVID-19) symptoms, they will be escorted to an isolation room and provided a rapid antigen test for immediate assessment.

For all other first aid incidents first aid rooms are located on the Ground Floor of the Exhibition Centre and Convention Centre. Please contact security for first aid assistance on +61 3 9235 8333.

Evacuation procedures

MCEC's security staff and wardens receive regular training and have been briefed on maintaining appropriate physical distancing during an emergency evacuation. The circumstances of each emergency evacuation are different and our team will endeavour to maintain physical distancing as is reasonably practicable.



**MCEC is encourages
physical distancing
for all customers
visitors, employees
and contractors.**



MCEC's expectations of customers

COVIDSafe plan

Customers are required to provide an event risk assessment which includes their COVIDSafe plan, outlining health and safety measures to reduce the risk of coronavirus (COVID-19). MCEC will support customers on the implementation of their plan by providing guidance materials for organising events in compliance with the government's guidelines.

Considerations should include the following measures:

- Pre-event communications
- Conditions of entry
- Cleaning and Hygiene
- Floor plans and Capacities

These measures must also be in line with MCEC's VenueSafe Plan. For further information, please contact your Event Planner.

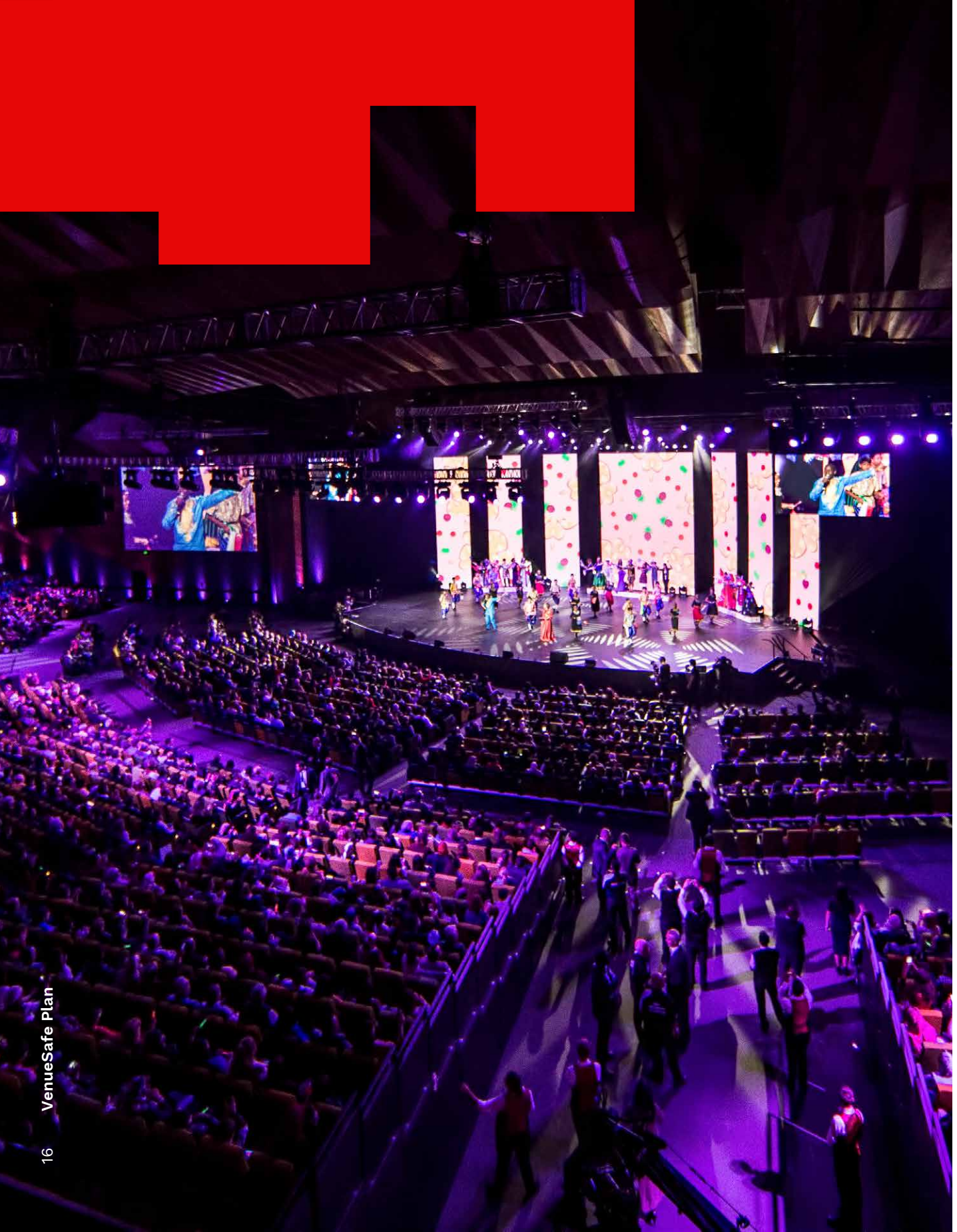
Pre-event communications

It is the customers' responsibility to contact visitors prior to the event and advise them to refrain from attending if they display any symptoms of coronavirus (COVID-19). Customers should actively encourage visitors to be tested, should any concern arise.

Customers must provide visitors with the following:

- Ensure visitors are advised of the most [convenient parking location](#) relevant to the entry point for your event
- Please advise all visitors that MCEC will enforce health and safety measures as a [condition of entry](#) to the venue.

VenueSafe practices



Floorplans and capacities

All meeting room and theatre spaces operating at 100% seated capacity.
All non-seated event spaces and styles operating at standard venue capacity of 1 person per 1.5sqm density.

Please note the density limit and capacity of your event space, floor plans and capacities are subject to restrictions in line with the current [directions](#) of the Chief Health Officer.

For more information regarding the maximum capacity per room, please contact your Event Planner or Account Manager.

