

# VENUESAFE PLAN

KEEPING OUR COMMUNITY SAFE  
UPDATED DECEMBER 2020

PLAY YOUR PART TO KEEP  
OUR COMMUNITY SAFE.



Head home if you're  
feeling unwell.



Adhere to physical  
distancing measures.



Wash or sanitize  
your hands often.



Follow appropriate  
cough and sneeze  
etiquette.

For more information visit [mcec.com.au/venuesafe](https://mcec.com.au/venuesafe)



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## IMPORTANT

Melbourne Convention and Exhibition Centre (MCEC) must be notified immediately of any coronavirus (COVID-19) related incident or illness during or following attendance at MCEC.



### MCEC'S VENUESAFE ADVISOR

0466 820 852

[venuesafeadvisor@mcec.com.au](mailto:venuesafeadvisor@mcec.com.au)

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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 is ready to operate 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 developed 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](https://mcec.com.au/venuesafe)

## PURPOSE

THE PURPOSE OF THE PLAN IS TO ESTABLISH STANDARDS AND GUIDELINES THAT WILL 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 advice and restrictions, 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.

## DEFINITIONS

### MCEC

Melbourne Convention and Exhibition Centre.

### 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.

### 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.

### 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. A contractor is also defined as any persons, businesses or organisations that MCEC directly engages to provide materials, labour or to perform a service, such as repairs and maintenance.

### SUPPLIER

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

### EMPLOYEE

Persons directly engaged in employment by MCEC.

### DHHS

Department of Health and Human Services.

## COVIDSAFE APP

MCEC supports and encourages the use of the Australian Government's COVIDSafe mobile app. The app helps health authority contact tracers to identify people who may have been exposed to coronavirus (COVID-19), which in turn helps to protect the community and assists Australia's health officials and workers in containing the virus.

[Download the app here](#)



## 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. With such a complex and constantly evolving landscape, it is highly recommended that our customers monitor the below organisations daily for the latest and up-to-date information.

AUSTRALIAN DEPARTMENT OF HEALTH  
[health.gov.au](https://www.health.gov.au)

WORLD HEALTH ORGANISATION  
[who.int](https://www.who.int)

SAFE WORK AUSTRALIA  
[safeworkaustralia.gov.au](https://www.safeworkaustralia.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 and Human Services (DHHS) 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.

## ROADMAP TO A VENUESAFE MCEC

MCEC has followed the Department of Health and Human Services Victoria, 2020. [Coronavirus \(COVID-19\)](#) by aligning to the following underlying principles:

- Maintain 1.5 metre physical distancing and good hygiene
- Stay home if unwell
- Frequently clean and disinfect communal areas
- COVIDSafe plan for workplaces and premises.

The control measures contained within this Plan are scalable dependant on future restrictions or easing of restrictions. This is designed to ensure a level of certainty in this ever-changing environment.

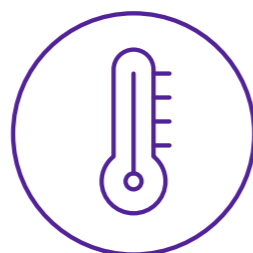
## OUR VENUESAFE PRACTICES ENSURE MCEC OPERATES AS A SAFE AND SECURE ENVIRONMENT.



VenueSafe Advisors.



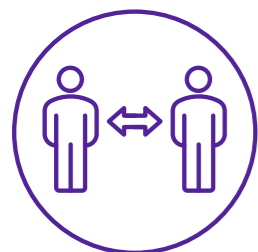
Event only access, proof of registration required.



Temperature checks.



Increased sanitisation and cleaning.



Physical distancing.



Safe food and beverage service.



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



MCEC'S SAFETY AND SECURITY TEAM HAVE BEEN ESTABLISHED AS DEDICATED VENUESAFE ADVISORS WITHIN THE BUSINESS ON ALL MATTERS REGARDING CORONAVIRUS (COVID-19) AND THE VENUE.

### MCEC VENUESAFE ADVISORS

The Advisors will work alongside employees, customers and contractors to ensure the Plan and government restrictions are adhered to. Key responsibilities of MCEC's VenueSafe Advisors include:

- Being the first point of call should a health concern arise within the venue
- Communicating, coordinating and implementing all government health guidelines and ensure they are in line with current safety plans, processes and procedures
- Working alongside our customers to develop and implement event specific coronavirus (COVID-19) 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.

