BCEC SAFE EVENT GUIDELINE

BRISBANE CONVENTION & EXHIBITION CENTRE

ASM GLOBAL

VENUE SHIELD

Version: 13 Aug 2021

INTRODUCTION

Since re-opening in August 2020, BCEC has continued to host significant numbers of large and succesful events in our COVID Safe venue.

We remain mindful of the fact that COVID-19 still creates operational challenges for our events industry but we work with our clients so they can plan their events with confidence.

In order to meet the needs of our ever changing environment, BCEC has developed event protocols to safeguard the health and wellbeing of all our stakeholders and introduced control measures to ensure a safe operating environment.

The BCEC Safe Event Guideline, developed in consultation with the Queensland Government and health authorities covers all areas of the Centre's operation and is underpinned by the overarching pillars of hygiene, health and safety.

The plan is integrated with VenueShield, a comprehensive, best in class, environmental hygiene protocol developed by BCEC's parent group, ASM Global and rolled out at 325 venues worldwide. VenueShield provides the most advanced hygiene measures and exceeds current regulations.

BCEC is operating under current approved capacities for indoor events, and with 44 meeting rooms and event spaces, all events can be easily accommodated.

At the present time record keeping is mandatory for contact tracing and critical to the welfare and safety of all of us. BCEC uses the Queensland Government **Check In Qld** app for fast and easy entry to your event, you can download the app here.

The business of events has been our area of expertise, knowledge and experience for over 26 years and our committed team of event planning, technical and creative professionals is ready to support you every step of the way.

BOB O'KEEFFE AM
General Manager, BCEC

ASM GLOBAL VENUESHIELD

BCEC's Management Company, ASM Global introduced a new environmental hygiene protocol in response to government regulations and guest expectations, stemming from the COVID-19 pandemic.

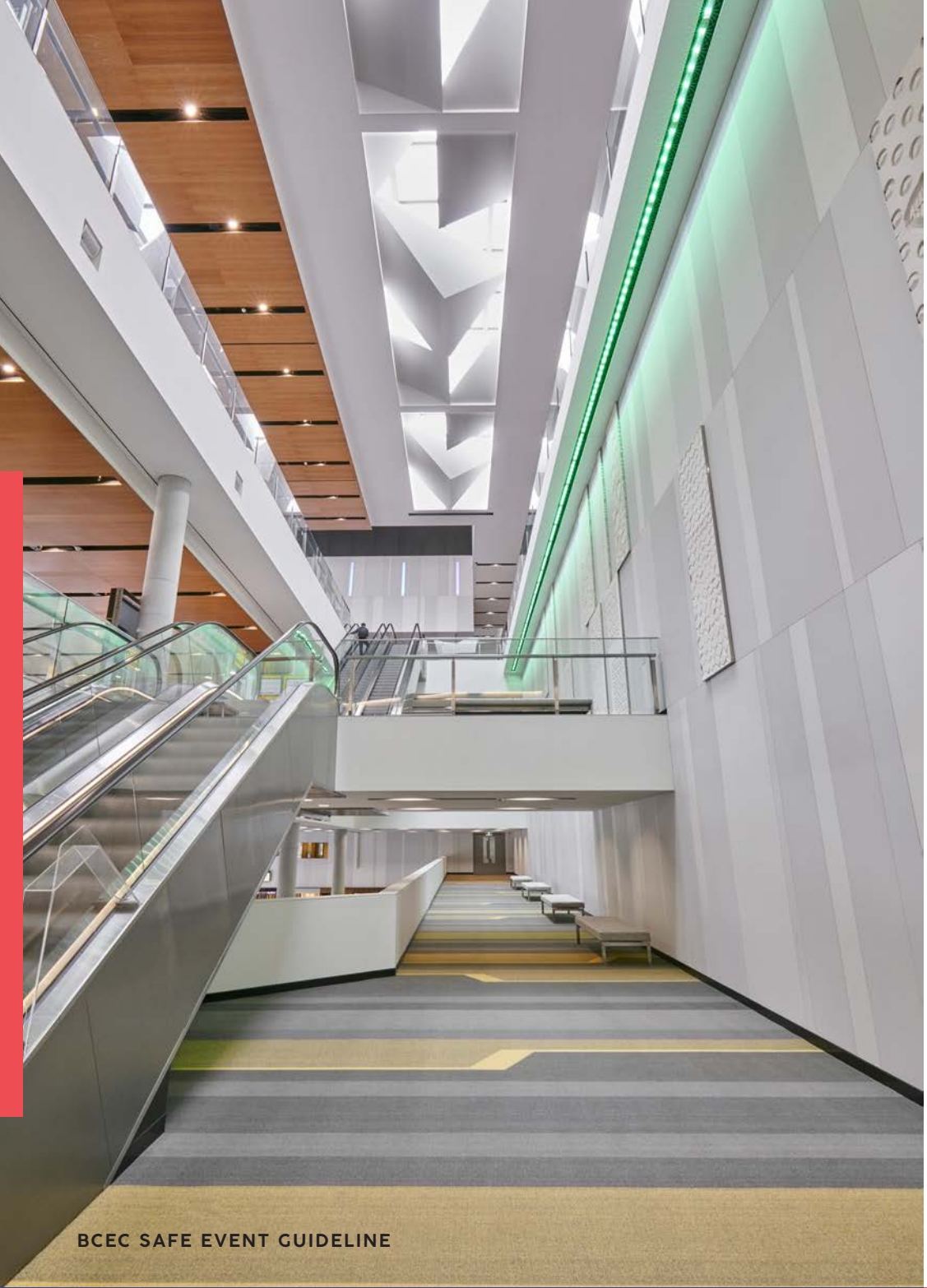
VenueShield, a comprehensive, best-in-class program, has been deployed at more than 325 ASM Global facilities around the world, including BCEC. The program provides the most advanced hygienic safeguards that serve ASM Global clients, guests, staff and other visitors. All policies are aligned with, and informed by, public health authorities, medical and industry experts.

