

# VenueSafe Plan

Keeping our  
community safe



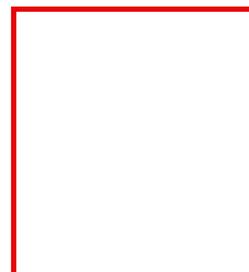
## Important

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 Team**

[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 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](https://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 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.

## Public events framework

The VenueSafe Plan is MCEC's approved COVIDSafe Events Plan in place under the [Victorian Government's Public Events Framework](#) that allows events of up to 10,000 attendees to take place at MCEC, subject to the approved public health risk mitigations outlined in the approved plan being in place.

Therefore customers do not need to take any additional action under the Public Events Framework and should correspond directly with MCEC. MCEC will manage communications and provision of any additional requisite information to DJPR and DHHS on behalf of its customers.



## 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 onsite.

### **Employee**

Persons directly engaged in employment by MCEC.

### **DHHS**

Department of Health and Human Services.

### **DJPR**

Department of Jobs, Precincts and Regions.



# Contact tracing

Download the [Service Victoria App](#) for a quicker check-in at the venue.



# 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)

**Victorian Government**  
[coronavirus.vic.gov.au/public-eventsinformation-for-organisers](https://www.coronavirus.vic.gov.au/public-eventsinformation-for-organisers)

**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.

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



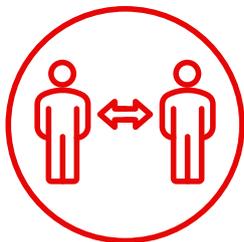
VenueSafe Advisors and COVID Marshals.



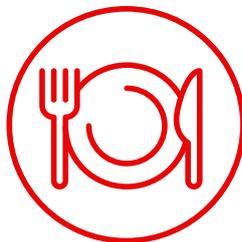
Event only access. Event ticket or registration required.



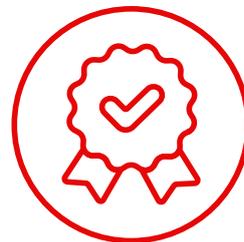
Increased sanitisation and cleaning.