### MCEC COVID MARSHALS

COVID Marshals are an extension of the customer service team and work with visitors to our venue to:

- Reiterate key health messages
- Maintain physical distancing
- Conduct temperature checks
- Check proof of registration at venue entry
- Support visitors where required throughout the venue

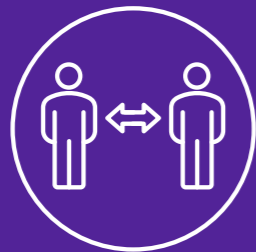
Play your part to keep our community safe:

- Stay at home if you are feeling unwell
- Adhere to physical distancing measures
- Practice good personal hygiene, wash your hands often
- Follow appropriate cough and sneeze etiquette
- Download the COVIDSafe app.

# PLAY YOUR PART TO KEEP OUR COMMUNITY SAFE



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if you are  
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Adhere to physical  
distancing  
measures.



Practise good  
personal hygiene,  
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Follow  
appropriate  
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Download the  
COVIDSafe app.

## MCEC'S EXPECTATIONS OF CUSTOMERS

All customers who are required to complete an event risk assessment will need to include their COVIDSafe event plan incorporating health and safety measures to reduce the risk of coronavirus. 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:

- Personal Safety and Hygiene
- Health and Safety Measures
- Contactless Ticketing and Registration
- Crowd Control and Queue Management
- Contractors and Couriers
- Visitor and Contractor Communication
- Incident Management

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 a proof of event registration (either in print or digital form) which visitors will need to show on arrival as part of MCEC's [conditions of entry](#).

### CONTACT TRACING

Visitor contact details (inclusive of contact name and phone number) must be collected by customers as part of the event registration process and for contact tracing purposes. This is in accordance with Victorian Government guidelines to assist with rapid contact tracing in the event of a confirmed coronavirus (COVID-19) case. On entry, all visitors' proof of registration will be verified.

Customers are responsible for keeping visitor contact details on file for 28 days. Records must be stored securely and destroyed after 28 days.

In addition to customer collection of contact details, all visitors will be required to complete the Victorian Government QR code upon entry.

MCEC also strongly encourages the download and use of the Australian Government's COVIDSafe app. Downloading the app is something you can do to protect yourself, your family and friends and save the lives of others.

Information on MCEC's privacy policy is available [here](#).



THE DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS) GUIDELINES STATE THAT THE MOST EFFECTIVE PROCEDURE FOR HAND WASHING IS TO WASH WITH SOAP AND WATER FOR A MINIMUM OF 20 SECONDS PRIOR TO RINSING AND DRYING.

## PERSONAL SAFETY AND HYGIENE

### VISITOR CONFIDENCE

MCEC's VenueSafe practices are highlighted in this Plan, on our website and on display at various high traffic locations within the venue. MCEC has dedicated VenueSafe Advisors to assist organisers with their COVIDSafe Plan incorporating health and safety measures to reduce the risk of coronavirus.

MCEC has placed visitor welfare signage throughout the venue that displays guidance on cough and sneeze etiquette, physical distancing and how to wash hands. Should you have any queries, MCEC COVID Marshals are stationed throughout the venue.

For information on MCEC's additional health and safety measures to ensure visitor welfare and safety, refer to visitor [conditions of entry](#).

### HAND WASHING

Good hygiene is critical for slowing 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 clearly displayed throughout the venue and at hand washing facilities.

### SANITISATION STATIONS

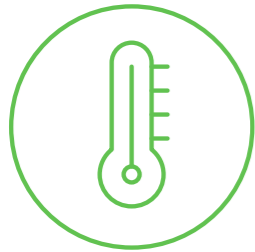
The DHHS recommends the use of hand sanitiser that contains at least 60 per cent alcohol. Employees, visitors, customers and contractors are encouraged to sanitise when hand washing facilities are not immediately available.

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

Each sanitisation station includes a minimum of one sanitiser dispenser (freestanding or wall mounted) along with signage detailing hand sanitising instructions.

Please also consider carrying pocket hand sanitiser to use when travelling to MCEC and within our buildings.

## PERSONAL SAFETY AND HYGIENE



TO ENSURE THE SAFETY OF ANYONE WHO ENTERS THE VENUE, MCEC HAS PLACED TEMPERATURE CHECKS AT EACH BUILDING ENTRY POINT.

