

COVID SAFE PLAN



NATIONAL
CONVENTION
CENTRE **Canberra**



OUR COMMITMENT
TO YOU

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DOCUMENT VALIDITY AS OF **February 2022**

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Capacity – licensed, 1/4sqm, 1/2sqm, 75%, 100%

Notes:

ACT Public Health Directions are followed and enforced including requirements to wear masks, use CBR Check-in, adherence to capacity limits and any other relevant health directions currently valid.

The Covid-19 ACT Government website is regularly used to update any provisions and venue practices to remain in line with current requirements of the ACT Government.

All Venue Covid Safe rules are then balanced and adjusted if required in line with any ACT Health approved event specific exemptions

The Venue Covid Safe plan is to be used in conjunction with each specific Event Covid Safe plan

RESPONSIBILITIES

General Manager has overall responsibility for ensuring the NCCC Covid Safe Plan is developed and maintained, communicated and adhered to.

Operations Manager is responsible for ensuring the NCCC Covid Safe Plan is up to date and accurate and in line with the current ACT Government Health Directions and guidance, IHG guidelines where applicable and industry best practice.

Operations Manager is responsible for the communication and training of the NCCC Covid Safe Plan to all operational staff and that the plan is followed at all times operationally.

Director of Sales & Marketing is responsible for ensuring all Sales, Event Planning and Reception staff are trained on the NCCC Covid Safe Plan and that it is followed by these staff.

Manager Events is responsible for ensuring the NCCC Covid Safe Plan is communicated clearly and accurately to clients during the event planning phase.

Heads of Department are responsible for ensuring their teams are adequately trained as per the NCCC Covid Safe Plan, that accurate records of training are kept as required and that their staff follow the NCCC Covid Safe Plan.

Heads of Department are responsible for ensuring their teams have all the necessary resources to carry out their roles in a Covid Safe manner and in line with the NCCC Covid Safe Plan.

TRAINING

All staff complete relevant Covid Safe training before returning to work and complete ongoing refresher training.

Extended IHG Covid Safe training programs completed by Management.

Staff briefings per event to include relevant Covid Safe requirements, regulation updates and event specific Covid Safe plan elements.

Staff WHS Committee consultation covers training.

Staff sign on process via NCCC QR code scan at the start of every shift includes a Health Declaration and so reminding them not to remain at work if sick, displaying any symptoms of Covid or having been to any COVID affected areas.

Records of training kept with HR or Department Heads.

Training to include correct hand washing and sanitising, infection protection control principals, correct use of PPE.

Resources include IHG, WHO and ACT Government.

STAFF HEALTH

All staff complete IPC principals training as well as Covid Safe training.

All staff complete WHO training on correct hand washing and hand sanitising, correct PPE use and sanitising including for the wearing of masks.

All staff are instructed to remain away from work if feeling unwell or displaying any symptoms of Covid-19, have been in close contact with a known active case of Covid-19, have travelled overseas in the previous 14 days or have been to a Covid affected area in the previous 14 days (refer www.covid19.act.gov.au).

Staff receive event briefings prior to each event covering relevant Covid Safe information such as that specific to the event in-house and their role in maintaining a Covid Safe environment.

At the start of every shift staff sign in using the CBR Check-in App and complete a health declaration including temperature testing via the NCCC QR Code sign on process. They are instructed when completing the form to report any symptoms of COVID-19 (symptoms list kept up to date from the [ACT Government COVID-19 site](https://www.act.gov.au/act/covid-19)) or any other reason they should not remain at work, to their supervisor immediately and arrangements are made for them to leave the venue straight away. They are directed to get tested if this is relevant depending on the reason for leaving the workplace.

A record of the sign in is maintained for at least 28 x days.

All staff clock on and off for every shift via the Kronos electronic clocking system.

General Manager and Operations Manager have completed Mental Health First Aid Training and Mental Health Wellbeing and Return to Work guides and resources are available via the IHG intranet Merlin.

All staff working from home complete the IHG or relevant Working From Home checklists to ensure their home working environment is suitable.

Clear messaging on good hygiene practices and staying away if unwell is displayed in multiple areas back of house.

Regular Work Health and Safety meetings are held and consultation on Covid Safe practices forms part of these meetings.

All staff are provided regular updates from senior management on any changes to relevant Government regulations and guidance or industry best practice relevant to being Covid Safe.