ASM Global's VenueShield advice on protocols and procedures for its facilities, includes food safety measures, surface cleaning, social distancing, hand sanitisers, reduced touch points, contactless transactions and provides a safe environment for staff and customers.

ASM Global has proactively partnered with, and continues to consult with, leading subject matter experts, health officials and industry leaders in the areas of industrial hygiene, sanitisation and technology on all facets of the VenueShield program.

VenueShield is the ongoing effort to define the safe customer journey of the future.

Safety should be front of mind of all users of the Centre and our clients, their guests and our venue staff will work in partnership to provide this safe environment.



CUSTOMER JOURNEY

BCEC's COVID-19 strategies are in accordance with Queensland Health and Work Safe Queensland guidelines.

Seated capacity in rooms is set under Queensland Health directions at the time of the event taking place. BCEC remains closed to the public, while open to registered attendees at events, and as such there are changed conditions at the Centre's entrances.

We continue to monitor developments at government and community level, with a focus on any policy changes that relate to our protocols and procedures, to ensure our clients, visitors and team members can continue to deliver events in a safe environment.

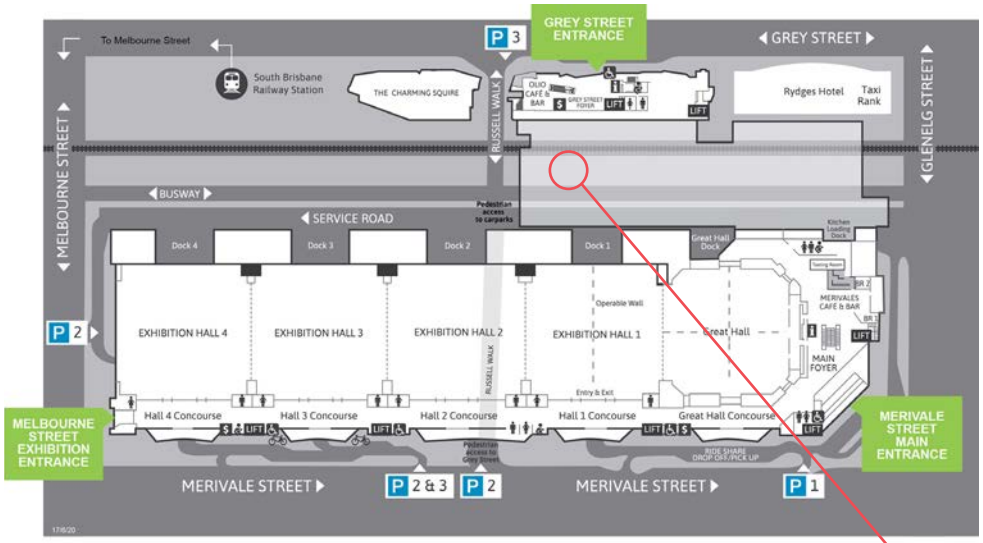
Protocols and procedures cover the following central pillars:

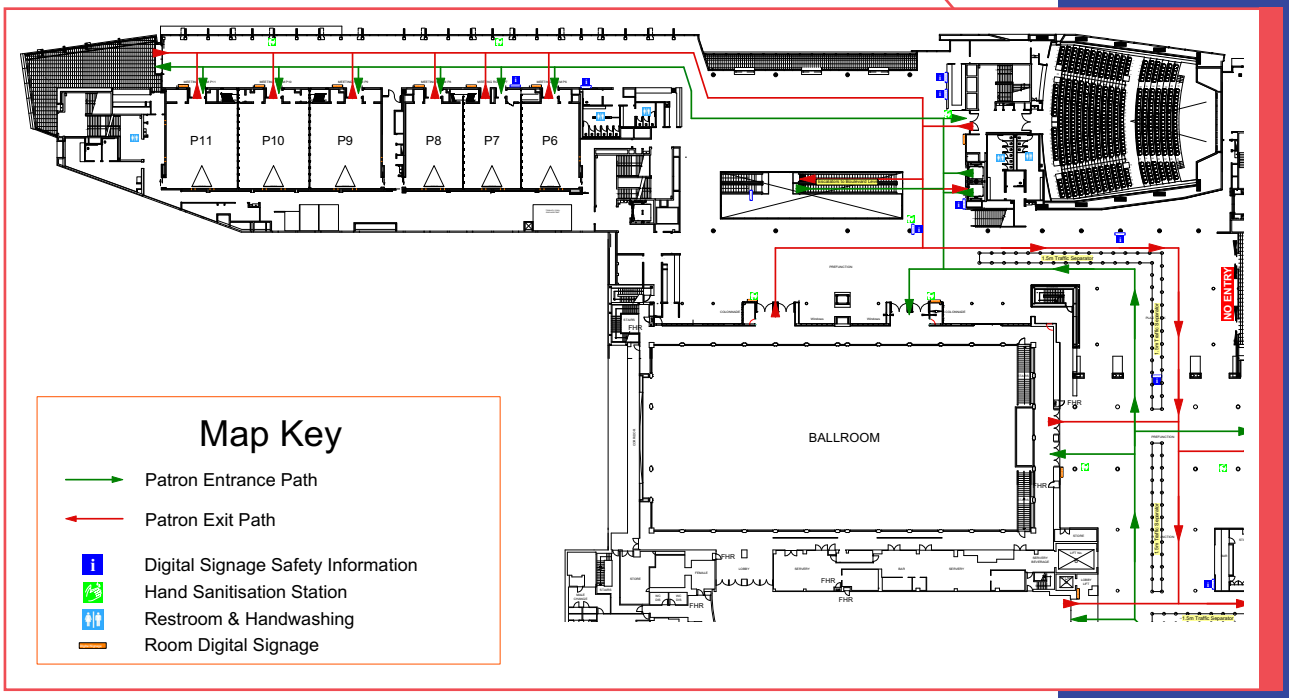
Arrival at the Centre

Record Keeping

Social Distancing

Health & Hygiene





Plaza Level Wayfinding

Arrival at the Centre

Three BCEC entrances will be open for event attendees.

Melbourne Street – Exhibition Entrance
Merivale Street – Main Entrance
Grey Street – BCEC on Grey Street Entrance

Our Event Planning Managers work with you on access protocols to determine the entrance to the Centre which is most appropriate for your event.

BCEC Event and Customer Services and Security staff will support guests to ensure they reach their event space safely and efficiently, and where possible with no interaction with guests attending other events.

Patrons with special needs are advised to contact the Centre prior to attending an event for expedited access.

On Arrival

- Entries and exits clearly signed with wayfinding information and safety requirements
- Signage clearly displaying terms and conditions of entry
- BCEC COVID Ambassadors on site
- All who enter the building are expected to comply with the necessary safety measures put in place by the Centre
- Touchless sanitiser stations with supporting signage on entry
- Contactless payment in retail outlets

Record Keeping

Organisers and visitors to the Centre must use the **Check In Qld** app to check in as required by government legislation.