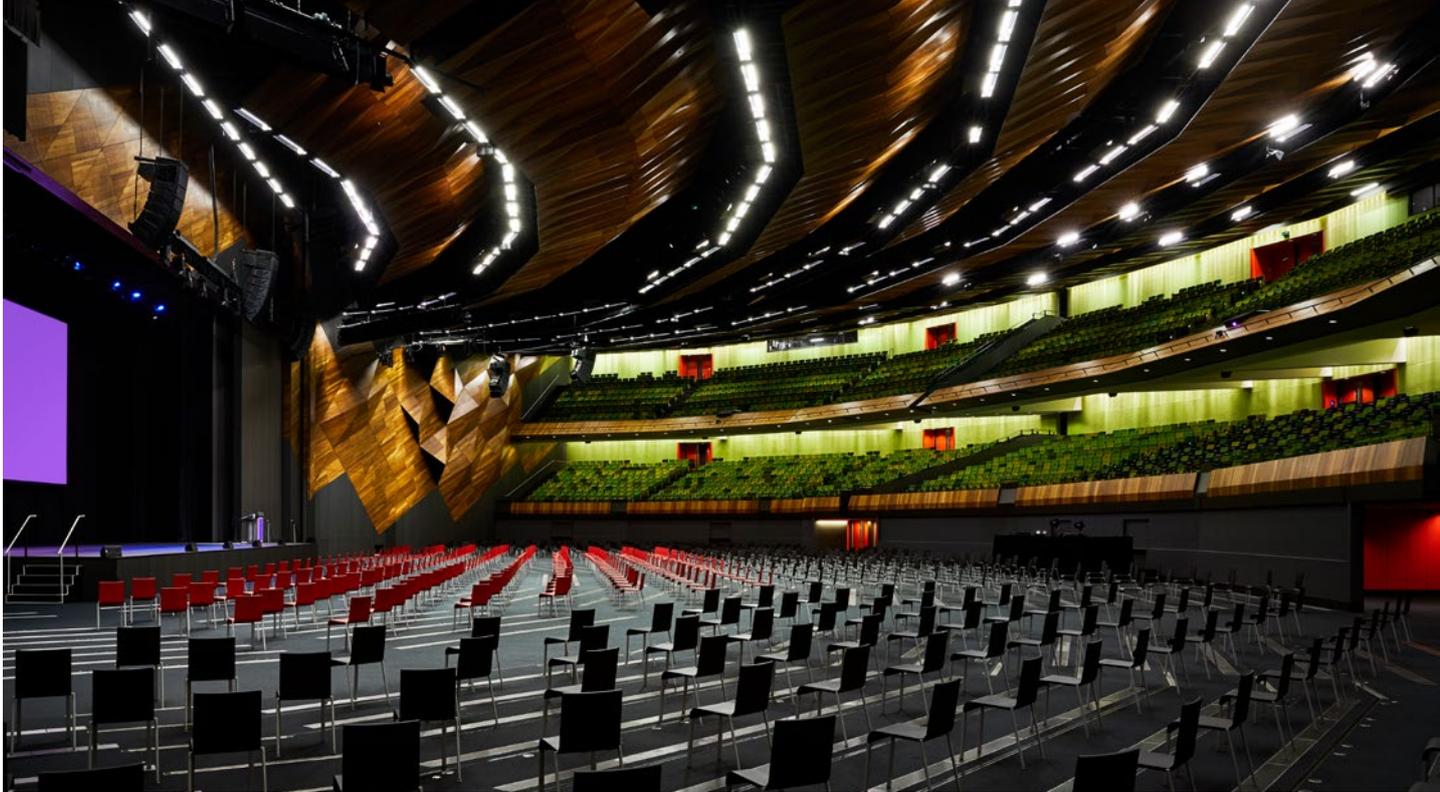
Physical distancing.



Safe food and beverage service.



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 restrictions 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