### TEMPERATURE CHECKS

Early detection of coronavirus (COVID-19) and isolation of infected people is key for assisting in slowing the spread of the virus. To ensure the safety of anyone who enters the venue, MCEC has placed temperature checks at each building entry point. Employees, customers, visitors and contractors will be screened on arrival prior to being able to obtain access to the venue.

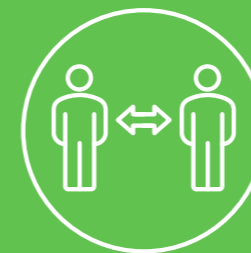
Temperature checks are conducted by non-invasive thermal imaging technology allowing multiple people to be scanned at once or by a handheld device. This process is stated in MCEC's updated visitor [conditions of entry\\*](#)

*\*Subject to change*

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

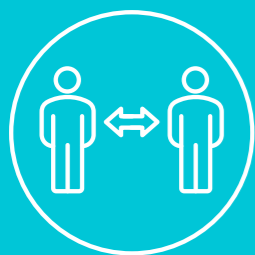
Gloves will continue to be worn by employees who require them to do their jobs, such as food handlers and employees who clean public areas. MCEC's VenueSafe Advisors will identify additional categories of employees required to wear PPE.

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](#).



PEOPLE ATTENDING EVENTS AT MCEC SHOULD NOT SHAKE HANDS OR MAKE PHYSICAL CONTACT AS A GREETING.





MCEC IS SUPPORTING  
1.5 METRE PHYSICAL  
DISTANCING FOR ALL  
CUSTOMERS, VISITORS,  
EMPLOYEES AND  
CONTRACTORS.

## INCREASED HEALTH AND SAFETY MEASURES

### PHYSICAL DISTANCING (1.5 METRES)

MCEC's physical distancing measures are informed by the [Department of Health and Human Services Victoria, 2020. Coronavirus \(COVID-19\)](#). MCEC is supporting 1.5 metre physical distancing for all customers, visitors, employees and contractors by using digital signage, decal distance markers and plexiglass barriers.

#### DISTANCE MARKERS

A series of decals have been placed across the building at key high traffic flow areas, clearly indicating the 1.5m physical distancing recommendation. High traffic flow areas include walkways, foyers and food and beverage service areas.

#### DIGITAL SIGNAGE

Reminders to follow physical distancing measures are also displayed on digital signage across the venue. MCEC can also provide this messaging to customers to display on digital signage within their event spaces.

#### PLEXIGLASS BARRIERS

To create a safe physical barrier, plexiglass barriers are in place at all MCEC customer service desks and food and beverage service areas for the safety of our customers, visitors and employees. MCEC will also provide plexiglass barriers to event organisers using MCEC event registration desks.

## INCREASED HEALTH AND SAFETY MEASURES

### CONTACTLESS TICKETING

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

### CLEANING AND DISINFECTING

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](#). Sanitisation stations have been positioned throughout the venue. Refer to [Sanitisation Stations](#).

### 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.

### LIFTS

Safe Work Australia advises that there is no requirement to provide four square metres of space per person in lifts. However, MCEC requests visitors, customers, employees and contractors maintain physical distancing in lifts and lift waiting areas, where possible. Signage located within lifts has been placed as a reminder of maximum capacities. Using escalators or stairs is the recommended alternative to lifts, where practicable.

### CLOAKING SERVICES

MCEC's cloaking service will remain available at the Convention Centre customer service desk for the convenience of visitors. Employees assisting guests with cloaking services must adhere to hand hygiene practices. Employees will ensure that personal belongings such as clothing and bags are spaced at safe physical distance.



## INCREASED HEALTH AND SAFETY MEASURES

### FOOD AND BEVERAGE

#### FOOD SAFETY PLAN

The MCEC Food Safety Plan describes the policies, procedures and practices in place to ensure customers are provided with safe quality food and beverage services.

All our food handling employees are made aware of their responsibilities as defined in the Food Safety Plan and associated policies and procedures. Food handling employees are required to comply with the documented policies and procedures at all times.

Food provided by MCEC kitchens is prepared according to the Food Safety Procedures described in the Food Safety Plan. Food prepared in MCEC kitchens is under a Hazard Analysis and Critical Control Points (HACCP) accredited system.