Cleaning and hygiene

Hand washing

Good hygiene is critical for mitigating the spread of coronavirus (COVID-19) and is everyone's responsibility. All visitors, customers, employees and contractors are encouraged to wash their hands often with soap at sink facilities located throughout the venue, including back of house areas and public restrooms.

Signage communicating the importance of hand washing is displayed throughout the venue and at hand washing facilities.

Sanitisation stations

Visitors, customers, contractors and employees are encouraged to sanitise when hand washing facilities are not available.

Sanitisation stations containing at least 60 per cent alcohol are located throughout the venue at entry points, customer service desks and other high traffic areas.

Customers are to include provision of sanitiser within the licensed event space and detail in their COVIDSafe plan.

Please also consider carrying pocket hand sanitiser to use when travelling to MCEC and within the venue.



Personal protective equipment (PPE)

Gloves are worn by employees who require them to do their jobs, such as food handlers and employees who clean public areas.

The Chief Health Officer has issued a directive that it is strongly recommended that you wear a face mask when you can't maintain 1.5 metres distance from other people. Direction and advice may change over time, please read the latest on the Department of Health and Human Services [website](#).

Visitors, customers and contractors are able to purchase a range of PPE including face masks and individual sanitiser from the vending machines on the concourse and loading docks.

Cleaning procedures

MCEC has a strong partnership with its contracted cleaning service provider, IKON Services, who are an industry leader for professional cleaning and sterilisation services.

Building on an already high standard for cleaning and disinfection at MCEC, IKON has increased the frequency of routine cleaning throughout the venue and updated their Cleaning Standard Operating Procedures (SOPs). This accounts for increased sanitisation of high frequency touch point areas, including table and counter tops, door handles, toilets, bathroom doors, taps, handrails, EFTPOS machines, elevator buttons and other common touch points.

Cleaning and disinfecting procedures within the venue (across public areas and back of house) are guided by Safe Work Australia's guide on [How to Clean and Disinfect your Workplace](#).