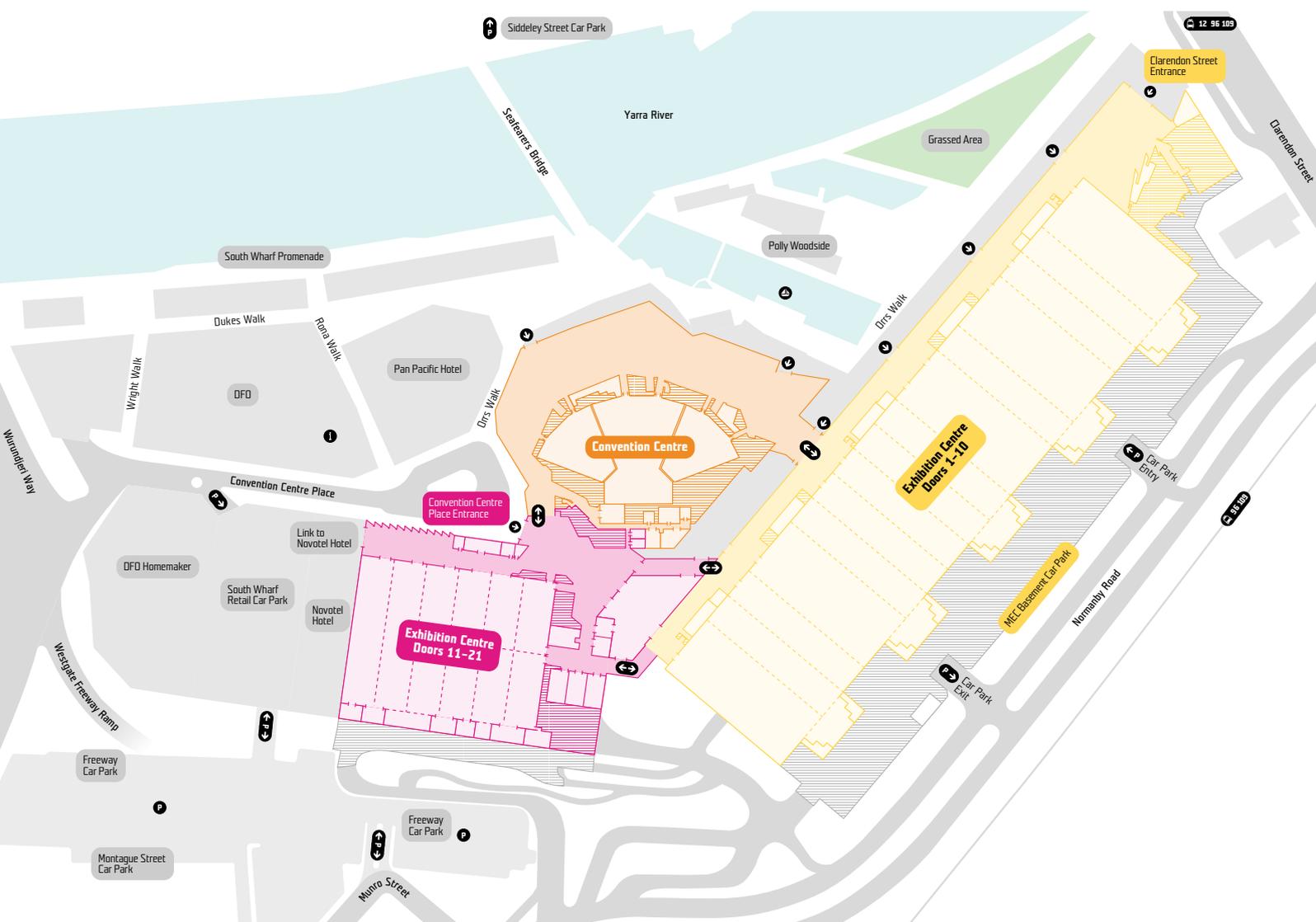
MCEC is open to events and visitors in attendance. Access to events is permitted based on event registration or ticket access only, no unregistered attendees are permitted to access events.

## 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. 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. For the purposes of contact tracing, all visitors are required to check in via the Victorian Government QR code. Download the [Service Victoria App](#) for a quicker check-in.
3. All visitors are required to undergo hand sanitisation on arrival. Visitors may also be required to undergo temperature checks before entering the venue.
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 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 health and safety measures outlined in MCEC's VenueSafe Plan, available at [mcec.com.au/venuesafe](https://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.

## Contact tracing

In accordance with Victorian Government guidelines to assist with rapid contact tracing in the event of a confirmed coronavirus (COVID-19) case, it is the responsibility of the customer to collect all individual attendees (including visitors, event staff and contractors) contact details (inclusive of contact name and phone number).

In accordance with the Victorian Government guidelines, customers must maintain attendee records for 28 days post event.

In addition to pre-event collection of contact details, all visitors will be required to check-in via the Victorian Government QR code upon entry to the event space. Customers must include a check-in reminder at the beginning of event day and are encouraged to include an event specific QR code (supplied by MCEC) in their on site collateral.

### Note

For events that are already onsale, or registered with ticketing vendors that are unable to capture contact tracing information (name and contact number) for each individual ticketed visitor, not just the ticket purchaser: a maximum limit of six tickets applies and customers must implement QR code check-in verification at event entry.

MCEC encourages visitors download the [Service Victoria App](#) for a quicker check in at the venue.

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



# Play your part to keep our community safe



Stay at home if you are feeling unwell and get tested if you have any symptoms of coronavirus (COVID-19).



Show event ticket or registration on arrival.



Wear a mask in line with Victorian restrictions.



Download the Service Victoria App for a quicker check-in at the venue.