In addition to our Food Safety Plan our Kitchen team are taking the following additional precautions:

- Cleaning and sanitising all incoming packaged food and produce
- Increased employee PPE
- Designated kitchen entry and exit points
- Kitchen area designated for kitchen employees only
- Increased cleaning and sanitisation of kitchen benches, surfaces and handles
- Pump spraying sanitiser throughout the kitchen and serveries daily
- Daily employee briefing on how to work efficiently while keeping the minimum distance between each other
- Rostering employees to have fewer people in the kitchen
- Strictly only purchasing produce from MCEC approved suppliers
- Training employees in the use of cleaning and sanitising chemicals.



WE HAVE ADAPTED OUR RETAIL AND CATERING OFFERINGS TO PROVIDE A SAFE AND SECURE ENVIRONMENT FOR OUR VISITORS AND EMPLOYEES.

#### CATERING

We have adapted our catering offering to provide a safe and secure environment for our visitors and employees. Some changes include:

- Additional sanitisation stations with signage in all designated catering areas
- Seating areas set in line with physical distancing guidelines
- Staggered break times to allow limited capacity at all catering areas
- Tailored menus to offer additional styles of meal service and an extended menu of pre-packaged food options for guests (reusable washable options are preferred over disposable packaging)
- In line with the Plan, stringent health and safety measures are in place for all suppliers and contractors.

Please contact your Event Planner for further information regarding your catering 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.

#### RETAIL AREAS

MCEC has adapted its retail offering to provide a safe and secure environment for our visitors and employees. Some of these changes include:

- Distance markers to indicate queuing
- All lounges and dining rooms have been set with 1.5m between each table/couch/lounge in all seating areas
- Increased cleaning schedule to include cleaning and disinfecting of all front of house furniture and surfaces
- Disinfecting wipes available in seating areas
- All 'grab and go' take away items available to purchase from our cafes will now be served to you by our employees
- Plexiglass barriers at all cafes, kiosks and, where appropriate, pop-up outlets
- In conjunction with our Food Safety Plan, our baristas, bartenders and chefs practice safe work practices including regular hand washing and sanitising, wearing gloves during food preparation and physical distancing.

## INCREASED HEALTH AND SAFETY MEASURES

### SUPPLIERS AND CONTRACTORS

Stringent health and safety measures are in place to ensure all suppliers and contractors comply with the requirements of the Plan. Suppliers and contractors will be required to comply with MCEC's Loading Dock procedures. Where applicable, suppliers and contractors will be required to submit their own COVIDSafe Plan to reduce the risk of coronavirus for review prior to coming onsite. Sanitisation stations will be available at the loading docks and distribution points for suppliers and contractors. Registration measures will also be in place for personnel that arrive onsite to assist with contact tracing.

### 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 will continue to make decisions that are beneficial for environmental sustainability where it is possible to do so. MCEC's Sustainability Manager will have 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.

### WASTE MANAGEMENT

MCEC continues to apply best practice waste management to ensure that visitors are safe, while reducing the incidence of waste going to landfill:

- Where required, the collection and removal of waste bins will be more frequent during events in order to reduce risk, as will bin cleaning and sanitisation
- MCEC will endeavour to avoid waste in the first place, before considering recycling
- MCEC continues to encourage waste separation (both front of house and back of house) to ensure that as much waste is diverted from landfill as possible.

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

### 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 60 per cent outside air during occupied periods.



SANITISATION STATIONS  
WILL BE AVAILABLE AT  
THE LOADING DOCKS  
AND DISTRIBUTION  
POINTS FOR SUPPLIERS  
AND CONTRACTORS.



MCEC IS COMMITTED TO WORKING ALONGSIDE OUR CUSTOMERS AND PROACTIVELY MANAGING THE MOVEMENT OF VISITORS, TO MAXIMISE PEDESTRIAN FLOW AND MINIMISE GATHERING IN QUEUES.

## CROWD CONTROL AND QUEUE MANAGEMENT

Customer service employees, signage and decals will be positioned throughout the venue to help maintain physical distancing when it is safe for the venue to re-open. MCEC is committed to working alongside our customers and proactively managing the movement of visitors, to maximise pedestrian flow and minimise gathering in queues.

For information on building access, refer below to Single Entry Points.

