

Royal International Convention Centre COVID-19 SAFE EVENT GUIDELINE



1. Overview

The Brisbane Showgrounds is Queensland's largest indoor / outdoor events precinct which attracts a million visitors each year. With 24 event spaces, including the world-class Royal International Convention Centre, operating across 22 hectares, the Showgrounds offers unparalleled versatility from major music festivals to international conferences to five-star event experiences.

The Royal International Convention Centre holds a diverse range of events that include Conferences, Seminars, Exhibitions, Banquets and Cocktail. Due to the current COVID regulations surrounding Food and Beverage service we have suspended all Cocktail events until further notice.

The Royal International Convention Centre (the venue) works with external event organisers to host events. For each event the COVID-19 Safe areas of responsibility are split between the venue and the event organiser. To assist in ensuring event organisers are aware of their responsibilities the venue has prepared a Venue Specific Covid Safe Checklist which the event organiser will review and provide us with their plan, 28 days prior to the event, outlining how they will comply with the checklist.

The Venue Specific Covid Safe Checklist will be reviewed with a venue representative prior to the commencement of the event, and signed by the event organiser as acknowledgement of their responsibilities leading to, during and post event.

This checklist will enable the venue to ensure event organisers are complying with the venue COVID Safe Site-Specific Plan in the areas of their responsibility. The venue is responsible for food and beverage service, cleanliness and monitoring the event organiser to ensure compliance to the COVID Safe Site-Specific Plan during events.

During events there will be a combination of venue staff and event organiser staff (this can include volunteers, contractors, staff or exhibitors) working an event. Regardless of the staff members representation (venue or event organiser) all will be required to complete the Australian Government 'Infection Control Training – COVID 19' and the [RNA Induction program](#).

The following COVID-19 Safe Site-Specific Plan outlines the measurements taken by the RNA to ensure we provide a safe environment for both patrons and staff while delivering successful events in the Royal International Convention Centre. The plan commences operation from the start of an events bump-in, through event staging, until the conclusion of the event bump-out.

Outside of these times the RNA continues to operate in a business as usual capacity where we continue to implement the various strategies that have been outlined throughout the plan to ensure that the site remains protected against the risks associated with Covid-19.

In developing this plan the RNA has reviewed and aligned our strategies to manage the risks associated with COVID-19 with other relevant industry plans, where applicable.

Key health messages regarding attendance at events held in the Royal International Convention Centre have been communicated on our internet site which can be accessed at:

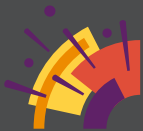
<https://www.brisbaneshowgrounds.com.au/venue>

2. Conducting Business - General

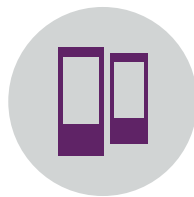
2.1- Consultation


A range of key stakeholders representing the various functions across the RNA have been involved in the development of our *Covid Safe Site-Specific Plan*. This has enabled us to ensure that all facets of the event lifecycle have been considered, from sales enquiry through to event delivery.

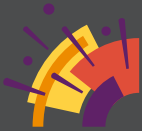
The RNA will continue to consult with a range of stakeholders (i.e. Queensland Health, Event Organisers and internal RNA Senior Management and staff) as more events occur, in order to validate the control measures that we have put in place, and to ensure that our plan continues to provide the highest level of protection for all involved.