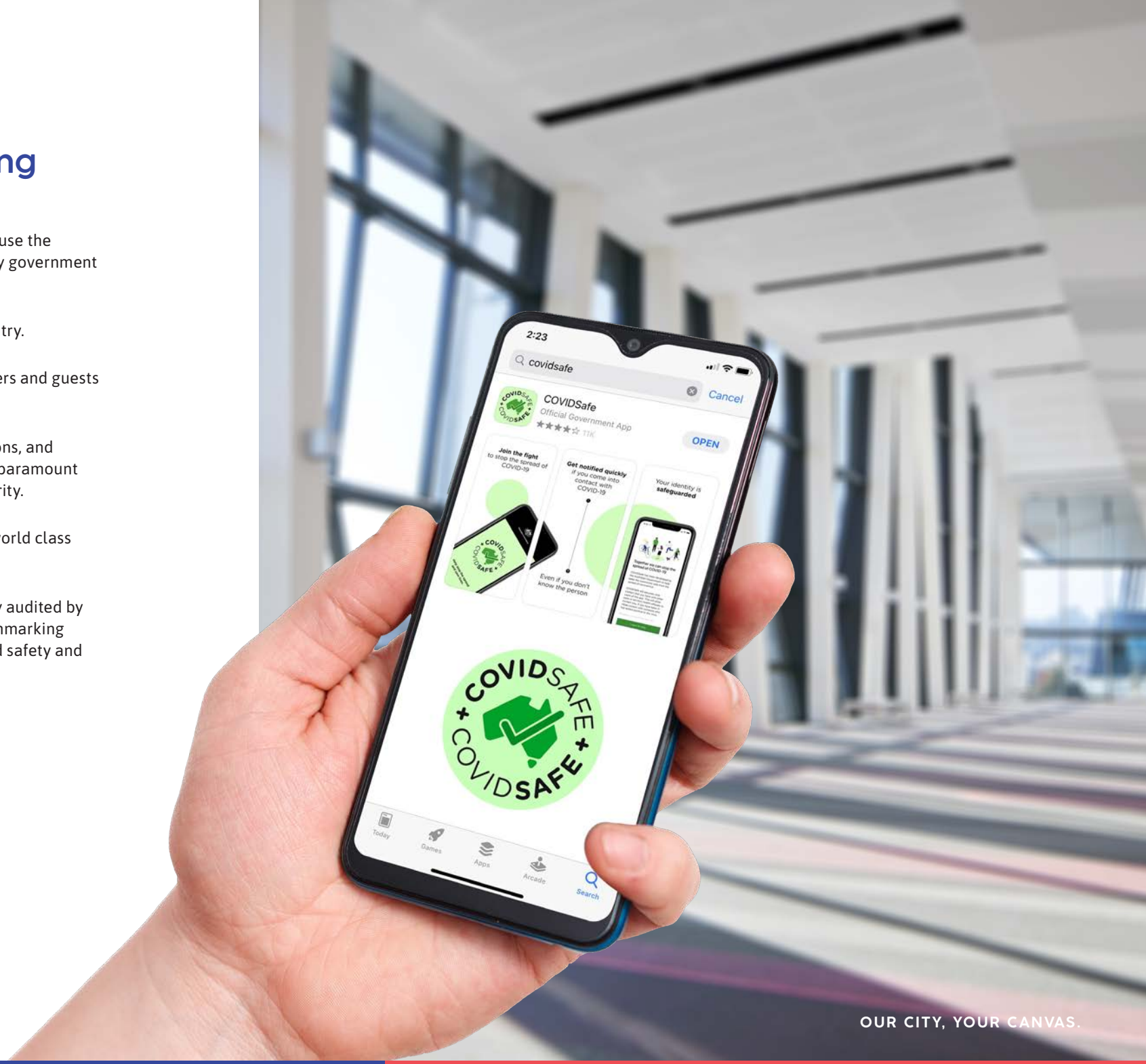
The Centre maintains the right to refuse entry.

Clients are requested to encourage suppliers and guests to download the COVIDSafe app.

The safety and welfare of our clients, patrons, and our team members and their families is of paramount importance to us and remains our top priority.

The Centre is committed to delivering its world class events in a COVID Safe venue.

The Centre is independently and rigorously audited by some of the world's most recognised benchmarking and certification programs for quality, food safety and environmental management.



