



MELBOURNE
ROYAL

Melbourne Royal COVID Safe Venue Plan

Melbourne Showgrounds

Important

Melbourne Royal must be notified immediately of any coronavirus (COVID-19) related incident or illness that is identified either during, or following attendance, at the Melbourne Showgrounds.

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Introduction

The coronavirus (COVID-19) pandemic has had an unprecedented effect on the events industry throughout Australia.

The Melbourne Showgrounds, a 50% Victorian Government owned venue that was established at this location in 1882 and subsequently re-developed in 2006, is Melbourne's largest and most versatile venue, offering unique, flexible indoor and outdoor spaces designed to host a variety of events and activities including exhibitions, festivals, business events, celebrations and much more. The Melbourne Showgrounds is operated by the Melbourne Royal on a long-term lease.

The venue's unique physical design and vast spaces (that is, 13 principal structures spanning over a 19 Ha site), enables simultaneous use of multiple venues and outdoor areas, and the ability to significantly social distance throughout the site, whilst ensuring safe and controlled ingress and egress of our patrons.

The impacts of the pandemic have required Melbourne Royal to rethink our operating protocols and how we deliver events. Melbourne Royal's COVID Safe Venue Plan (the Venue Plan) is designed to reassure our stakeholders that Melbourne Royal® operates a safe environment with control measures in place to give attendees confidence in this changing environment. All employees, visitors, clients, and contractors can have the utmost confidence that Melbourne Royal has developed a comprehensive Venue Plan, in consultation with industry experts and subsequently approved by the relevant authorities, that employs risk mitigation principles to ensure the health and safety of all.

For more information and updates on Melbourne Royal's COVID Safe Event Plan, refer to the following link -

<https://www.melbourneshowgrounds.com/>

Purpose

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

The Venue 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 Melbourne Royal ®'s commitment to providing a safe and secure environment.

State Government – Public Events Framework

The Melbourne Royal COVID Safe Event Plan (the 'Plan') is now in place in accordance with the Victorian State Government Public Events Framework Approval pathway, which allows for events exceeding 30,000 attendees to take place at the Melbourne Showgrounds, subject to the approved public health risk mitigations outlined in this Plan being in place and is contingent on all staff and industry participants complying with the current *Pandemic (Open Premises) Order 2022 No. 5*.

Therefore, event organisers do not need to liaise with the Dept of Health in seeking guidance on the COVID Safe Settings applying to their event but should correspond directly with the Melbourne Royal Events Team. Melbourne Royal will manage communications and provision of any additional requisite information to the relevant government agencies on behalf of its clients.

Definitions

Visitor/Attendee

Any persons visiting the venue to attend or participate in an event at the Melbourne Showgrounds or any persons who utilise the facilities within this precinct.

Clients

Any persons, businesses or organisations that have engaged into a commercial agreement with Melbourne Royal to organise an event at the Melbourne Showgrounds, such as exhibition organisers, professional conference organisers and/or tour promoters.

Event contractor

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

DJPR

Department of Jobs, Precincts and Regions.

Melbourne Royal Contractor

Any persons, businesses, or organisations that Melbourne Royal directly engages to provide materials, labour or to perform a service, such as repair and/or maintenance activities.

Event supplier

Any persons, businesses or organisations that are involved in the delivery and collection of items and materials on behalf of Melbourne Royal or their clients. These individuals, businesses or organisations must always only operate within the designated area approved for their event.

Employee

Persons directly engaged in employment by Melbourne Royal.

DHHS

Department of Health and Human Services.

Open Premises Order

Directions from the Chief Health Officer in accordance with emergency powers arising from the declared state of emergency and issued pursuant to section 200(1)(d) of the *Public Health and Wellbeing Act 2008*.

The objective of this Order is to impose obligations in relation to vaccination against COVID-19 and other requirements, to address the serious public health risk posed to Victoria by COVID-19 upon: -

- operators of certain open premises in the State of Victoria; and patrons that attend those premises.

Considerations

The standards and guidelines in the Plan have been developed in line with the Victorian and Federal Government's directions and in consultation with our industry partners and associates.

With such a complex and constantly evolving landscape, it is highly recommended that our clients confirm with the below organisations daily, in order to be informed of the latest and most up-to-date information.