### FLOORPLANS AND CAPACITIES

MCEC's space capacities have been updated for all rooms and spaces to include four square metres of space per person. Floorplans have been designed with 1.5 metres physical distancing in mind. In addition to the density limit of one person per four square metres, floor plans and capacities are subject to any public gatherings and venue limits in the [directions](#) of the Chief Health Officer which are current at the time.

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

### RESTRICTED BUILDING ACCESS

MCEC will be open for events only, until otherwise advised. Any events held at MCEC are subject to public gathering and venue limits outlined in the [directions](#) of the Chief Health Officer. The venue remains open for visitors attending events who will be required to maintain physical distancing at all times. However, the venue will not be available as a public thoroughfare to the surrounding food and entertainment precinct.

The Exhibition Centre car park will still be available for use. Access for general car park users who are not attending an event will be limited to car park door 1.

### SINGLE ENTRY POINTS

MCEC has identified specific entry and exit points throughout the venue to help manage physical distancing and maintain sanitisation stations and temperature checks.

The following entry and exit points are identified for building access, however are subject to change based on event demand.

- Clarendon Street entrance
- Car park door 1 (Access for general car park users who are not attending an event)
- Car park door 2
- Car park door 10
- Convention Centre Place entrance
- Exhibition Centre door 5.

Event Organiser's will be provided with details of the best entrance for their event to inform visitors.

## CROWD CONTROL AND QUEUE MANAGEMENT

### CONDITIONS OF ENTRY

In line with our standard conditions of entry, MCEC will enforce additional health and safety measures to ensure visitor welfare and provide a safe and secure venue.

Please note that these additional conditions of entry apply to all entrants (including visitors, customers, contractors and employees) attending the venue 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. Entry screening  
DO NOT ENTER THE VENUE IF:
  - In the last 14 days you have travelled from overseas or a coronavirus (COVID -19) hotspot.
  - You have been in close contact with a person who is diagnosed as coronavirus (COVID-19) positive.
  - You are an active coronavirus (COVID-19) case.
  - 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.
2. All visitors must check in via the Victorian Government QR Code upon entry to the venue for the purposes of contact tracing.
3. All venue visitors will be requested to undergo temperature checks and hand sanitisation upon entry to the venue.
4. MCEC encourages that all visitors, customers, suppliers, contractors and employees download the Australian Government's COVIDSafe app to enhance contact tracing while at the venue and beyond.
5. 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](#).
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 new health and safety measures outlined in the MCEC VenueSafe Plan, available at [mcec.com.au/venuesafe](https://mcec.com.au/venuesafe). This can include, but is not limited to, physical distancing, temperature screenings, sanitisation and restricted public access. Failure to comply with these measures may result in removal from the venue.

MCEC appreciates your compliance and understanding to ensure the welfare and safety of all visitors, customers, employees, suppliers and contractors.

### STAGGERED ENTRY TIMES

MCEC will work alongside our customers to encourage staggered entry times to all exhibitions, events and conferences to help avoid increased wait times upon entry.