Social Distancing

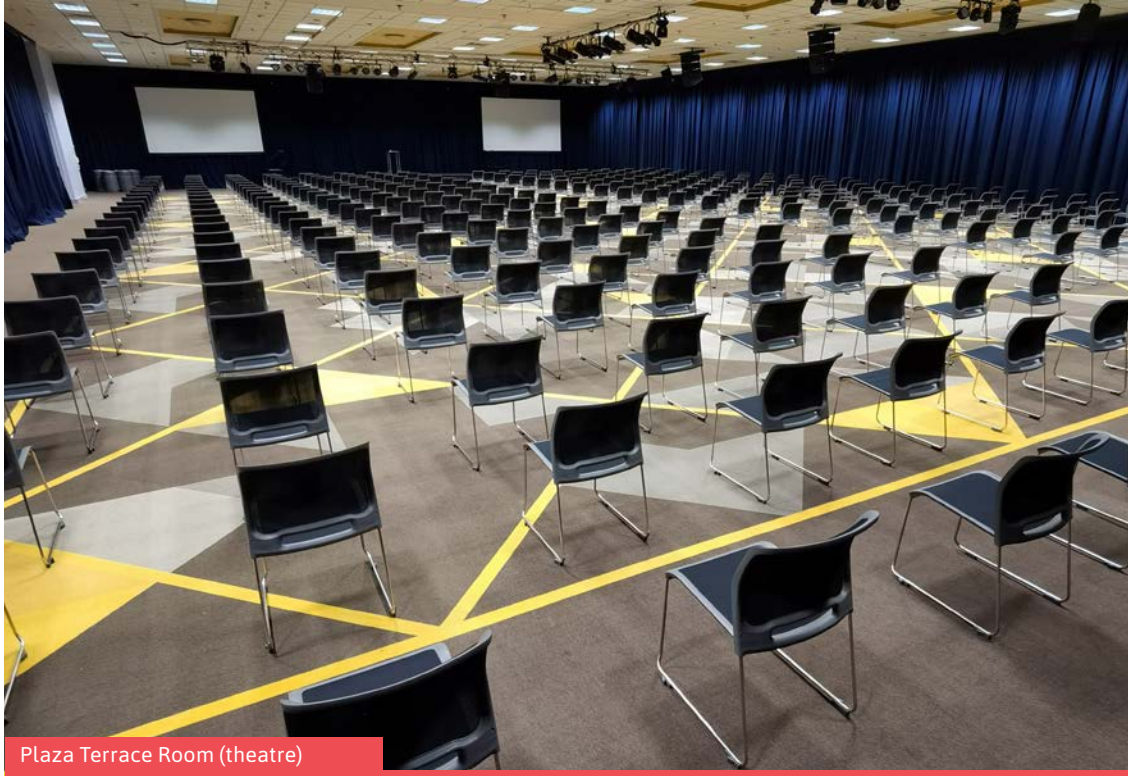
- In accordance with current Queensland Health directions, social distancing is a shared responsibility between all parties
- All access, customer interaction, floor plans and food service have been based on these regulations

BCEC's social distancing control measures also include the following:

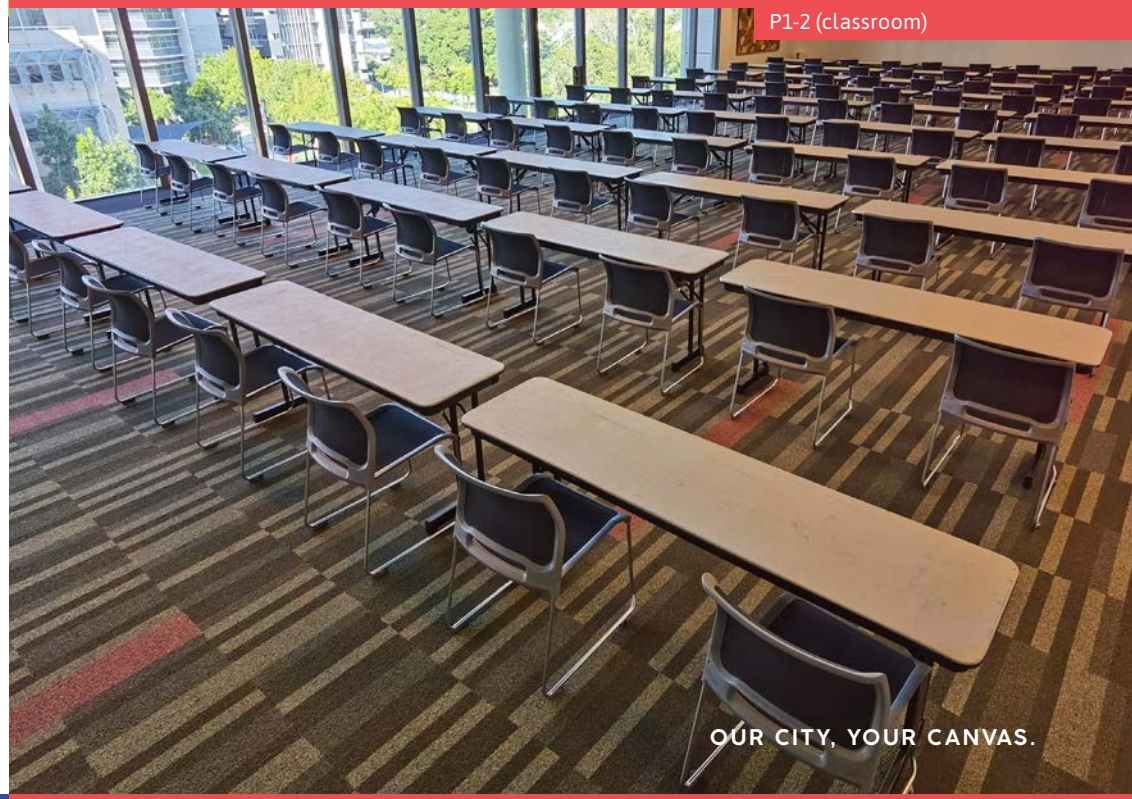
- Where possible separate entrance and egress doors to event spaces will be in place, monitored and controlled
- Barriers, signage, decals in all public spaces will assist visitors to navigate the venue
- COVID Ambassadors on site