Australian Department of Health

<https://www.health.gov.au/>

Victorian Government

<https://www.coronavirus.vic.gov.au/events>

Victorian Dept of Health

<https://www.health.vic.gov.au/covid-19/open-premises-order>

World Health Organisation

<https://www.who.int/>

Safe Work Australia

<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.

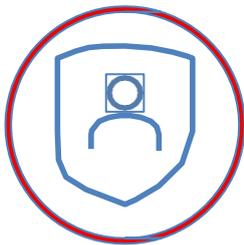
The OH&S Act seeks to protect the health, safety and welfare of employees and other people at work. It also aims to ensure that the health and safety of the public is not put at risk by work activities.

Melbourne Royal's COVID Safe Venue 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), the current *Pandemic Open Premises Order* and the World Health Organisation (WHO).

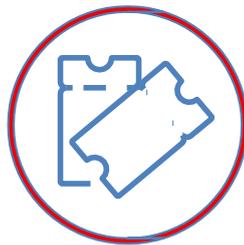
Disclaimer

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 circumstance or situation. In any important matter, you should seek appropriate independent professional advice in relation to your own circumstances. Melbourne Royal accepts no responsibility or liability for any damage, loss and expense incurred as a result of reliance on the information contained in this Plan.

Our COVID Safe practices ensure Melbourne Showgrounds operates as a safe and secure environment for all attendees.



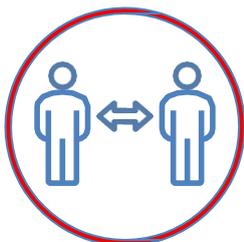
Melbourne Royal® Operations Staff, Events Team and COVID Marshals.



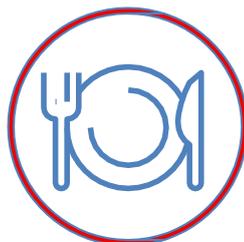
Event only access. Event ticket or registration required.



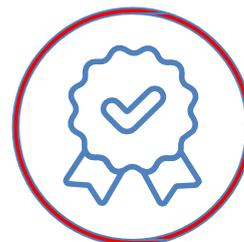
Increased sanitisation and cleaning regimes.



Physical distancing where possible.



Safe food and beverage service.



Melbourne Royal® employees trained in COVID-19 safety and sanitisation protocols.

Melbourne Royal Events Team

Melbourne Royal's Events Team 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 clients to develop and implement their COVID safe practices specific to each event and in line with this Plan, 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.
- All staff and industry participants are to comply with the current Pandemic (*Open Premises*) Order.

Venue Access

Melbourne Showgrounds 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 an event.

Conditions of Entry

In line with our standard conditions of entry to the Melbourne Showgrounds, Melbourne Royal® is enforcing 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, clients, contractors, and employees) and at the discretion of Melbourne Royal. Melbourne Royal retains the right to refuse entry to any visitors who refuse to adhere to the required health and safety measures.

A copy of these conditions will be on display at each entry point to the venue. Melbourne Royal® wishes to remind any attendees not to enter the venue if:

- In the last 7 days you have travelled from overseas or a coronavirus (COVID-19) hotspot.
- You have been a close contact of a person who has been 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. If so, you are advised to undertake a test and refrain from attending the venue until you receive your test results.
- For the purposes of assisting in any contact tracing, all visitors are recommended to check in via the Victorian Government QR code.
- Upon arrival, all attendees over 18 years of age will be required to provide evidence of their vaccination status. All attendees will be asked to show they are fully vaccinated with either a COVID-19 digital certificate displayed through the Service Victoria app, or a smartphone wallet or alternatively provide evidence that a medical exemption has been granted by an authorised medical professional.
- All visitors are recommended to undergo hand sanitisation upon arrival.
- All visitors are recommended to maintain adequate physical distancing wherever they can, whilst inside the Showgrounds.

Face masks are to be worn in-line with the requirements in place at the time of the event. Refer to the latest advice on the Victorian Government website –

<https://www.coronavirus.vic.gov.au/face-masks-when-wear-face-mask>

- Melbourne Royal 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 Melbourne Showgrounds.
- By entering the Melbourne Showgrounds, individuals agree to abide by the health and safety measures outlined in Melbourne Royal's Plan, available at –

<https://www.melbourneshowgrounds.com/>

- 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.