All staff involved in the direct service of food and beverage to guests, wear masks during service. Single use masks are available on every shift for all staff and multi-use masks are also used. Staff are permitted to wear their own masks if they are unbranded and single colour. Staff at the NCCC will follow ACT Health advice and NCCC standards when wearing masks.

Capacity limits are displayed on all back of house rooms and management to enforce these limits to ensure the work environment allows for social distancing.

SYMPTOMATIC - CUSTOMER

Signs are placed at all front of house entry points explaining that the venue management have the right to refuse entry and may insist that anyone with symptoms leave the event.

The NCCC and event organisers will distribute frequent messaging which encourages staff and attendees to stay home if they are unwell or have COVID-19 symptoms.

Customer reports to showing signs of COVID, NCCC staff to request the customer to immediately leave the venue and strongly recommend they seek out Covid-19 testing in accordance with the ACT's health guidelines. Details of Covid-19 testing clinics to be provided to the guest (up to date information on this obtained from the ACT Government Covid website). At all times, staff to maintain social distancing when attending to the guest. If staff are required to assist the customer in any way, they are required to first put on appropriate PPE.

The customer is not to re-enter the venue and NCCC management in conjunction with the client communicate this and enforce this. If they have belongings, inside arrangements are made to have these belongings brought to the customer ensuring PPE is used to minimise any risk of transmission.

the main event client / organiser is informed we have a guest attending the event that is displaying symptoms of Covid-19 and we have requested they leave the venue and strongly recommended they seek out Covid-19 testing, in accordance with ACT's health guidelines.

Notify General Manager & Operations Manager if they are not involved.

Clean and sanitise any areas known where the customer has or is likely to have touched or been.

Consider who the person has been in close contact with. If instructed by health official you may have to tell close contacts they have been exposed and follow advice on self-isolation.

Complete IHG incident report.

Follow all directions provided by ACT Health including communication to clients, staff and any direction to close.

NCCC to then report to Worksafe ACT, even though ACT Health will be aware.

Whether NCCC has to cease operation is dependent on advice from ACT Government.

An isolation room is available if needed but preferred process is for all guests with COVID symptoms to immediately move outside of venue and seek out Covid-19 testing.

SYMPTOMATIC - STAFF

Team member arrives at work and takes their temperature as per standard practice and records temperature of more than 37.5 degrees and/or is displaying other symptoms of Covid-19.

Manager to assess team member outside of the venue asking the staff member about other symptoms, where they have recently been, and whether they have been in contact with any known positive cases. Manager and staff member to maintain social distancing and use PPE to minimise risk of transmission.

Staff member to remain outside venue and have someone wearing PPE collect their belongings for them.

Strongly recommend that the individual seek out COVID-19 testing in accordance with ACT Health guidelines. NCCC to provide locations of the testing clinics.

After person has left area, clean and disinfect the areas. USE PPE when cleaning.

Consider who the person has been in close contact with. If instructed by health official you may have to tell close contacts they have been exposed and follow advice on self-isolation.

Complete IHG incident report.

Follow all directions provided by ACT Health including communication to clients, staff and any direction to close.

If team member tests positive, they must self-isolate in accordance with ACT Health guidelines.

NCCC to then report to Worksafe ACT, even though ACT Health will be aware.

Whether NCCC has to cease operation is dependent on advice from ACT Government.

GOOD HYGIENE

Hand sanitiser stations are provided throughout the building including all entry/exit points and foyers. The Facilities Management team monitor and replenish on a regular basis, and prior to each event.

Signage reminding staff and guests to maintain good hygiene is displayed throughout back of house areas, foyers, on entry and via digital signage throughout the building.

Audio announcements reminding guests to regularly wash and sanitise their hands are made via the in-house PA system during events on arrival and during all breaks.

Touchless hand wash facilities are in all front of house bathrooms and are regularly monitored during events by the Facilities Management team.

Sanitising wipes are provided in all bathrooms.

Signage on correct handwashing is displayed in all bathrooms.

All staff complete Covid Safe training including IPC protocols.

All staff directly involved in the service of food and beverage to guests wear masks during service. Single use masks are available for staff. Staff are permitted to wear their own mask if single colour and unbranded.

Current ACT Public Health Directions on the wearing of masks for staff and guests are enforced in conjunction with the Event Organiser

Clients are encouraged to reinforce good hygiene messaging in pre and onsite communication to attendees.