BCEC has prepared floor plans for all event spaces with capacities based upon the current social distancing requirements.

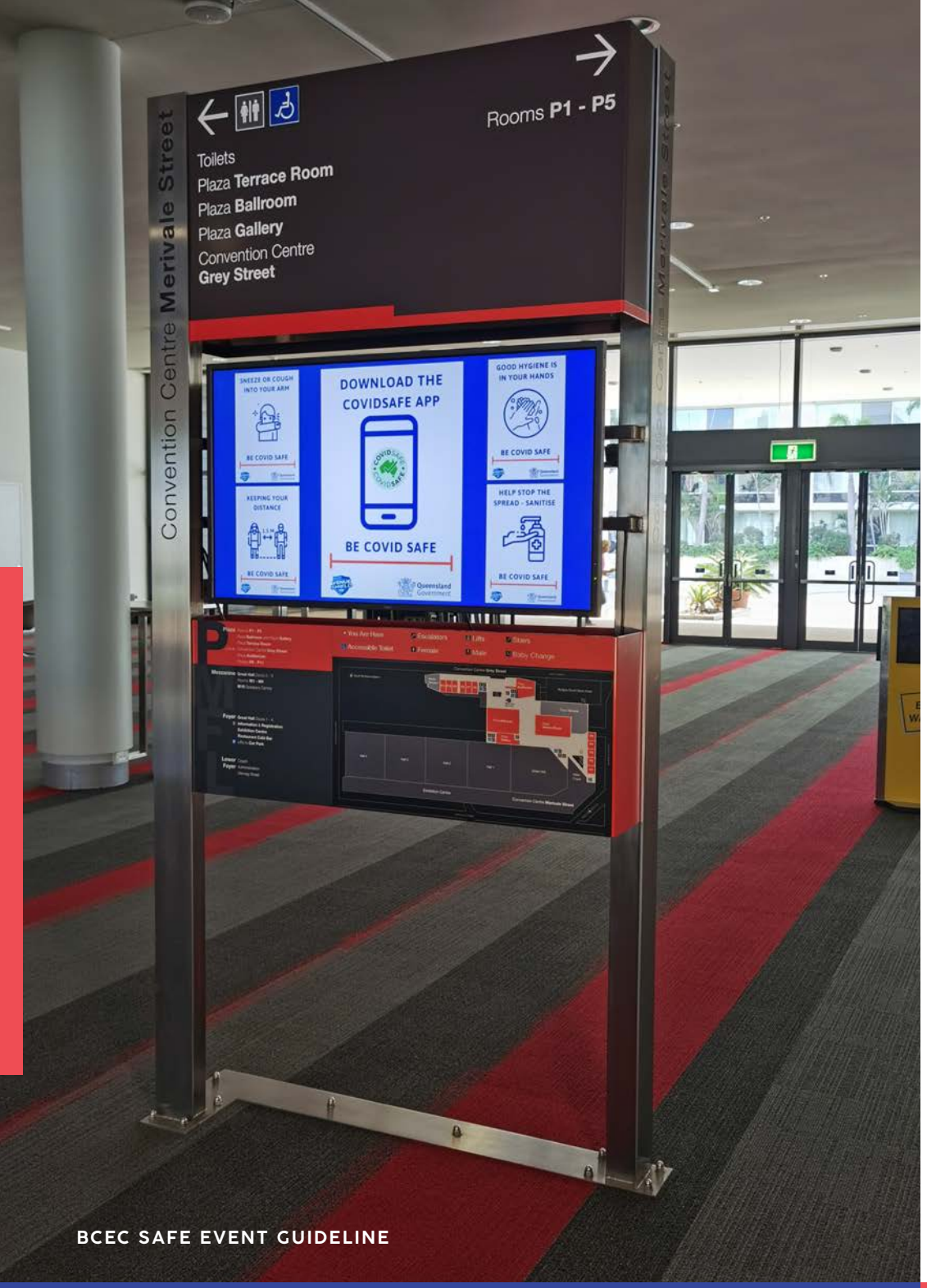
Please contact your Event Planning Manager for an updated floor plan for your event.