Contact Tracing

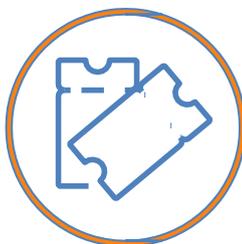
In accordance with the Victorian Government guidelines to assist with rapid contact tracing in the event of a confirmed coronavirus (COVID-19) case, it is the responsibility of the client to collect all individual attendees contact details (including visitors, event staff and contractors), inclusive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

In accordance with the Victorian Government guidelines, clients must maintain attendee records for a minimum of 28 days post-event.

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 upon arrival at the Melbourne Showgrounds



Wear a mask in line with the Victorian requirements in place at the time of the event.



Download the Service Victoria App for a quicker check-in upon arrival at the Melbourne Showgrounds.

Visitor welfare

COVID Marshals

COVID Marshals are to be provided throughout the venue to assist visitors, customers, and contractors. Event organisers are to liaise with the Melbourne Royal Events Team to ensure a suitable number of COVID Marshals are provided as and when necessary.

COVID Marshals work within any events at the Showgrounds to:

- Reiterate key health messages
- Verify vaccination status (for attendees that are 18 years old and over)
- Monitor hygiene practices and maintain physical distancing wherever required
- Support visitors where required throughout the Showgrounds.

Key Health Messages

PA announcements

Regular announcements may be made on the Showgrounds 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 pedestrian areas throughout the venue, providing visitors with guidance on cough and sneeze etiquette, physical distancing requirements, hand hygiene and the latest directions from health authorities. Event organisers should consult with the Melbourne Royal Events team for additional signage specific to their event.

Pedestrian flow

Guiding the flow of pedestrians within the building assists with physical distancing and deters congestion. Melbourne Royal has various navigation markers, including signage and decals throughout the Showgrounds, within both external and internal areas.

Furthermore, customer service staff and COVID Marshals shall also be in position to ensure attendees are directed to the dedicated entrances and exits nominated for each event space.

Accessibility

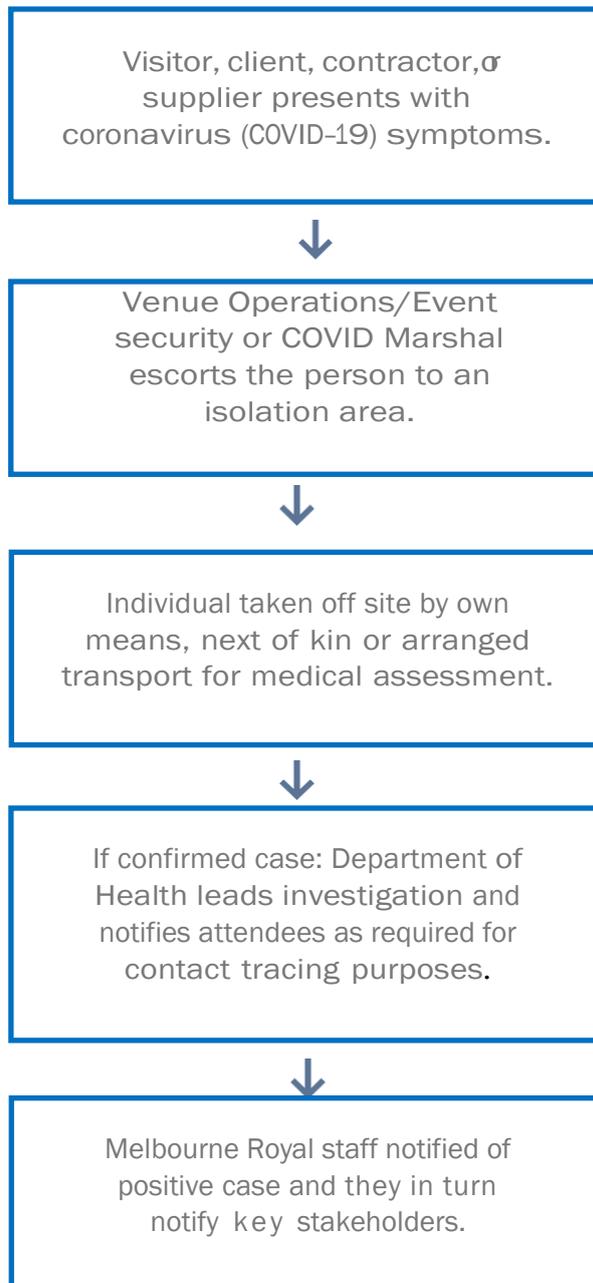
Melbourne Royal recognises the importance of ensuring that the Melbourne Showgrounds is an accessible venue for people with accessibility requirements and works to ensure all events do not exclude people with accessibility requirements from accessing such events.