CONTACT TRACING

NCCC has registered and is using the Check-in CBR app for all attendees of the Convention Centre. For clarity the NCCC registered CBR Check-in App is used for all events at the NCCC. NCCC and the Event Organiser will use best endeavours to ensure all attendees check in using the CBR Check-In App. This obligation is clearly discussed with every Event Organiser during the planning phase of their event. The CBR Check-in App is also used for all staff and contractors.

In addition to using the CBR Check-in App for all attendees, contractors and other event personnel, all events must have a formal registration process or be a ticketed event. In using the ticketing or registration process, attendees are advised not to attend if feeling unwell, have been in close contact with a known active case of Covid-19, have travelled overseas in the previous 14 days or have been to a Covid affected area in the previous 14 days (refer www.covid19.act.gov.au).

Multiple locations throughout the venue have the CBR Check-in App displayed including on all entry points and reception.

Digital contact tracing methods are strongly encouraged.

Process in place to enable NCCC staff to sign in guests via the CBR Check-in App for those unable to complete themselves. Manual sign in forms are only available for events for an instance where we are unable to use the CBR Check-in App or other digital sign in processes such as during a loss of internet and mobile access. Records of these manual sign in forms are kept by NCCC for 28 x days in a central folder stored in the Admin Office.

All NCCC Staff sign on at the start of every shift via the CBR Check-in App and the NCCC QR Code which includes a health declaration and temperature testing record. Additional roster records are kept via Kronos rostering and electronic sign on system.

All NCCC contractors are required to use the CBR Check-in App.

CAPACITY CONTROL

ACT Government Health Directions are regularly monitored by the General Manager and Operations Manager to ensure current regulations and guidance is understood and adhered to.

Capacity limits are enforced as per the current applicable ACT Public Health Directions.

All relevant staff including event planning and operations are provided regular updates as regulations and guidance are changed.

Every event has a dedicated in-house Event Planner to work with the client to ensure floor plans and general event details adhere to capacity guidelines.

Room capacities are displayed outside rooms and on entry to the building and these are updated based on regulations, event Covid Safe plans, ACT Health approved exemptions.

Room floor plans as required are developed in line with the current ACT Health Public Health direction and are cited by the Operations Manager per event prior to room set up.

Room set ups are as per the Banquet Event Order.

Duty Managers check on rooms during the event to ensure capacity limits are adhered to.

Exhibition floor plans are cited by the Operations Manager in advance to ensure compliance with venue Covid Safe principles and ACT Government Public Health Directions and any specific ACT Health approved exemptions.

Capacity monitoring processes are agreed during event planning with the client and these processes are checked during the event for compliance by the Floor Manager.

SOCIAL DISTANCING

All staff receive training on IPC principals and Covid Safe practices including the importance of social distancing.

Social distancing signage is displayed on all front of house entry points to the building using ACT Government posters.

Social distancing signage is displayed on digital signage throughout the building and social distancing behaviours via regular PA announcements.

Social distancing signage is displayed via floor decals in high congestion points such as at reception, registration and at coffee cart service lines.

Additional floor markings are used as required for both indicating one-way traffic flow and social distancing.

Clients are encouraged to provide messaging both pre event and during the event reminding attendees to maintain social distancing wherever possible.

Capacity is managed in line with ACT Public Health Directions and any ACT Health approved exemptions and to enable social distancing wherever possible. This includes consideration for room layout and setting of furniture.

PEOPLE FLOW

Venue access is controlled with one-way entry and exit flows as well as ACT Government Covid Safe posters, relevant updated Health Direction notices and capacity limits.

All front of house building entry points are controlled during events depending on the specific event Covid Safe plan in line with registration and contact tracing processes.

One-way entry and exit flow is created via signage and bollards.

A dedicated Covid Safe Marshall is provided per event to monitor Covid Safe practice and take action as required. This is a senior operations staff member.

Ushers may be provided, as per event Covid Safe plans, to assist in managing people flow and to ensure bottlenecks and crowding are avoided.

In-house Event Planner works with the client on scheduling to minimise congestion such as staggered session breaks, extended meal periods.

When there are multiple events, breaks are scheduled during the pre-event planning phase to avoid cross over of guests between events and avoid congestion of bathrooms. Arrival and departure times for events are also planned and managed to ensure there is not cross over between events – ie two events are not permitted to have the same arrival time or must use separate entrances.