Plaza Terrace Room (theatre)



P1-2 (classroom)



Health & Hygiene

HYGIENE

- COVID-19 training undertaken by all BCEC staff
- Enhanced cleaning schedule across the venue
- Increased cleaning and sanitisation of high touch areas and equipment in use
- Sanitisers provided in public areas throughout the Centre
- Cleaning protocols for the delivery and receiving of items at loading docks
- Government advisory signage on hygiene throughout the venue
- Increased sanitisation of shared audio visual items such as microphones and lecterns - to be sanitised once per event / per day with certified cleaning products offering 24 hour surface protection
- No touch rubbish bins

FOOD SERVICE

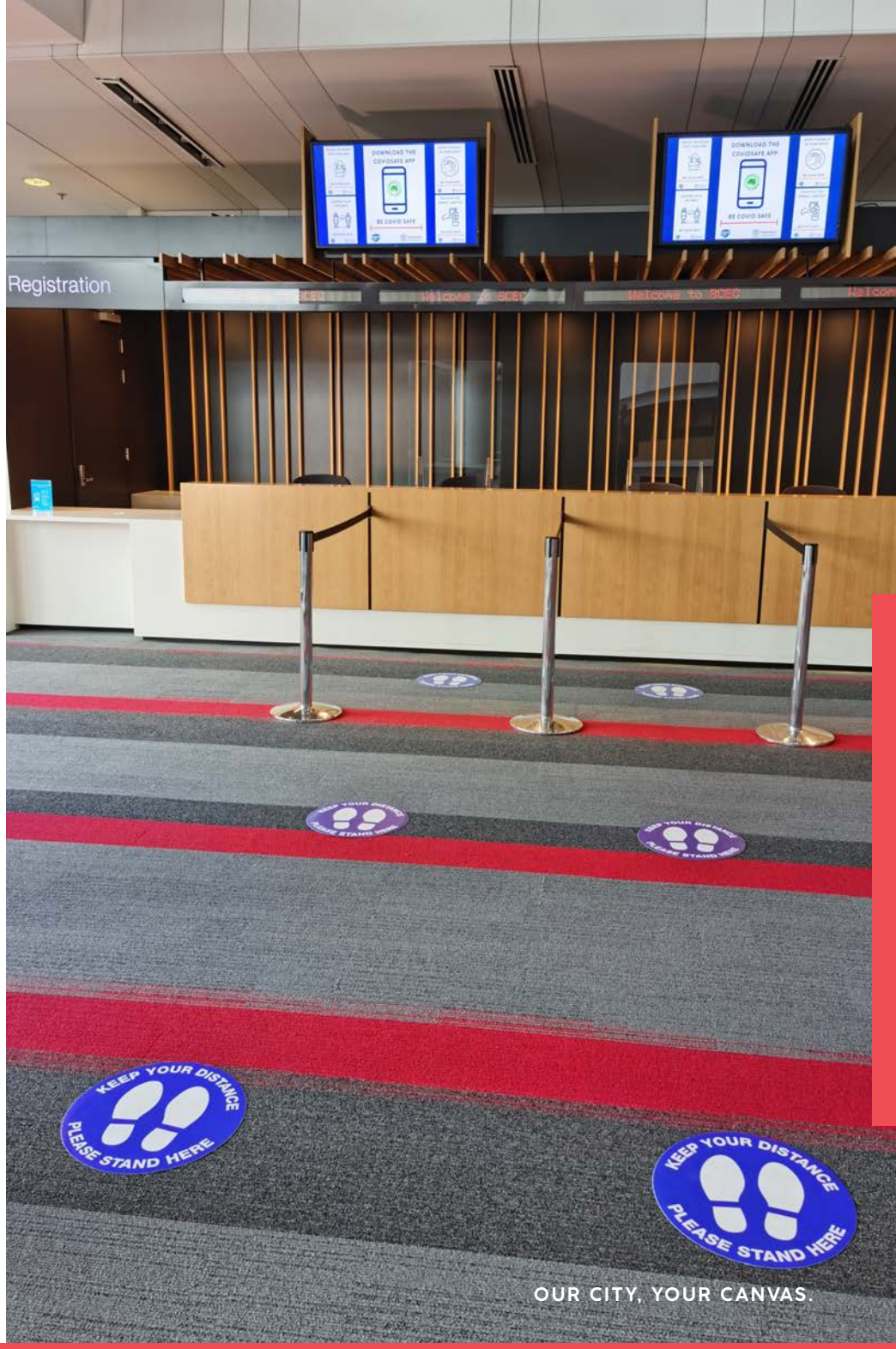
- New menus which support the current hygiene and social distancing requirements while maintaining the Centre's high standards of quality and service
- Increased cleaning and sanitisation of food service areas and equipment
- Current ISO 22000 Food Safety Management Certification
- Re-engineering of menus to accommodate current level of restrictions
- Multiple food service options to enable flexibility
- Signage and decals to outline minimum social distancing in queues
- Contactless payment in retail outlets