Event organisers are to advise the Melbourne Royal Events team of any specific access requirements for attendees.

Incident management

Suspected COVID-19 case

If a visitor, client, or contractor presents with symptoms of coronavirus (COVID-19) or is suspected to have come into contact with a case of coronavirus (COVID-19), the Melbourne Royal escalation flow chart must be followed. Refer below -



On-site care

If an individual is feeling unwell and experiencing coronavirus (COVID-19) symptoms, they will be escorted to a designated isolation area and directed for off-site medical assessment.

For all other first aid incidents, first aid rooms are located as agreed for the specific event. Clients are to advise patrons to contact Event security for first aid assistance and/or the first aid provider where one has been provided for an event.

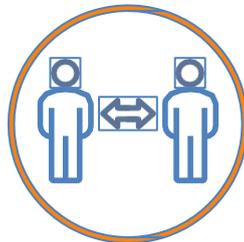
Evacuation procedures

Melbourne Royal's security staff and fire 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 hence the Melbourne Royal Operations/Security team will endeavour to maintain physical distancing wherever it is reasonably practicable, should an evacuation occur.

Physical distancing

Melbourne Royal encourages for all clients, attendees, and contractors with signage throughout the venue



Melbourne Royal's expectations of clients

COVID Safe Planning Measures

Clients are required to provide an outline of the health and safety measures specific to their event that will reduce the risk of coronavirus (COVID-19). Such details shall be confirmed within the event plan agreed with their Melbourne Royal Events Planner. Melbourne Royal will support clients with the implementation of a COVID safe setting, by providing guidance materials for organising events in compliance with the Victorian government's requirements noted within the current Pandemic (*Open Premises*) Order 2022.

Considerations should include the following proposed measures:

- Pre-event communications
- Collection of attendees details to support contact tracing
- Conditions of entry to the event area
- Cleaning and hygiene
- COVID Safe practices (by event type).

These measures must also be in line with this Plan. For further information, please contact your Melbourne Royal Event Planner.

Pre-event communications

It is the client's responsibility to contact visitors prior to the event and advise them to refrain from attending if they display any symptoms of coronavirus (COVID-19). Clients should actively encourage visitors to undertake a test, should any concerns arise.

Clients must also ensure the following:

- Visitors are advised of the entry and exit points specific to their event
- All visitors are pre-registered and provided with an event registration or ticket. Visitors are made aware they will be required to provide evidence of their vaccination status.
- Visitors are advised they will be asked to show they are fully vaccinated with either a COVID-19 digital certificate displayed through the Service Victoria app, or a smartphone wallet.
- Any attendee, over 18 years of age, is required to be fully vaccinated
- Advise all visitors that Melbourne Royal® will enforce health and safety measures as a condition of entry to the Showgrounds.

COVID SAFE Practices

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 sanitary facilities located throughout the venue, including back of house areas and public restrooms.

Signage communicating the importance of hand washing is displayed throughout the Showgrounds 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 the main entry points to buildings, toilet facilities, and other high traffic areas.

Clients are to include provision of sanitiser within the licensed event space and as detailed in their event plan.

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.

In accordance with current *Pandemic (Open Premises) Order 2022*, attendees are no longer required to wear a face mask in most indoor settings, but wearing a mask remains recommended. Notwithstanding this, face masks are mandatory for everyone (aged 8 years and above), in the following settings: -

- workers in an indoor space at an event with more than 30,000 patrons in attendance.
- If the person has COVID-19, or is a close contact or probable case, and is leaving the premises in line with quarantine, isolation or testing requirements.

Furthermore, it is strongly recommended that a mask is worn if you:

- can't physically distance, this includes outdoor settings
- have any COVID-19 symptoms
- are with people who may be vulnerable to COVID-19, or
- are a customer-facing worker not otherwise required to wear a face mask.

Hospitality workers must wear a mask when working indoors in an area accessible to the public (for example, customer service staff or staff cleaning the front area of a cafe). Face masks are not required when staff are outdoors or in indoor areas not accessible by the public such as kitchens, or staff only areas (for example, back of house).

Visitors, clients and contractors who attend site without the necessary protective equipment, can also obtain a range of PPE including face masks and individual sanitiser from Melbourne Royal staff if urgently required, however event organisers are to ensure that sufficient PPE is to be provided in line with the anticipated number of attendees.