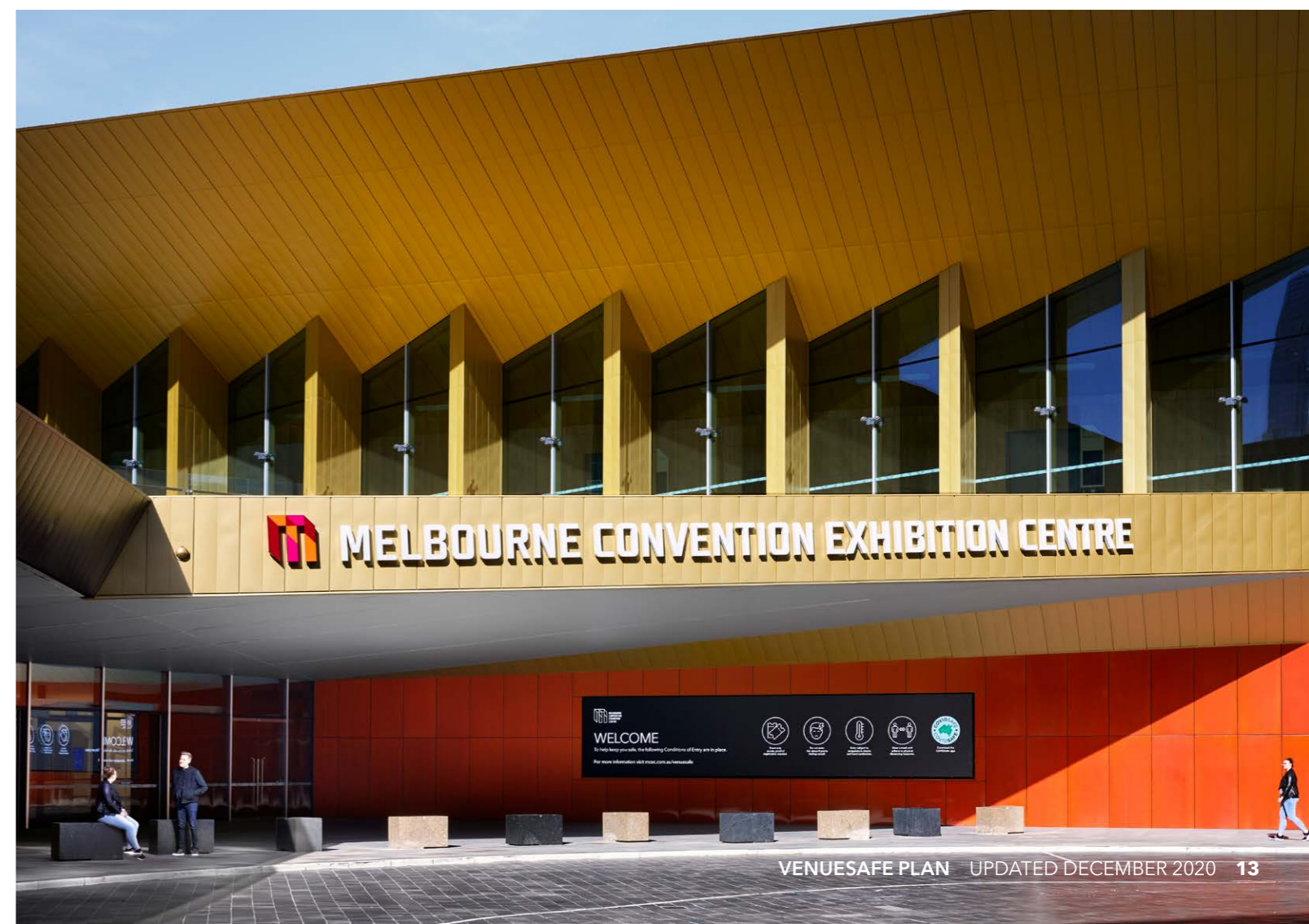
### PEDESTRIAN FLOW

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 and COVIDSafe Marshals are also there to help visitors find their way.

### ACCESSIBILITY

MCEC recognises the importance of ensuring that MCEC is an accessible venue for people with disabilities and works to ensure all business practices do not exclude people with a disability 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 a disability whilst on site or working for MCEC. Information outlining the access features and various disability services offered within MCEC is available on MCEC's website.



## EMPLOYEE TRAINING AND EDUCATION

All employees have received training on coronavirus (COVID19) 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 DHHS recommendations.

MCEC is also working alongside its suppliers, vendors and contractors to ensure all relevant parties have undergone the Australian Government's Infection Control online training module.

## ON-SITE CARE

In the event that an individual is feeling unwell and experiencing coronavirus (COVID-19) like symptoms and is mobile, they will be requested to be isolated in MCEC's main isolation room and directed for offsite medical assessment.

For all other first aid incidents MCEC's first aid room is located off the Convention Centre foyer, adjacent to the security control room. A smaller first aid room is also located off the Exhibition Centre foyer and may be used depending on the location in which the individual is found to be unwell. Please contact security for first aid assistance on +61 3 9235 8333.