# 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

### PA announcements

Regular announcements are made on the venue's PA system reminding visitors of key health messages including, physical distancing, hand hygiene and the latest advice from health authorities.

### 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 and COVID Marshals are also 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.



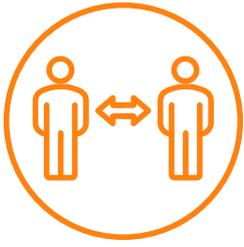
## On-site care

In the event that an individual is feeling unwell and experiencing coronavirus (COVID-19) symptoms, they will be escorted to an isolation room and directed for offsite medical 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
- Contact tracing
- Conditions of entry
- Cleaning and Hygiene
- Floor plans and Capacities
- VenueSafe practices by event type.

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
- Ensure all visitors are pre-registered and provided with an event registration or ticket.
- Visitors are aware they will be required to check-in via the Victorian Government QR code on arrival.
- Customers to encourage visitors to download the Service Victoria app for a quicker check-in at the venue.
- 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

Capacities have been updated for all meeting room and theatre spaces to operate at 100% seated capacity. All non-seated event spaces and styles must operate with strict adherence to one person per two square metres density limit. In addition to the density limit and capacity of your event space, floor plans and capacities are subject to any public gatherings and venue limits 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

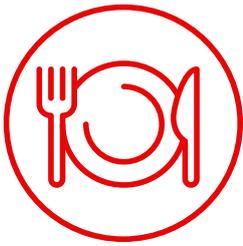
The frequency of cleaning and disinfecting restrooms has increased across the venue. Customer service staff are also available to monitor crowds around these areas. MCEC can assist organisers to stagger start, finish and break times to meet physical distancing requirements in restrooms as far as reasonably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



# We have adapted our retail and catering offering to provide a safe and secure environment for our visitors and employees.

## 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 kitchen team are taking the following additional precautions:

- Additional personal protective equipment.
- Controlled kitchen traffic flow.
- Food preparation area access restricted to kitchen employees only.
- Increased cleaning and sanitisation training.
- Increased frequency of cleaning and sanitisation across all high touch points such as kitchen surfaces and handles.
- Physical distancing.

## 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 to comply with one person per 2sqm density limits.
- Staggered break times to manage capacity in all 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.

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:

- All seating areas have been set to comply with one person per 2sqm density limits.
- Increased cleaning schedule to include cleaning and disinfecting of all front of house furniture and surfaces.
- All 'grab and go food' take away items available to purchase from cafes, kiosks and pop-ups will be available for selection in sealed containers or packaging.
- Clean Keep cups can be utilised at retail outlets, MCEC cannot clean cups on behalf of visitor.
- 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.

Please contact your Event Planner for further information regarding your retail requirements.

## 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.
- All speakers preparation spaces include maximum room capacity signage. Customers should consider adjusting event usage schedules to accommodate reduced room capacities.
- Increased sanitisation and cleaning will impact event run times please allow additional time in your event schedule.

Please contact your Technology Planner for further information.

## Loading dock

- As a condition of entry, anyone requiring access to the loading dock is required to check-in via the Victoria Government QR code for contact tracing purposes.
- Loading docks remain secured at all times with access granted to contractors and suppliers by logistics employees located at loading dock entry points.
- 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.
- To manage physical distancing during event bump in/out, customers must detail how they will manage contractor access in their COVIDSafe plan.

## 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.



## Contractors and suppliers

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

Contractors are required to submit their own COVIDSafe Plan to reduce the risk of coronavirus (COVID-19) for review prior to coming onsite.

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

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

## 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 DHHS recommendations.

MCEC is also working with its stakeholders to ensure all relevant parties have undergone the Australian Government's Infection Control online training module.



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

# VenueSafe practices by event type



## Meeting or conference

The following practices are in place for managing a meeting or conference. MCEC will work alongside customers and contractors to ensure a COVIDSafe event.