Cleaning procedure

Melbourne Royal has a strong partnership with its contracted cleaning service provider, who is an industry leader for professional cleaning and sterilization.

Building on an already high standard for cleaning and disinfection at the Melbourne Showgrounds, Melbourne Royal's cleaning provider has increased the frequency of routine cleaning and updated their Cleaning Standard Operating Procedures (SOP's). This accounts for increased sanitisation of high frequency touch point areas, including table and counter tops, door handles, toilets, bathroom doors, taps, handrails, lift 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 cleaning and disinfection.

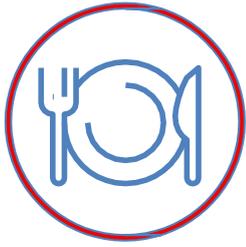
<https://www.safeworkaustralia.gov.au/doc/how-clean-and-disinfect-your-workplace-covid-19/>

Toilet Facilities

The frequency of cleaning and disinfecting sanitary facilities has increased across the Melbourne Showgrounds to reflect the higher standard required to ensure COVID Safe measures are being maintained.

Melbourne Royal staff are also available to assist in providing COVID Marshals who may monitor any congestion around these areas.

Melbourne Royal can assist event organisers to stagger start, finishing and break times to meet physical distancing requirements in the toilet facilities, as far as reasonably practicable.



Melbourne Royal have adapted our catering offering to provide a safe and secure environment for our clients and attendees.

Food and Beverage

Melbourne Royal's catering partners adhere to the strict food safety policies, procedures and practices that are registered with the City of Melbourne, and which are also audited externally by a third party.

Food and beverage employees are required to complete compulsory Food Safety and Hygiene training (annually), in order to comply with the relevant food safety policies and procedures.

All food is prepared by Melbourne Royal's catering service providers under a Hazard Analysis Critical Control Point (HACCP) accredited system.

In addition to the standard food safety policies and procedures, Melbourne Royal's catering service providers are required to undertake the following additional precautions:

- Additional personal protective equipment, including face masks as and when required.
- Controlled kitchen traffic flow.
- Food preparation area access restricted to the catering team 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 wherever possible.

Catering

Melbourne Royal have adapted the catering service 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.
- In conjunction with the Food Safety Plan developed by Melbourne Royal's catering service providers, catering staff and chefs follow safe work practices including regular hand washing and sanitising, wearing gloves during food preparation and physical distancing.
- Any takeaway items available to purchase from cafes, kiosks and the like will be available for selection in sealed containers or packaging.
- Barriers are provided at all cafes, kiosks and, where appropriate, pop-up outlets to manage queuing in a manner that supports social 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.

Audio visual and technology services

- All shared technical equipment including microphones, clickers and lapel microphones are sanitised after each session break and event conclusion.
- Presenters will be provided direction from Melbourne Royal's AV partner, on the correct positioning of any lapel, headset microphones or the like on themselves, to minimise close contact.
- All technology equipment supplied by Melbourne Royal's AV partner including audio desks, lecterns and lighting desks are sanitised after each event day.
- AV technicians must maintain physical distancing between technicians at AV desks, wherever possible.
- As per the Melbourne Royal® site induction platform (WHS Monitor), any third-party AV Suppliers must submit details of their COVID Safe planning measures to ensure consistency with this Plan.
- Increased sanitisation and cleaning will impact event run times. Clients are advised to please ensure additional time has been allowed for in the proposed event schedule.

Deliveries

As a condition of entry, anyone requiring access to the site is required to provide evidence of their vaccination status.

- Loading/unloading areas utilised during the event bump in and/or bump out stages, 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 nominated service areas.
- Signage is positioned throughout the Melbourne Showgrounds to assist with management of physical distancing and encourage PPE usage.
- To manage physical distancing during event bump in and/or bump out, clients must detail how they will manage contractor access.

Contactless ticketing

Melbourne Royal encourages clients to implement contactless ticketing measures for events.

Melbourne Royal will work with the event organiser to ensure measures are in place to support a fast entry into the event, using electronic scanning or visual inspection of tickets and/or lanyards.

Heating, Ventilation and Air-conditioning (HVAC).