Any potential congestion points during an event are highlighted during the event planning process and mitigation and traffic flow measures are put in place to control the risk. These can include pre-registration for conferences, staggered registration periods with allocated time periods, allocated times that attendees can be onsite and limited onsite ticket collection.

When catering stations are set up within NCCC, flow of patrons will be considered to minimise the possibility of queues forming and ensuring cross traffic does not occur, also taking into considering venue capacity and density to meet current health direction.

One-way flow is used where this aids in social distancing and in better people flow such as in an exhibition environment. Floor markings, signage and ushers are used to assist in this.

MANAGEMENT OF MULTIPLE EVENTS

Where reasonably practicable, clients with large events are encouraged to take exclusive use of the NCCC to avoid multiple events at the same time.

Where there are multiple events, where reasonably practicable events are located on separate floors, and entry and exit flow and timing between events is managed to minimise any crossover between event attendees – ie two events are not permitted to have the same arrival time or must use separate entrances.

Separate areas are provided for registration, catering and other related event activities to reduce crossover of attendees.

Event schedules are managed in consultation with clients to avoid separate events taking breaks at the same time to minimise crossover of guests using bathroom facilities. Where possible, each event has separate, proximate bathrooms. Heightened cleaning is maintained where more than one event is required to use the same bathroom facilities.

If required event staff are deployed to assist in the flow of attendees to avoid the crossover of guests between events.

Where reasonably practicable, separate front of house event staff are deployed per event and do not work across the events.

Clients are consulted with during the planning phase of the event to ensure event design and scheduling is prepared to minimise the risk of crossover and exposure of attendees between events.

REMOVAL AND MANAGEMENT OF HIGH TOUCH POINTS

All staff complete approved IPC training as well as IHG Way of Clean online training.

IHG approved sanitiser and PPE is used in line with industry best practice and approved guidelines.

High touch points are cleaned and sanitised every two hours during events.

Standard set ups are reviewed on a regular basis by the Operations Manager and Event Services Manager to ensure they are in line with IHG and industry best practice and where ever practicable, high touch items are removed from use.

Correct PPE is used and staff trained in the correct use and sanitisation of PPE.

Encore and other Audio Visual contractors are required to provide processes for regular sanitisation of lecterns, microphones and other high touch equipment including in between changeover of presenters.

CLEANING AND SANITISING

IHG provides online guides and training on the correct use of cleaning and sanitising chemicals and equipment and staff are trained in this with training records kept by HR or Department Heads.

Cleaning records are maintained in bathrooms.

Key areas of the operation have specific cleaning and sanitising checklists detailing what, how and how often.

Dedicated in-house facility management team conduct cleaning both of front of house and back of house areas.

All high touch points in public areas are cleaned and sanitised every two hours during events.

High touch points in session rooms are cleaned during breaks.

Cleaning and sanitising processes are reviewed regularly by the Facility Manager and Operations Manager.

Cleaning and sanitising is monitored and checked by both the Facility Manager and Operations Manager on a regular basis to ensure compliance and high standards are maintained.

Approved cleaning and sanitising products are provided to all staff to clean and sanitise their work areas / stations.

Rentokil provide regular ongoing pest control services.

COMMUNICATION

Staff training as previously detailed.

Pre event briefings are conducted for event staff covering relevant Covid Safe information prior to every event.

ACT Government signage is displayed on all front of house entry points covering basic Covid Safe principals and any relevant ACT Health directions.

Room capacities are displayed on entry to the building and every room in use.

PA announcements in rooms and foyers are made reminding attendees of basic Covid Safe principles

During the event-planning phase, clients are encouraged to provide communication in the lead up to the event to all attendees communicating general and event specific Covid Safe practices, including to not attend if feeling unwell or displaying any symptoms of Covid-19, have been in close contact with a known active case of Covid-19, have travelled overseas in the previous 14 days or have been to a Covid affected area in the previous 14 days (refer www.covid19.act.gov.au). Clients are also encouraged to provide pre-event communication that physical distancing may not be possible at all times as larger gathering sizes are approved at the venue and more than one event may be on at the venue at the one time.

Event Covid Safety Plans are reviewed by the in house Event Planner managing that event and the Operations Manager and or General Manager is consulted as required to ensure the Event Covid Safe Plan complies with current Health Direction requirements.