Restrooms

The frequency of cleaning and disinfecting restrooms has increased across the venue. Customer service staff are also available to monitor crowds around these areas. MCEC can assist organisers to stagger start, finish and break times to meet physical distancing requirements in restrooms as far as reasonably practicable.

Sustainability

MCEC has a longstanding commitment to environmental sustainability and ensuring that the choices we make as a business do not unnecessarily harm or pollute the environment. This commitment is supported by all employees and is documented in MCEC's Sustainability Plan.

Coronavirus (COVID-19) has challenged many of the global environmental advances made, particularly in terms of the global pressure to revert to single-use items. MCEC continues to make decisions that are beneficial for environmental sustainability where it is possible to do so. MCEC's Sustainability Manager has oversight of these decisions, as well as ensuring that the waste reduction and waste management initiatives as a result of coronavirus (COVID-19) are in line with the venue's sustainability objectives.

Refer to our [sustainability commitments](#) to learn more.

Food and beverage

MCEC adheres to strict food safety policies, procedures and practices that are registered with the City of Melbourne and audited externally by a third party.

All of our food and beverage employees are required to complete compulsory Food Safety and Hygiene training annually in order to comply with MCEC's stringent food safety policies and procedures.

All food is prepared in MCEC kitchens under a Hazard Analysis Critical Control Point (HACCP) accredited system.

In addition to our standard food safety policies and procedures, our food and beverage team are taking the following additional precautions:

- Increased frequency of cleaning and sanitisation across all high touch points.
- Additional sanitisation stations with signage in all designated catering areas.
- In conjunction with our Food Safety Plan our catering staff and chefs follow safe work practices including regular hand washing and sanitising, wearing gloves during food preparation and physical distancing. In addition all suppliers and contractors must also comply with, and follow all regulations in their Food Safety Plans as registered with their local council.
- Clean Keep cups can be utilised at retail outlets, MCEC cannot clean cups on behalf of visitor.

Please contact your Event Planner for further information regarding your food and beverage requirements.

Cashless venue

MCEC's three in-house cafes (The Shed Cafe, Plenary Cafe and Goldfields Cafe + Bar) have been cashless since July 2019. MCEC has extended this practice to event specific food and beverage outlets including pop-ups and kiosks.



Audio visual and technology services

- All shared technical equipment including microphones, clickers and lapel microphones are sanitised after each session break and event conclusion, using Germi-UV technology.
- Presenters will be provided direction from AV technicians to position lapel or headset microphones on themselves to minimise close contact.
- All MCEC technology equipment including audio desks, lecterns and lighting desks are sanitised after each event day.
- AV technicians maintain physical distancing between technicians at AV desks where possible.
- As per MCEC LinkSafe site induction any third party AV Suppliers must submit their COVIDSafe event documents for review and approval.

Please contact your Technology Planner for further information.

Loading dock

- Loading docks remain secured at all times with access granted to contractors and suppliers working on events.
- Loading docks operate based on event demand and business requirements with no general access permitted.
- Sanitisation stations are available at entry points, distribution points and high traffic areas throughout the loading dock.
- Signage is positioned throughout loading dock areas to assist with management of physical distancing and PPE usage.



Contactless ticketing

MCEC encourages customers to implement contactless ticketing measures. MCEC will work to ensure a fast entry into the event, using electronic scanning or visual inspection of tickets or lanyards.

Heating, ventilation and air-conditioning (HVAC)

To maximise air quality, HVAC essential safety systems continue to be maintained in accordance with regulations, ensuring the ongoing compliance of MCEC's buildings. To increase fresh airflow, the following measures are in place:

- Building code minimum outdoor air rates maintained during unoccupied periods to ensure there are no periods of stagnation.
- Increased ventilation rates as high as 100 per cent outside air during occupied periods through the Building Automated System.