To maximise air quality, HVAC essential safety systems continue to be maintained in accordance with the relevant building regulations, ensuring the ongoing compliance of Melbourne Royal's buildings wherever such systems are installed

To increase fresh airflow, the following measures are in place:

- Building code minimum outdoor air rates are maintained during unoccupied periods to ensure there are no periods of stagnation.
- Where capable, ventilation rates are increased to as high as 100 per cent outside air during occupied periods.

Melbourne Royal Contractors and Suppliers

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

Event organisers are required to submit an outline in their event planning documents of the means by which COVID Safe measures will align with this Plan. This is to be reviewed and agreed upon, prior to coming on-site in relation to any event.

Sanitisation stations are available at each of the main entries to the Melbourne Showgrounds buildings and distribution points for event contractors and suppliers.

All event contractors and suppliers must comply with Melbourne Royal's conditions of entry including, proof of their induction (via WHS Monitor), together with confirmation of their vaccination status (with visitors over 18 years of age required to be fully vaccinated).

Visitors will be asked to show they are fully vaccinated, with either a COVID-19 digital certificate displayed through the Service Victoria app, or a smartphone wallet, or provide evidence that a medical exemption has been granted by an authorised health professional

Melbourne Royal Employees

All Melbourne Royal staff have received training on coronavirus (COVID-19) safety and sanitisation protocols.

Department specific procedures and training have 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 Melbourne Royal's coronavirus (COVID-19) escalation procedures which have been developed in line with DHHS and WorkSafe recommendations.



Sanitisation stations are available at each of the entry points to Melbourne Showgrounds buildings and at the distribution points for contractors and suppliers.

COVID SAFE Practices by Event Type

Meetings or Conferences

The following practices are in place for managing meetings or conferences within a Melbourne Royal facility.

Melbourne Royal will work together with the event organiser and their contractors to ensure COVID safe practices are established.

Attendee management

- Wherever possible, attendees are to remain in the same session room or space, for the duration of the event day, with any transitions between rooms to be minimised as far as practicable.
- Catering is to be provided in an area specifically set aside for such purposes for the event space.
- A combination of physical distance signage, event security and key health message announcements will be utilised to monitor and maintain traffic flow, physical distancing and COVID Safe practices.

Contact tracing

- Pre-event ticket allocation or event registration shall ensure a record of all visitors may be provided, if required, for contact tracing.
- Event organisers 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 a minimum of 28 days post-event and be available at any time should DHHS request them.
- All attendees are recommended to check-in via the Victorian Government QR code upon entry to the event venue to support contact tracing.
- Event organisers are to include a check-in reminder at the beginning of each event day.

Exhibitions

The following practices are in place for managing exhibitions at the Melbourne Showgrounds.

Melbourne Royal will work together with the event organiser and their contractors to ensure COVID safe practices are established and maintained.

Attendee management

- Dedicated entry and exit to all event spaces to promote opportunities for one way traffic flow into and out of such spaces, wherever practicable.
- Event security and COVID marshals are to monitor and maintain traffic flow, physical distancing and COVID Safe practices throughout event spaces at all times.
- Event security to manage entry and exit points.
- Melbourne Royal PA announcements may be utilised throughout certain event spaces to emphasize key health messages.
- Aisle capacities are to be managed by COVID marshals, with minimum aisle widths of 3m typically being maintained throughout.

Ticketing

Ticketing will allow Melbourne Royal to monitor the number of attendees in an event space at one time, while augmenting contact tracing response to a zoned area within an event day, rather than an entire visitor base.

- For exhibitions which are proposed to exceed 30,000 patrons in attendance over the event day, occupying numerous buildings, time-based sessions may be implemented to manage occupant load.
- Should an exhibition or conference/ consist of multiple sessions during a day, event organisers must allocate a minimum of 60 minutes for the group turnover of a session. Session turnover must provide adequate allowance for all required sanitisation (i.e., cleaning of all high touch point surfaces within the event footprint).

Contact tracing

- Pre-event ticket allocation or event registration to provide a record of all visitors for contact tracing.
- Event organisers 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 a minimum of 28 days post-event and be available at any time should DHHS request them.
- All attendees are required upon entry to the event venue, to provide confirmation of

their vaccination status.

- Event organisers are to include a check-in reminder at the beginning of each event day and are also encouraged to include an event specific QR code.

Food and beverage service and sampling management

Melbourne Royal has a defined process for management of all food and beverage service offerings to ensure COVID Safe practices are adequately maintained.