Clients are encouraged to meet with their in-house Meeting Planner and the Operations Manager to discuss their Covid Safe plan in detail.

A formal hand over is conducted pre-event with the client, our in-house Meeting Planner and Duty Manager, and the Covid Safe plan is covered in detail so there is clear understanding of responsibilities.

The NCCC Duty Manager ensures compliance to the Event and Venue Covid Safe Plan and consults with the client on any issues that need to be addressed.

CATERING

All staff trained as previously detailed.

Wherever possible high touch items are removed from set ups and service.

Service conducted in line with current ACT Public Health Directions.

Staff use correct PPE where required or advised including masks, gloves and the use of sneeze guards where appropriate.

Staff that interact with guests for the service of food and beverage to wear masks.

When self-serve buffets are set up within NCCC, flow of patrons will be considered to minimise the possibility of queues, and ensuring cross traffic does not occur. Venue capacity and density to meet current Health Directions will also be considered and managed.

Self-serve buffets will be supervised by NCCC service staff who are wearing masks.

Service tongs will be changed regularly during the service at least twice per hour.

A sanitiser station will be set up before each self-serve buffet so all attendees can use before using the self-serve buffet.

During event planning our in-house Meeting Planner works with the client so scheduling, set ups, catering style and layout is designed to avoid congestion during breaks and is in line with current ACT Government Health Directions.

For plated sit down meals, glassware is placed upside down for set up and prior to guest arrival at table, cutlery set per individual place setting, butter and bread served once guests are seated, service staff wear gloves and masks during service.

Staff clearing, wear gloves and masks.

CAPACITY

Official licensed capacity and capacity based on 1/4sqm, 1/2sqm, 75% and 100% capacity

| MEETING ROOM | SQM | Licensed Capacity | 25% | 50% | 75% | 100% |
|--------------------|-----|-------------------|-----|------|------|------|
| Royal Theatre* | | 2448 | 612 | 1224 | 1836 | 2448 |
| Bradman Theatre | 360 | 287 | 71 | 143 | 215 | 287 |
| Menzies Theatre | 180 | 165 | 41 | 82 | 123 | 165 |
| Nicholls Theatre | 180 | 165 | 41 | 82 | 123 | 165 |
| Sutherland Theatre | 170 | 135 | 33 | 67 | 101 | 135 |

| MEETING ROOM | SQM | Licensed Capacity | 1/4sqm | 1/2sqm | 75% | 100% |
|---------------------------------|------|-------------------|--------|--------|------|------|
| Royal Theatre (flat floor area) | 749 | 750 | 187 | 375 | 562 | 750 |
| Exhibition Hall (2000sqm) | 2000 | 2000 | 500 | 1000 | 1500 | 2000 |
| Ballroom (closed) | 658 | 500 | 164 | 329 | 375 | 500 |
| Ballroom (open) | 762 | 700 | 190 | 381 | 525 | 700 |
| Torrens Room | 90 | 80 | 22 | 45 | 60 | 80 |
| Swan Room | 155 | 140 | 38 | 77 | 105 | 140 |
| Murray Room | 170 | 170 | 42 | 85 | 127 | 170 |
| Fitzroy Room | 170 | 170 | 42 | 85 | 127 | 170 |
| Derwent Room | 95 | 80 | 23 | 47 | 60 | 80 |
| Conference Office | 35 | 30 | 8 | 17 | 22 | 30 |
| Boardroom 1 | 27 | 27 | 6 | 13 | 20 | 27 |
| Boardroom 2 | 27 | 27 | 6 | 13 | 20 | 27 |
| Executive Room | 90 | 90 | 22 | 45 | 60 | 90 |

| FOYER AREAS | SQM | Licensed Capacity | 1/4sqm | 1/2sqm | 75% | 100% |
|------------------|------|-------------------|--------|--------|-----|------|
| Main Foyer | 1100 | 1000 | 275 | 550 | 750 | 1000 |
| Theatrette Foyer | 400 | 200 | 100 | 200 | 150 | 200 |
| Ballroom Foyer | 300 | 200 | 75 | 150 | 150 | 200 |
| Gallery Foyer | 390 | 250 | 97 | 194 | 187 | 250 |

PLEASE NOTE:

- Royal Theatre capacity is based on the full seated capacity
- Capacities are subject to change according to changes in ACT Health Directions.
- Capacity may be reduced pending the nature of a room set up or use – please refer to your Event Manager for final capacity.