Sanitisation stations are available at the loading docks and distribution points for contractors and suppliers.

Contractors and suppliers

Stringent health and safety measures are in place to ensure all contractors and suppliers comply with the requirements of the Plan.

Sanitisation stations are available on the loading docks and distribution points for event contractors and suppliers.

All contractors and suppliers must comply with MCEC's [conditions of entry](#), including, proof of entry (LinkSafe card), check-in via the Victorian Government QR code and verify their vaccination status.

Employees

All employees have received training on coronavirus (COVID-19) safety and sanitisation protocols. Department specific procedures and training has also been provided.

It is a requirement that all employees are briefed on the escalation process for responding to a potential or confirmed case of coronavirus (COVID-19). This is documented in the coronavirus (COVID-19) [Escalation Flow Chart](#) which has been developed in line with DoH recommendations.

VenueSafe practices events



All event types

The following practices are in place for all event types. MCEC will work alongside customers and contractors to ensure a COVIDSafe event.

Attendee management

- All foyers servicing event spaces must adhere to maximum capacities based on the one person per 1.5sqm density limit.
- A combination of physical distance signage and event security are utilised to maintain traffic flow, physical distancing and COVIDSafe practices while visitors are in foyer spaces.

Dance floors

- Dance floors return to standard operating capacities.
- As per standard dance floors are manned by event security, with no alcohol or glassware permitted on the dancefloor.

Alcohol service and risk mitigation

- MCEC has stringent practices in place around responsible service of alcohol (RSA). All employees are trained in the safe service of alcohol.
- MCEC requires RSA officer/s to oversee the management of RSA when alcohol is available and assist event security in monitoring crowd behaviours.
- MCEC operates as a cashless venue to reduce the risk of COVID-19 transmission.

Exhibition

The following additional practices are in place for managing an exhibition. MCEC will work with customers and contractors to ensure a COVIDSafe event.

Attendee management

- Event security to maintain traffic flow, physical distancing and COVIDSafe practices throughout exhibition space at all times.
- Event security to manage entry and exit points.
- Exhibition organisers to ensure key health messages are adequately displayed throughout exhibition space in print or digital format. Refer to MCEC's [Visitor Welfare Signage](#) artwork to support your exhibition signage.
- 3m aisles required as standard throughout Exhibition Bays 1–26 exhibitions.
- Final event exhibition floorplan will be required from the stand builder for MCEC's review in adherence to one person per 1.5sqm rule.

Ticketing and sessions

Exhibitions must always adhere to 1 person per 1.5sqm occupancy.

Food and beverage service and sampling management

MCEC has a defined process for management of all food and beverage service offerings to ensure COVIDSafe practices are maintained.

Retail bar sales

- MCEC requires RSA officer/s to oversee the management of RSA when alcohol is available and assist event security in monitoring crowd behaviour.
- MCEC operates as a cashless venue to reduce the risk of COVID-19 transmission.

Exhibitor food and beverage sampling

- Exhibitors are permitted to provide food and beverage samples provided they align to [MCEC food and beverage sampling guidelines](#) and [Streatrader](#) requirements.
- MCEC requires proof of current Victorian RSA compliance for any exhibitor beverage sampling.

Cleaning and sanitisation

- Exhibition organisers and exhibitors must align with MCEC's increased cleaning and sanitisation standards.
- Each exhibitor booth encouraged to provide sanitiser option.
- Exhibitor booths high touch points to be sanitised frequently.
- Licensed area cleaner to comply with increased cleaning frequency, including high touch points to be sanitised frequently.

Concert or ticketed event

The following additional practices are in place for managing a concert or ticketed event. MCEC will work with customers and contractors to ensure a COVIDSafe event.

Attendee management

Event space doors must open minimum 30 minutes prior to event commencement. This will minimise co-mingling in foyer spaces dispersing visitors throughout foyer and event spaces, prior to the event commencing.

