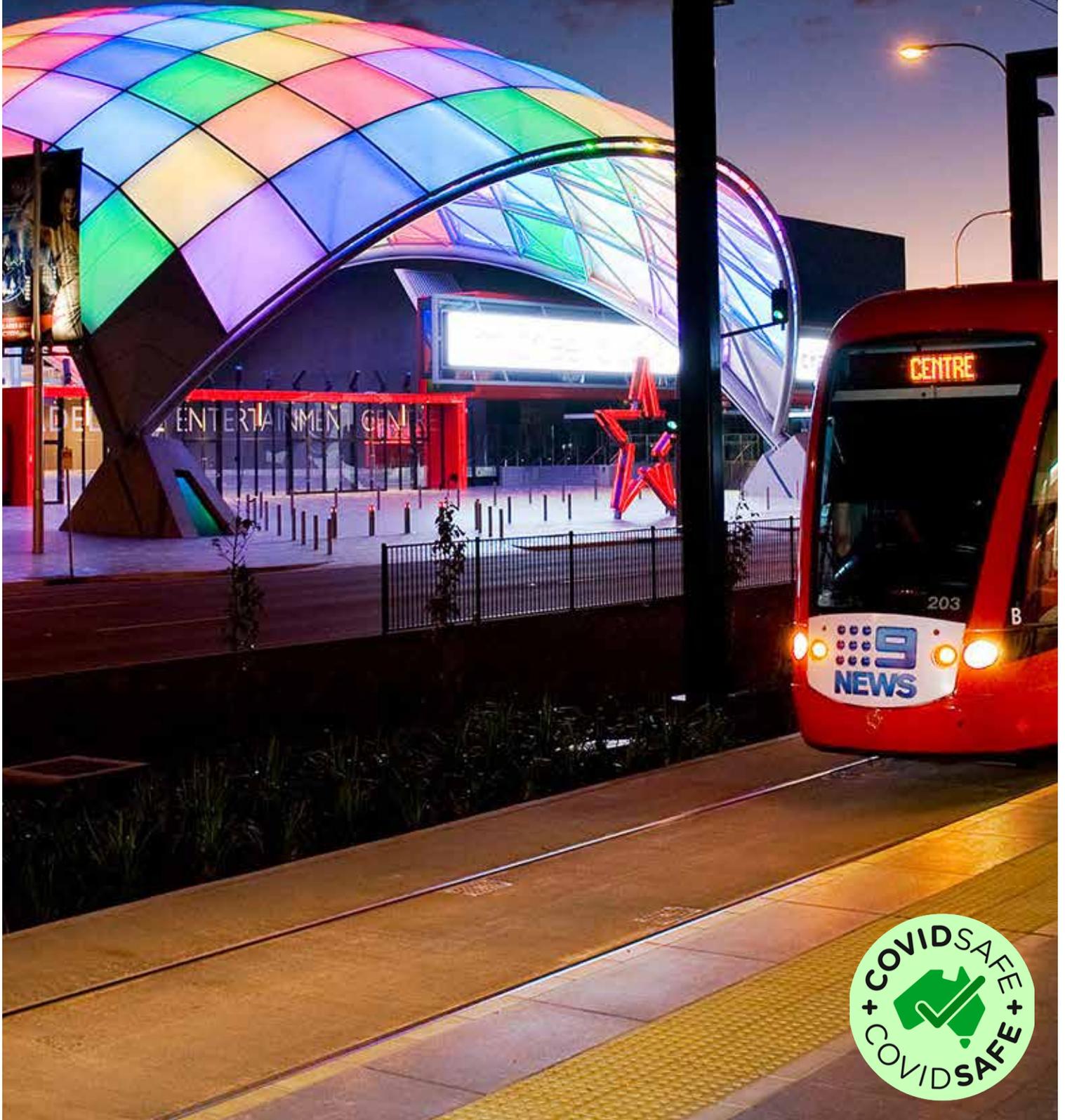




ADELAIDE ENTERTAINMENT CENTRE COVID SAFE OPERATING GUIDELINES

Updated: 11 February, 2021



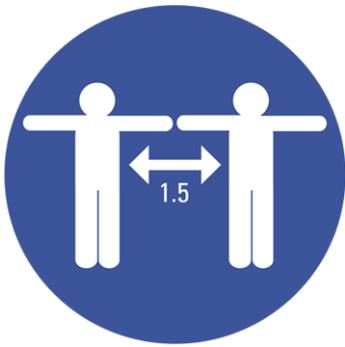
OVERVIEW

At the Adelaide Entertainment Centre (AEC), the health and wellbeing of our guests and team members remains our top priority. We are continuing to actively monitor the situation regarding COVID-19 and are following the latest advice and guidelines issued by SA Health, the Australian Department of Health and the World Health Organisation.

