

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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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.

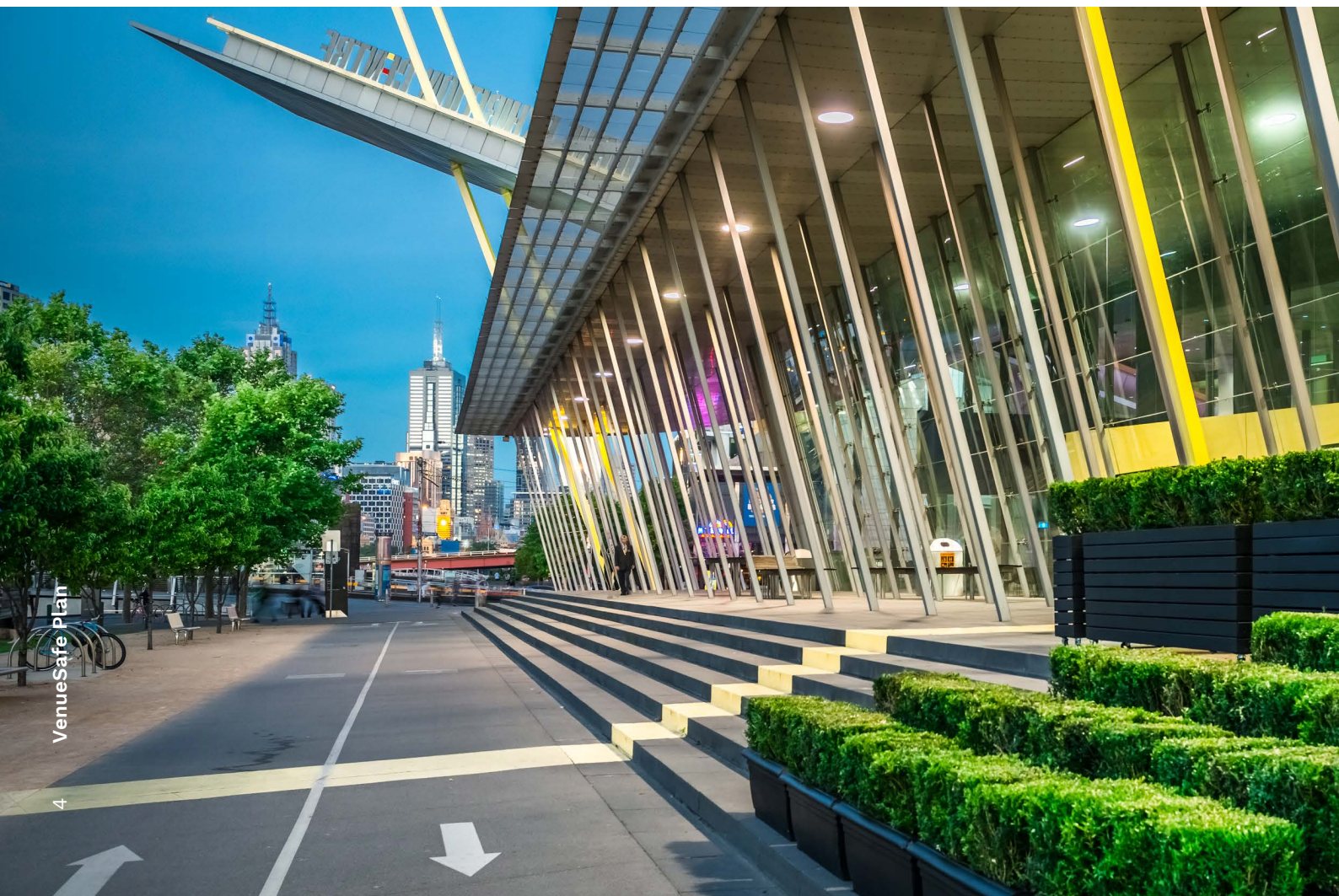
For more information and updates on MCEC's VenueSafe Plan, visit mcec.com.au/venuesafe

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.

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.

DJSIR

Department of Jobs, Skills, Industry and Regions.