Ticketing

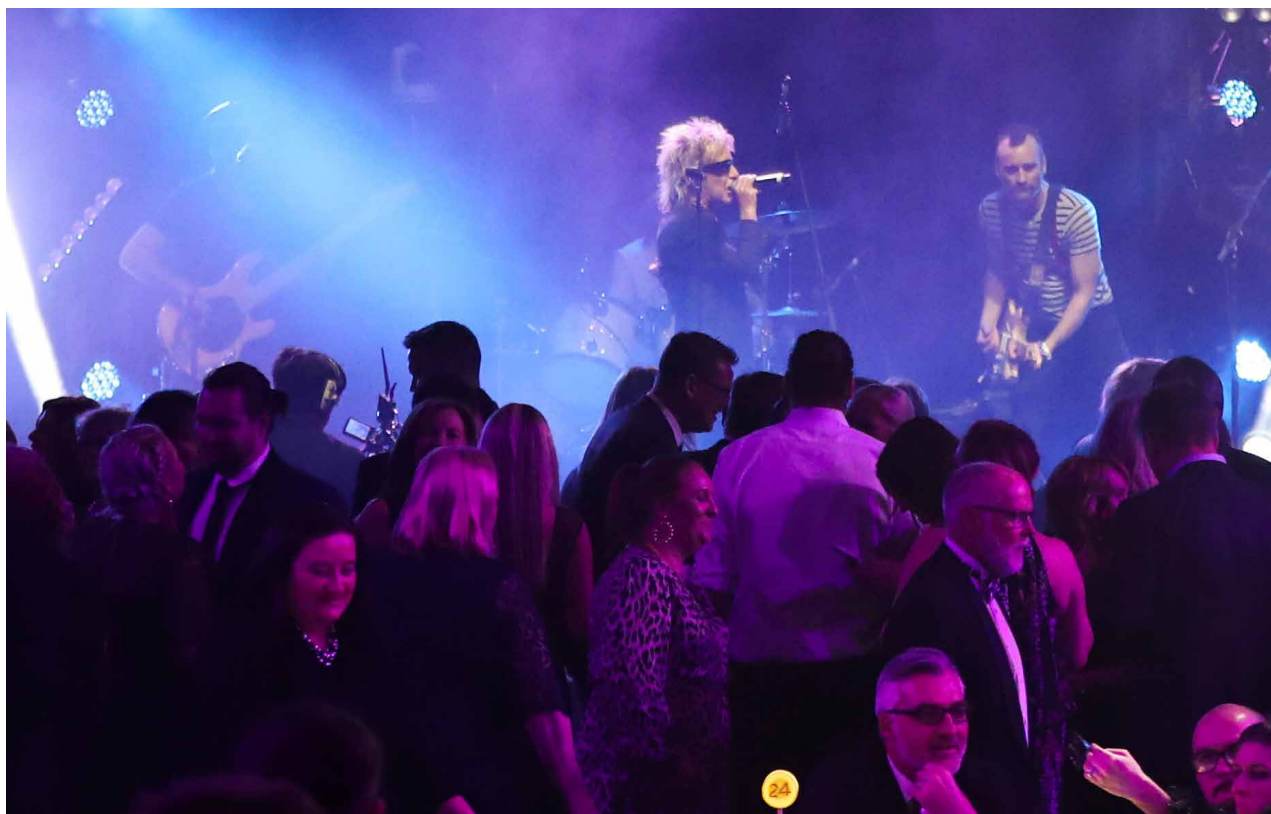
- MCEC Ticketing Design Guidelines must be strictly followed.
- MCEC must review ticket proof before ticket sales commence.

Event considerations

Extended interval time recommended to allow ample time for physically distanced food and beverage purchase and amenity usage.

Food and beverage – retail

- Food and Beverage service will return to standard operations with hot food permitted in the foyer space only.
- Customers are encouraged to promote the use of pre-purchase [Skip App](#) to minimise queuing or dwell in foyer spaces.



Start planning your next event

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