Alcohol Sales

- Alcohol sales are permitted, provided visitors consume alcohol in dedicated food and beverage areas.
- Melbourne Royal requires RSA officer/s to oversee the management of RSA when alcohol is available and assist event security in ongoing monitoring of crowd behaviour.

Exhibitor Food and Beverage sampling

- Exhibitors are permitted to provide food and beverage samples provided they align to the requirements stipulated by Melbourne Royal.
- Melbourne Royal shall assist the event organiser to coordinate Victorian RSA compliance for any events where exhibitor beverage sampling is to occur.

Cocktail and Pre-Function Events

- All food and beverage service delivered by Melbourne Royal catering partner's staff, may be provided in the form of tray service direct to seated attendees, and/or supplemented by catering stations where/if required.
- All food and beverage service is to be contained within the designated event footprint.
- Melbourne Royal® requires RSA officer/s to oversee the management of the RSA when alcohol is available and assist event security in the ongoing monitoring of crowd behaviour.

Cleaning and Sanitisation

- Exhibition organisers and exhibitors must align with Melbourne Royal's increased cleaning and sanitisation standards.
- Each exhibitor booth to provide sanitiser.
- Licensed area cleaner to comply with increased cleaning frequency, cleaning of high touch points on rotation (i.e., every 30–45-minutes).

Food and Wine Events

The following practices are in place for managing food and wine type events within a Melbourne Royal venue.

Melbourne Royal will work together with the event organiser and their contractors to ensure COVID safe practices are established.

Attendee management

Gala event and stand-alone cocktail event

- Food and beverage service may be delivered by Melbourne Royal's catering provider's staff, in the form of tray service direct to seated attendees and/or supplemented by catering stations where required.

Contract 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 any time should the records be requested by DHHS.
- All attendees are required to provide confirmation of their vaccination status.
- Customers must include a check-in reminder at the beginning of the event and are encouraged to include an event specific QR code.

Alcohol service and risk mitigation

Melbourne Royal's catering service providers have stringent practices in place around the responsible service of alcohol (RSA). All catering employees are suitably trained in the safe service of alcohol.

Melbourne Royal requires that RSA officer/s oversee the management of RSA when alcohol is available and assist event security in the ongoing monitoring of crowd behaviour.

Gala Events (Seated)

All beverages will be served to the table by Melbourne Royal's catering service provider's staff.

Cocktail and Pre-event functions

All beverage service shall be delivered by Melbourne Royal's catering provider's staff, in the form of tray service direct to attendees.

Dance Floors

In line with the current *Pandemic (Open Premises) Order 2022* - dance floors are permitted both within internal and external settings, with COVID Marshals required to monitor congestion.

Concert or ticketed event.

The following practices are in place for managing a concert or ticketed event.

Melbourne Royal will work with an event organiser and their contractors to ensure COVID Safe practices are established and maintained.

Attendee management

- All ticketed event seating allocations must be individual, or by group booking.
- General admission (freestanding) concert/ticketed events are permitted.
- Access entry doors must open a minimum of 30 minutes prior to event commencement. This will minimise co-mingling in foyer spaces and dispersal of visitors throughout the 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 any 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 any time should the records be requested by DHHS.
- All attendees are required to confirm their vaccination status.
- Event organisers must include a check-in reminder at the beginning of event.

Alcohol Service

- Melbourne Royal has stringent practices in place around the responsible service of alcohol (RSA). All of Melbourne Royal's catering provider's staff are trained in the safe service of alcohol.
- Melbourne Royal requires RSA trained catering staff to be present to oversee the management of RSA when alcohol is available and assist event security in monitoring crowd behaviour.
- Visitors are encouraged to maintain physical distancing in any foyer areas and to move to their seats once beverages have been purchased.
- COVID Marshalls and event security are to be located in positions throughout the event space, which allows them to monitor and manage congestion.

Ticketing

- Melbourne Royal ticketing guidelines must be strictly followed.
- Melbourne Royal must review the proposed ticketing platform before the event organiser commences ticket sales.
- Clients are highly recommended to engage a ticketing agent that can:
 - Create a sales plan and ticketing allocation that allows for group bookings
 - Collects individual attendee details in the booking process for contact tracing compliance.
 - On-site ticket sales are 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.

Food and Beverage services

- Customers will be encouraged to promote the use of food and beverage pre-purchase platforms to minimise queuing at the food and beverage outlets.