To provide confidence and ensure a safe environment for visiting delegates, clients and our staff, we have a comprehensive COVID Management Plan in place, which has been approved by the South Australian Government, and allows us to have more than 1,000 people within the AEC. Developed from this plan, this document outlines a range of operational procedures and measures in place at our venue, along with additional recommendations for clients.

Please note, final implementation of any of these measures is subject to Federal and South Australian Government requirements at the time of each event.

KEY COVID SAFE MEASURES AT THE ADELAIDE ENTERTAINMENT CENTRE



Physical distancing protocols, including guest traffic management and safe venue entry



Increased frequency and intensity of cleaning and disinfecting, with emphasis on high volume areas and touch points



Contact tracing protocols through the use of the SA Government's COVID SAFE Check-In



COVID Safe venue signage and announcements



COVID Safe food and beverage service



Extensive, ongoing COVID Safe staff education & training



Cashless venue (contactless payments)



COVID Marshals in attendance at all events

OVERALL VENUE MEASURES

- Prior to arrival, information regarding car park facilities is available for clients to forward to their guests / delegates.
- Safe venue entry with clients and guests encouraged to use the designated building entrance that relates to their event space: Arena, Theatre & Star Room (via Port Rd) or AEC Administration (via Manton Street). Your Event Planner will advise the appropriate entrance.
- For contact tracing purposes, any person arriving onsite to the AEC must check in via the SA Government's COVID SAfe Check-In. Clients are also required to provide their Event Planner with a list of their staff, delegates, guests, speakers, exhibitors, sponsors and visitors (name, mobile phone or email) the day before the event, and if any additions or no-shows onsite, at the end of the event. A SA Health recommended template can be provided to assist this process.
- Until further notice, the AEC will remain closed to the general public. Only those attending, managing or supplying to an event will be permitted entry.
- Where possible, dedicated space is being allocated to each event within the venue, helping avoid interaction with other event attendees. This is supported with the use of dedicated bathrooms and zoned areas marked with barriers and signage.
- Adherence of state government density regulations:
 - Currently one person per 2m²
 - In tiered seating, 75% of the available seats can be occupied with mandatory mask wearing by all attendees
- Generic signage displayed throughout the venue highlighting:
 - Terms and conditions of entry
 - Hygiene guidelines
 - Physical distancing reminders
 - Entry and exit directions
 - Capacity limits (displayed at entrances to rooms, lifts and bathrooms)
 - COVID SAfe Check-In
- Generic floor decals reminding guests of 1.5m physical distancing placed in appropriate areas, such as registration. Should an event require additional/branded signage, the AEC can quote, provide and install.
- Contactless hand sanitiser stations available at each entrance, outside each toilet block and in foyer areas.
- Increased frequency and intensity of cleaning of 'touch points', including door handles/pushers, bathroom surfaces, balustrades, chairs, table surfaces, and AV equipment used by presenters.
- Strict ongoing maintenance of our ISO and HACCP food safety management systems.
- Within our Loading Docks, rigorous cleaning and sanitisation measures, coupled with physical distancing, are in place to ensure the health and wellbeing of all suppliers and contractors.

DEDICATED VENUE SPACE

- Dedicated floorplans developed based on capacity and physical distancing regulations to meet client requirements. Subject to restrictions, additional venue space may be required to meet physical distancing guidelines.
- Where possible, one entrance and one exit will be allocated for each event space.
- AEC staff to monitor doors to keep them open prior to and after the session. Doors will be open well before each session starts to minimise touch points. Doors will be closed once each session starts, with one entry only to remain open for air flow.
- AEC supplied ushers in Event/Function spaces to direct delegates to seating.
- To meet physical distancing guidelines:
 - In Event/Function spaces with set seating, attendees seated in alternate chairs, chequerboard style.
 - In meeting rooms, flat floor seating spaced accordingly.
 - Workshop and classroom sets spaced accordingly.
- Presenter panel chairs and head tables positioned to maintain physical distancing guidelines.

REGISTRATION

Clients are encouraged to consider a number of options to facilitate the safe and effective registration of their attendees, including but not limited to:

- Queue management to maintain 1.5m physical distancing through the use of barriers, floor decals and alphabetised signage. Additional registration staff may be required to assist with effective queue management.
 - 'Self-service' registration processes to minimise touch points and interactions with registration staff, such as digital registration systems, self-generated name badges, self-serve satchel pick up or virtual satchels.
 - Separation of registration booths.
 - Subject to available space within the registration area, assign an additional 'waiting area' for attendees to ensure all physical distancing guidelines can be met at all times.
 - Consider the registration of attendees in timed waves to minimise queuing.
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EXHIBITION / EXHIBITORS

Exhibition organisers are strongly encouraged to consider the below important considerations as part of their planning:

- The spacing of booths and aisles to meet physical distancing requirements.
 - Determine the number of staff permitted on each stand and how many delegates can visit each stand at one time to comply with physical distancing regulations. Consider use of floor decals to assist with positioning of staff / visitors within the stand.
 - Implementing a booking/appointment system for meetings at booths.
 - Dedicated, client provided security/staff to monitor physical distancing.
 - In addition to AEC provided hand sanitiser, provide and maintain their own supply at entry to their event space, with individual exhibitors to supply and maintain their own sanitisers if touch points required.
 - Trestle display table cloths will be changed regularly.
 - The AEC will work with the organiser to ensure communication with stand builders and exhibitors on physical distancing guidelines to facilitate compliance onsite.
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TECHNOLOGY SERVICES

- Increased cleaning of shared items such as microphone, lectern, laptops and clickers, before, during and after use.
 - Q & A microphones to be set up on floor stands.
 - Integration of webcasting, video conferencing or remote presenting technologies to support 'Hybrid Event' formats that accommodate interstate or international speakers or attendees unable to travel / attend the live event.
 - Stream live conference sessions throughout the designated venue space where the capacity in each Event/Function space or meeting room is limited as a result of physical distancing guidelines.
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COVIDSAFE TRAINING AND EDUCATION

- All AEC staff are committed to maintaining a COVIDSafe workplace, and have undertaken dedicated COVIDSafe training, with ongoing education of the latest developments.
- All staff are aware of the official venue procedure should anyone onsite present with any symptoms of COVID-19.

FOOD AND BEVERAGE SERVICE

- COVID Safe food and beverage service, including strict ongoing maintenance of our ISO and HACCP food safety management systems.
 - Heightened hygiene procedures in place for cleaning of food stations, coffee machines and common touch points.
 - The layout and number of service points for food will be considered to assist with guest flow and physical distancing.
 - Communal food or beverage service, such as self-service buffets, trayed cocktail food, or communal water/beverage dispensers, are not allowed. Food and beverage service will be considered for each event, with options including pre-set individual plates for each guest, and / or our staff serving items to each guest.
 - Single use compostable containers available, including cutlery and cups.
 - Cheese and dessert stations are still possible, however all food will be portioned and plated/boxed and served to guests.
 - Inclusion of appropriately spaced seating for lunches, if required.
 - Self-service coffee machines and barista coffee stations may still be used.
 - Menus disposed of after each use.
 - Venue staff to wear gloves.
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CLIENT MEASURES

We please ask that meeting and event organisers:

- Inform potential attendees that they will not be granted entry to the venue if:
 - they have in the last 14 days; returned or arrived from overseas, interstate (where cross border restrictions are in place), or been in contact with someone who has;
 - have been in close contact with a proven case of coronavirus;
 - are unwell or displaying any COVID-19 symptoms.
- Distribute information to attendees in advance regarding travel restrictions.
- Advise all attendees and suppliers that they will be required to check in on arrival via the SA Government's COVID SAfe Check-In.
- Advise all attendees, including client's staff, delegates, guests, speakers, exhibitors, sponsors, visitors, entertainers and other contractors onsite, that a contact list with their name, mobile phone and email addresses will be provided to the venue for contact tracing purposes only. This list will be kept in a secure file and only be provided on request to SAPOL and SA Health for contact tracing purposes.
- Circulate communication about physical distancing and basic hygiene practices in South Australia to attendees prior to their arrival onsite. For more information on these, please visit: <https://www.covid-19.sa.gov.au/>.
- Advise delegates and others onsite of the venue procedure should they present with symptoms of COVID-19.
- Ensure that all dietary requirements are collected and supplied by designated deadlines as the ability to assist with 'pop-up' diets is severely restricted due to COVID Safe measures.
- Consider capping numbers on events if restrictions are in place for mass gatherings, or exceed the space that can be made available within the venue given density distancing guidelines. Capacities in rooms include all those in the room, including not but not limited to delegates, speakers, entertainers, with the exception of AEC staff.
- If utilising 75% of available tiered seating, advise attendees that masks must be worn. Attendees may bring their own, and if not, a disposable option will be provided by the AEC.
- If holding back-to-back concurrent sessions, allow 5-10 minutes in the program between the sessions for cleaning of the room before new delegates enter.
- Request that the MC/Chairs of sessions remind attendees about physical distancing, and ask attendees to sit in the same seat for the duration of the Event/Function, session and/or day. Suggested COVID related housekeeping notes and PowerPoint slides can be provided by your Event Planner.
- Provide and maintain your own supply of hand sanitisers at registration and throughout your event and exhibition space, where additional supply is required above and beyond that provided by the venue.

FOR FURTHER INFORMATION

If you are considering hosting an event at the Adelaide Entertainment Centre, please speak directly with your Business Development Manager regarding our COVID Safe measures.

If you are an Event Organiser and have questions regarding an upcoming event at the Centre, please continue to liaise with your Event Planner.

The latest advice regarding COVID-19 can be found via the following links:

- [Government of South Australia](#)
- [Australian Government Department of Health](#)
- [World Health Organisation](#)