VIRTUAL EVENTS



MELBOURNE
CONVENTION
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

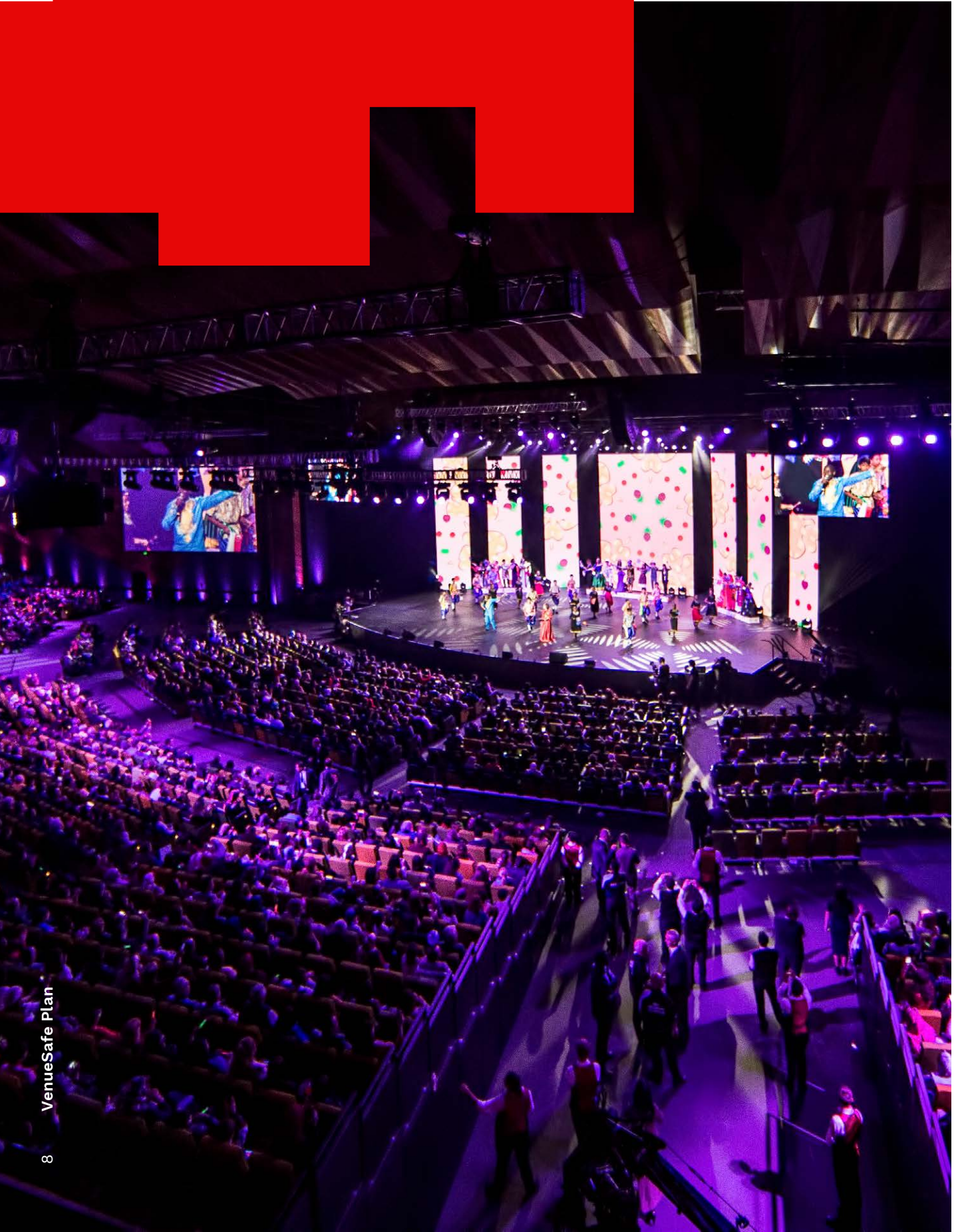
The *Occupational Health and Safety Act 2004* (OH&S Act) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OH&S. The OH&S Act seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the 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.

VenueSafe practices



Floorplans and capacities

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

Floor plans density limits and capacities are subject to restrictions in line with the current Chief Health Officer [directions](#).

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

Cleaning and hygiene

Good hygiene is critical for mitigating the spread of coronavirus (COVID-19) and it's everyone's responsibility.

Hand washing

We encourage all visitors, customers, employees and contractors to often wash their hands often with soap at sink facilities located throughout the venue. This includes back of house areas and public restrooms.

We've put up signs communicating the importance of hand washing. You'll find them 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.

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





Personal protective equipment (PPE)

Face masks are recommended when you can't maintain physical distance of 1.5m of from one another in indoor spaces.

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. They 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 means 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.

Food and beverage

All food is prepared 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.
- All suppliers and contractors must comply with and follow all regulations in their Food Safety Plans. These must be registered with their local council.

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



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Cashless Venue and Contactless ticketing

- Our three in-house cafes (Shed Cafe, Plenary Cafe and Goldfields Cafe + Bar) have been cashless since July 2019.
- We have extended this practice to event specific food and beverage outlets including pop-ups and kiosks.
- We encourage event organisers to implement contactless ticketing measures. Our team 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:

- Our venue maintains the Building Code minimum outdoor air rates during unoccupied periods to ensure there are no periods of stagnation.
- Increase air ventilation rates during occupied periods to as high as 100 per cent outside. We maintain and monitor this through the Building Automated System.

Contractors, suppliers and employees

We encourage contractors and suppliers to make use of sanitisation stations. These are available at the loading docks and distribution points especially for them.

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



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

VenueSafe practices events



All event types

The following standard event 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.

Alcohol service and risk mitigation

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

Dance floors

- Dance floors standard capacities.
- As standard dance floors are manned by event security.
- Alcohol and glassware are not permitted on dance floors.

Exhibition

Attendee management

- As standard 3m aisles are required 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.

Occupancy

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

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 [Stretrader](#) requirements.
- We require proof of current Victorian RSA compliance for any exhibitor beverage sampling.

Cleaning and sanitisation

- Each exhibitor booth encouraged to provide sanitiser option.
- We recommend exhibitor booths sanitise high touch points frequently.



Start planning your next event

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