### Attendee management

- Where possible visitors are to remain in the same session room for the duration of the event day, any transitions between rooms are to be minimised.
- Catering to be provided in the foyer adjacent to the event space.
- All foyers servicing event spaces must adhere to maximum capacities based on the one person per 2sqm density limit.
- A combination of physical distance signage, event security and key health message announcements will be utilised to maintain traffic flow, physical distancing and COVIDSafe practices while visitors are in foyer spaces.

### Contact tracing

- Pre-event ticket allocation or event registration to provide a record of all visitors for contact tracing.
- Customers must maintain a complete list of all individual event stakeholder details for contact tracing purposes, including visitors, event staff and contractors. Attendee records must be securely stored for 28 days post event and available at anytime should DHHS request.
- All attendees are required to check-in via the Victorian Government QR code on entry to the venue.
- Customers must include check-in reminder at the beginning of each event day and are encouraged to include event specific QR code (supplied by MCEC) in their on site collateral.

If you are organising a conference/exhibition please also refer to exhibition VenueSafe practices.

## Exhibition

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

### Attendee management

- Dedicated entry and exit to all exhibition spaces to create one way traffic flow into and out of exhibition spaces.
- Event security and COVID marshals to maintain traffic flow, physical distancing and COVIDSafe practices throughout exhibition space at all times.
- Event security to manage entry and exit points.
- MCEC PA announcements throughout exhibition space to emphasise key health messages.
- Exhibition organisers encouraged to use MCEC's [Visitor Welfare Signage artwork](#) to reinforce key health messages displayed throughout the venue.
- Aisle capacities to be managed by minimum one COVID marshals per 2 exhibition bays.
- 3m standard aisles required throughout Exhibition Bays 1–26 exhibitions.
- Exhibition occupancy is calculated for the one person per 2sqm density limit with the formula of total space minus the build space then divided by two. The build space is not included in the available space calculation.
- Final event exhibition floorplan will be required from the stand builder for MCEC's review in adherence to one person per 2sqm rule.

### Ticketing and sessions

- Time based sessions allow MCEC and customers to manage the number of visitors in exhibitions at one time while strengthening DHHS's contact tracing response to a single session group rather than an entire visitor base.
- Exhibitions must always adhere to 1 person per 2sqm occupancy, ensuring to count in/out attendees.
  - For exhibitions with more than 7,500 patrons in attendance over the event day, time-based sessions will be implemented.
  - Any exhibition or conference/ exhibition with multiple sessions groups must allocate a minimum of 60 minutes for session group turnover. Session turnover must include high touch point sanitisation of entire exhibition footprint.

## Contact tracing

- Pre-event ticket allocation or event registration to provide a record of all visitors for contact tracing.
- Customers must maintain a complete list of all individual event stakeholder details for contact tracing purposes, including visitors, event staff and contractors. Attendee records must be securely stored for 28 days post event and available at anytime should DHHS request.
- Recommended exhibitors implement contact tracing at their booth via [Victorian Government QR code](#) to enhance contact tracing throughout the exhibition.
- All attendees are required to check-in via the Victorian Government QR code on entry to the event space. Customers are encouraged to include event specific QR code (supplied by MCEC) in their on site collateral.

## 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*

- Retail alcohol sales permitted provided visitors consume alcohol in dedicated retail bar areas.
- MCEC requires RSA officer/s to oversee the management of RSA when alcohol is available and assist event security in monitoring crowd behaviour.
- Seating provided for all retail bar areas and standing capacity, compliant with one person per 2sqm requirements.
- 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.

### *Cocktail and pre-function events*

Under 1,000 pax attendance (within exhibitions):

- All food and beverage service delivered by MCEC Catering staff, provided by tray service direct to attendees, supplemented by catering stations where required.
- All food and beverage service contained within exhibition footprint.
- MCEC requires RSA officer/s to oversee the management of RSA when alcohol is available and assist event security in monitoring crowd behaviours.