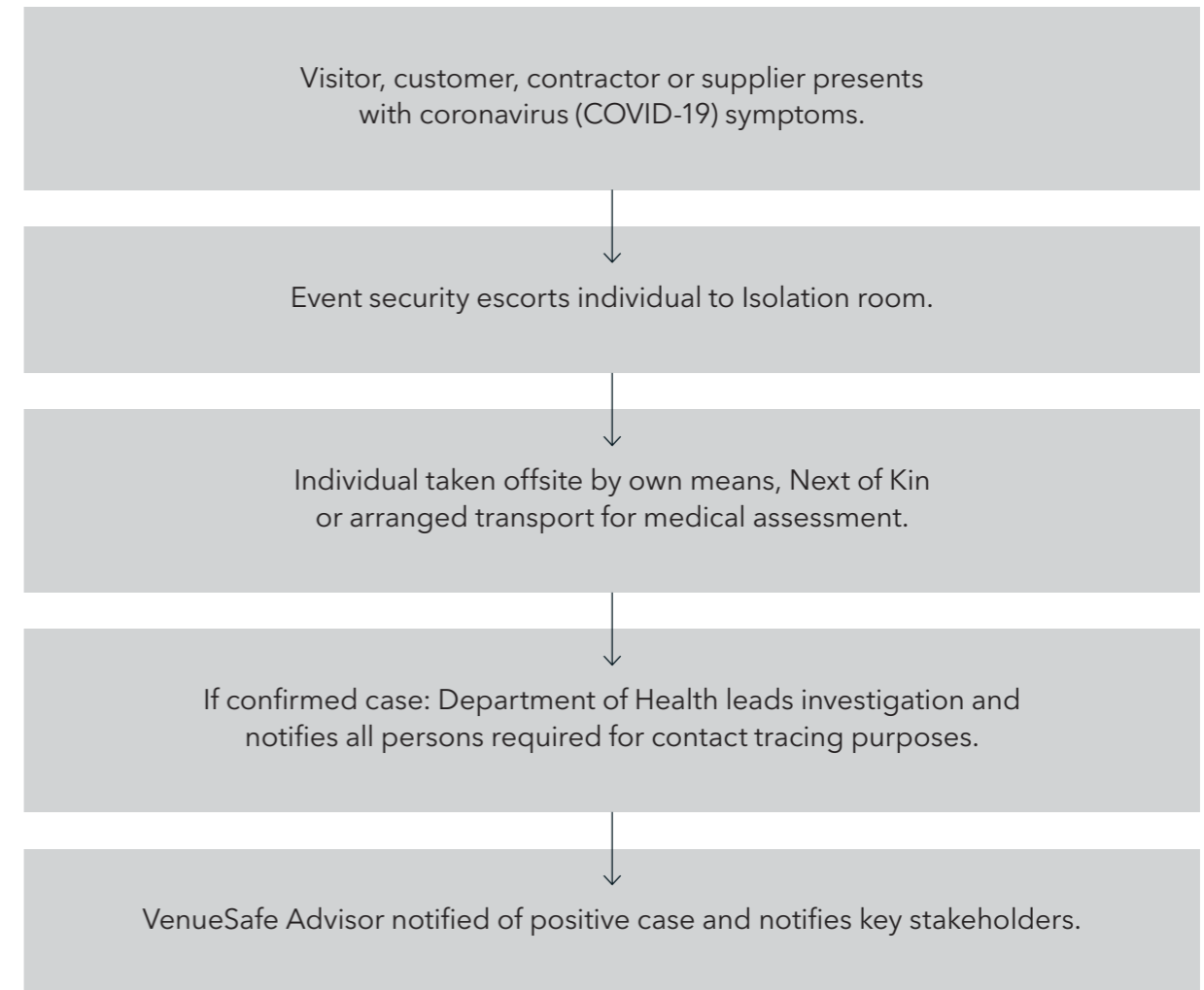
## EVACUATION PROCEDURES

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.

## INCIDENT MANAGEMENT

### CORONAVIRUS ESCALATION FLOW CHART FOR VISITORS, CUSTOMERS, CONTRACTORS AND SUPPLIERS

If a visitor, customer, contractor or supplier 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, contractors or suppliers must be followed.



## REFERENCES

Department of Health and Human Services Victoria, 2020. [Coronavirus \(COVID-19\)](#).

Department of Jobs, Precincts and Regions, 2020. [Tourism Industry Guidelines for Coronavirus \(COVID-19\)](#).

Safe Work Australia, 2020. [COVID-19 Information for Workplaces](#).



PLAY YOUR PART  
TO KEEP OUR  
COMMUNITY SAFE.



Head home if you're feeling unwell.



Adhere to physical distancing measures.



Wash or sanitise your hands often.



Follow appropriate cough and sneeze etiquette.



Download the COVIDSafe app.

For more information visit [mcec.com.au/venuesafe](https://mcec.com.au/venuesafe)

DOOR 14