EVENT PLANNING

- Queensland Government restrictions that are current on the date of your event will be applied
- COVID Ambassadors in the venue/Key client contact assigned for each event
- BCEC floor plans for all event spaces and event types based on current regulations
- Full service technology offering to meet the needs of your virtual or hybrid event
- COVID Safe procedures will be communicated to all attendees prior to the start of an event
- BCEC does not contract on minimum numbers, allowing optimal deposit schedule for clients
- Clear and concise information on contracting procedures
- Staff will work with clients to manage access protocols, people movement and registration procedures
- Clients are advised to encourage attendees to download the COVIDSafe app
- Contactless payment
- ISO9001, internationally recognised quality management system based on management principles of strong customer focus and commitment of top management process approach
- Clients need to ensure delegates and guests who have recently travelled overseas or have visited COVID 19 hot spots, been in contact with a confirmed case of coronavirus or feel unwell, do not attend the event

STAFF

- COVID Safe training for all staff members
- Daily toolbox talks
- Daily health declarations
- Selected members of staff trained as COVID Ambassadors to assist with events
- BCEC staff continue to deliver the highest standards of customer service



Safe Work Australia National COVID-19 Safe Workplace Principles

At BCEC we consistently operate in accordance with the overarching Safe Work Australia National COVID-19 Safe Work Principles which guide the industry's response to the COVID situation.

1. All workers, regardless of their occupation or how they are engaged, have the right to a healthy and safe working environment.

2. The COVID-19 pandemic requires a uniquely focused approach to work health and safety (WHS) as it applies to businesses, workers and others in the workplace.

3. To keep our workplaces healthy and safe, businesses must, in consultation with workers, and their representatives, assess the way they work to identify, understand and quantify risks and to implement and review control measures to address those risks.

4. As COVID-19 restrictions are gradually relaxed, businesses, workers and other duty holders must work together to adapt and promote safe work practices, consistent with advice from health authorities, to ensure their workplaces are ready for the social distancing and exemplary hygiene measures that will be an important part of the transition.

5. Businesses and workers must actively control against the transmission of COVID-19 while at work, consistent with the latest advice from the Australian Health Protection Principal Committee (AHPPC), including considering the application of a hierarchy of appropriate controls where relevant.

6. Businesses and workers must prepare for the possibility that there will be cases of COVID-19 in the workplace and be ready to respond immediately, appropriately, effectively and efficiently, and consistent with advice from health authorities.

7. Existing state and territory jurisdiction of WHS compliance and enforcement remains critical. While acknowledging that individual variations across WHS laws mean approaches in different parts of the country may vary, to ensure business and worker confidence, a commitment to a consistent national approach is key. This includes a commitment to communicating what constitutes best practice in prevention, mitigation and response to the risks presented by COVID-19.

8. Safe Work Australia (SWA), through its tripartite membership, will provide a central hub of WHS guidance and tools that Australian workplaces can use to successfully form the basis of their management of health and safety risks posed by COVID-19.

9. States and Territories ultimately have the role of providing advice, education, compliance and enforcement of WHS and will leverage the use of the SWA central hub in fulfilling their statutory functions.

10. The work of the National COVID-19 Coordination Commission will complement the work of SWA, jurisdictions and health authorities to support industries more broadly to respond to the COVID-19 pandemic appropriately, effectively and safely.

CONTACT US

Please direct your enquiry to your contact at the Centre.
sales@bcec.com.au
eventplanning@bcec.com.au

FOR MORE INFORMATION

Queensland Government Advice
www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19

Australian Government Resources
www.australia.gov.au

Safe Work Australia
www.safeworkaustralia.gov.au

* The content of this guideline is correct at the time of publishing and based on current Federal and State Government regulations (13 Aug 2021).

Convention & Exhibition Centre
CAFE

BRISBANE
CONVENTION
& EXHIBITION
CENTRE

ASM GLOBAL

VENUE SHIELD

07 3308 3000
bcec.com.au

Cnr Merivale & Glenelg Streets
South Bank, Brisbane, QLD, Australia 4101

PO Box 3869 South Bank
Brisbane, QLD, Australia 4101

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