## Cleaning and sanitisation

- Exhibition organisers and exhibitors must align with MCEC's increased cleaning and sanitisation standards.
- Each exhibitor booth to provide sanitiser.
- Exhibitor booths high touch points to be sanitised every 30–45 minutes.
- Licensed area cleaner to comply with increased cleaning frequency, cleaning high touch points on rotation every 30–45-minutes.

## Food and wine

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



## Attendee management

### *Gala event and stand alone cocktail event under 1,000pax attendance*

With pre-event function under 1,000 pax attendance:

- Food and beverage service delivered by MCEC Catering staff, provided by tray service direct to attendees, supplemented by catering stations where required.

## Contact tracing

- Pre-event ticket allocation or event registration to provide a record of all visitors for contact tracing.
- Customers must maintain a complete list of all individual event stakeholder details for contact tracing purposes, including visitors, event staff and contractors. Attendee records must be securely stored for 28days post event and available at anytime should DHHS request.
- All attendees are required to check-in via the Victorian Government QR code on entry to the event space. Customers must include check-in reminder at the beginning of event and are encouraged to include event specific QR code (supplied by MCEC) in their on site collateral.

## 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.

### *Gala events (seated)*

All beverages will be served to the table by MCEC catering staff. Table bottle service will be permitted and only replenished when empty.

### *Stand-alone cocktail and pre-event functions*

Under 1,000 pax attendance:

All beverage service delivered by MCEC Catering staff, provided by tray service direct to attendees and approach bars.

## Dance floors

- As per standard dance floors are manned by event security, with no alcohol or glassware permitted on the dancefloor.
- Dance floors are permitted with a density quotient of one person per 2sqm.
- Dance floor guard to disperse guests if capacity becomes congested on designated dance floor or above capacity.
- Restrictions for dance floors are informed by the [Victorian Government Hospitality Guidelines](#).

## Concert or ticketed event

The following 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

- Only seated events are permitted in fixed theatre spaces (Plenary, Goldfields Theatre and Clarendon Auditorium).
- All concert or ticketed event seating allocations must be individual or by group booking.
- Each group bookings must not exceed 6pax.
- No general admission (freestanding) concert/ticketed events permitted.
- 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.
- During event breaks visitors are encouraged to return to their allocated seats as soon as possible to minimise co-mingling in the foyer space.

### Contact tracing

- Pre-event ticket allocation or event registration to provide a record of all visitors for contact tracing.
- Customers must maintain a complete list of all individual event stakeholder details for contact tracing purposes, including visitors, event staff and contractors. Attendee records must be securely stored for 28 days post event and available at anytime should DHHS request.
- All attendees are required to check-in via the Victorian Government QR code on entry to the event space. Customers must include check-in reminder at the beginning of event and are encouraged to include event specific QR code (supplied by MCEC) in their on site collateral.



## 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.
- Visitors are encouraged to maintain physical distancing in foyer and retail spaces and to move to their seats once beverages have been purchased. COVID Marshalls and event security to be in position to manage traffic flow.
- Limited foyer seating available to discourage co-mingling.
- MCEC operates as a cashless venue to reduce the risk of COVID-19 transmission.

## Ticketing

- MCEC Ticketing Design Guidelines must be strictly followed.
- **MCEC must review ticket proof before ticket sales commence.**
- Customers are highly recommended to engage a ticketing agent that can:
  - Create a sales plan and ticketing allocation that allows for group bookings of no more than 6pax.
  - Collects individual attendee details in the booking process for contact tracing compliance.
- On-site ticket sales permitted, provided individual attendee contact details are collected at point of purchase and any on-site sales must be completed prior to entering the event space.

## 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 be offered. Hot food is permitted inside Plenary and Goldfields Theatre during COVID restrictions only.
- All visitors will be directed back to seats by COVID Marshalls and event security once purchase complete.
- Customers will be 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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