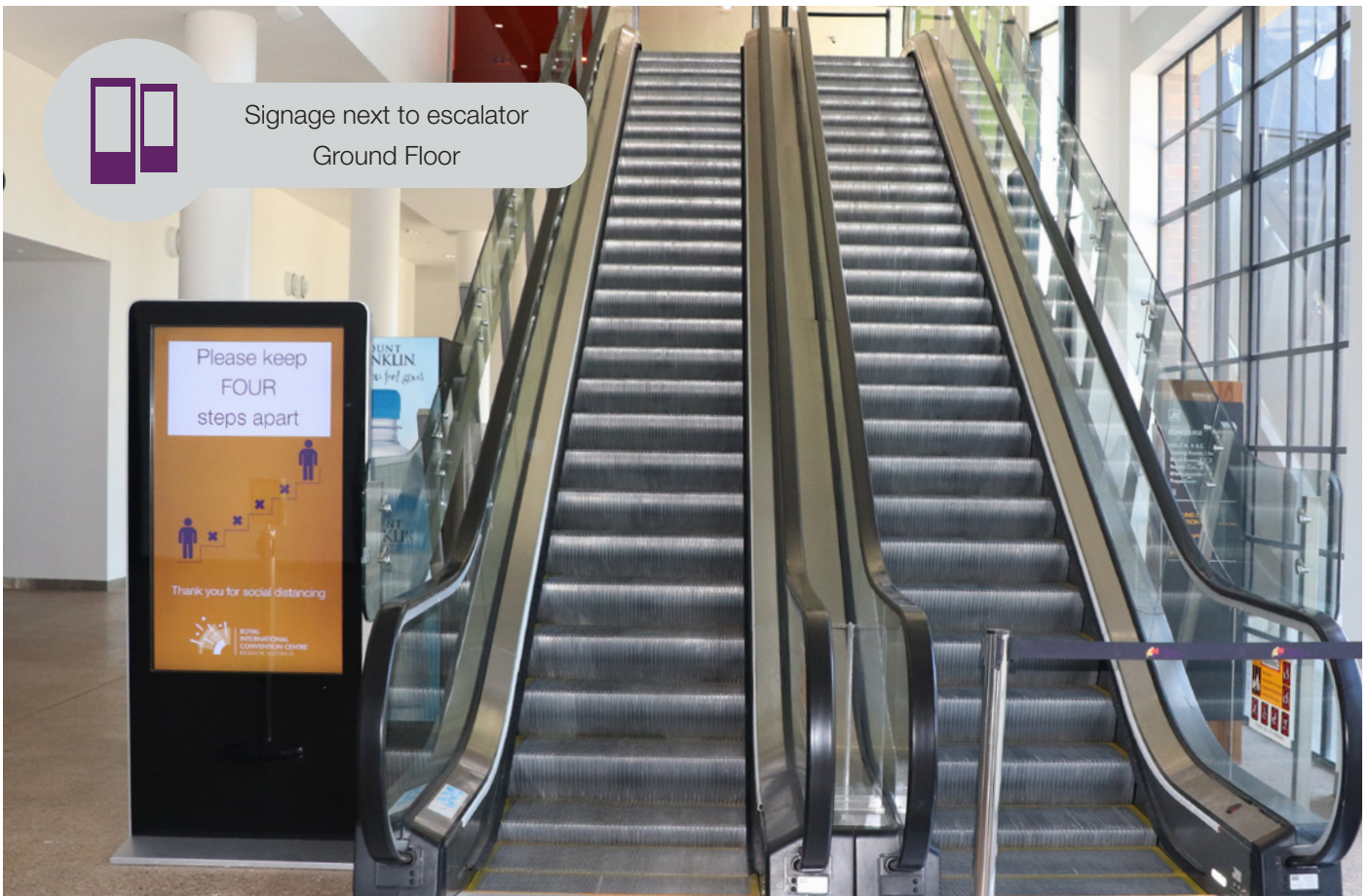
2.2 - Signage



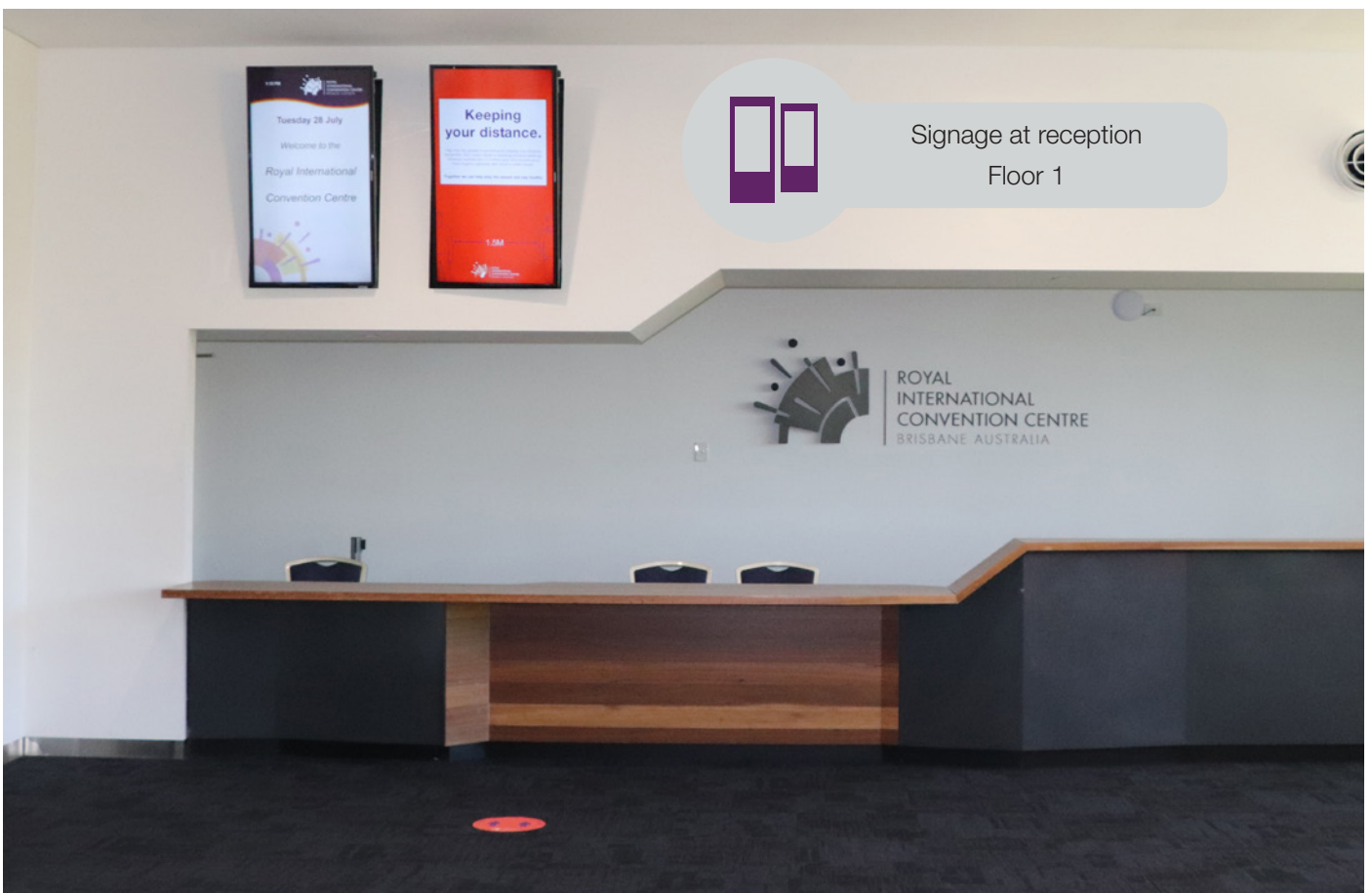
SIGNAGE	RNA Staff	Patrons / Front of House	Ingress/Egress
	<ul style="list-style-type: none"> ■ Signs placed at staff entrance points advising of the risk of COVID-19 and to follow safe hygiene methods to avoid infection ■ Signs placed around Back of house/office areas regarding safe hygiene practices, social distancing and maximum capacities for meeting rooms/offices 	<ul style="list-style-type: none"> ■ Signs to be placed at entrance points instructing patrons not to enter if they are experiencing COVID-19 symptoms ■ Signs also advise the Venue has the right to refuse entry and insist that anyone presenting symptoms remove themselves ■ Signage throughout the RICC regarding practicing good hand hygiene (communal areas and toilets) ■ Signs placed throughout venue regarding safe hygiene practices and social distancing, this includes but is not limited to floor spacing measurements outside all rooms 	<ul style="list-style-type: none"> ■ Clear signage displayed advising patrons to keep social distance during egress ■ Clearly identifiable exit points (separate to entrances) that allow for easy recognition ■ Site maps to be displayed throughout Convention Centre indicating exit points throughout the site



Signage next to escalator
Ground Floor



Signage at reception
Floor 1

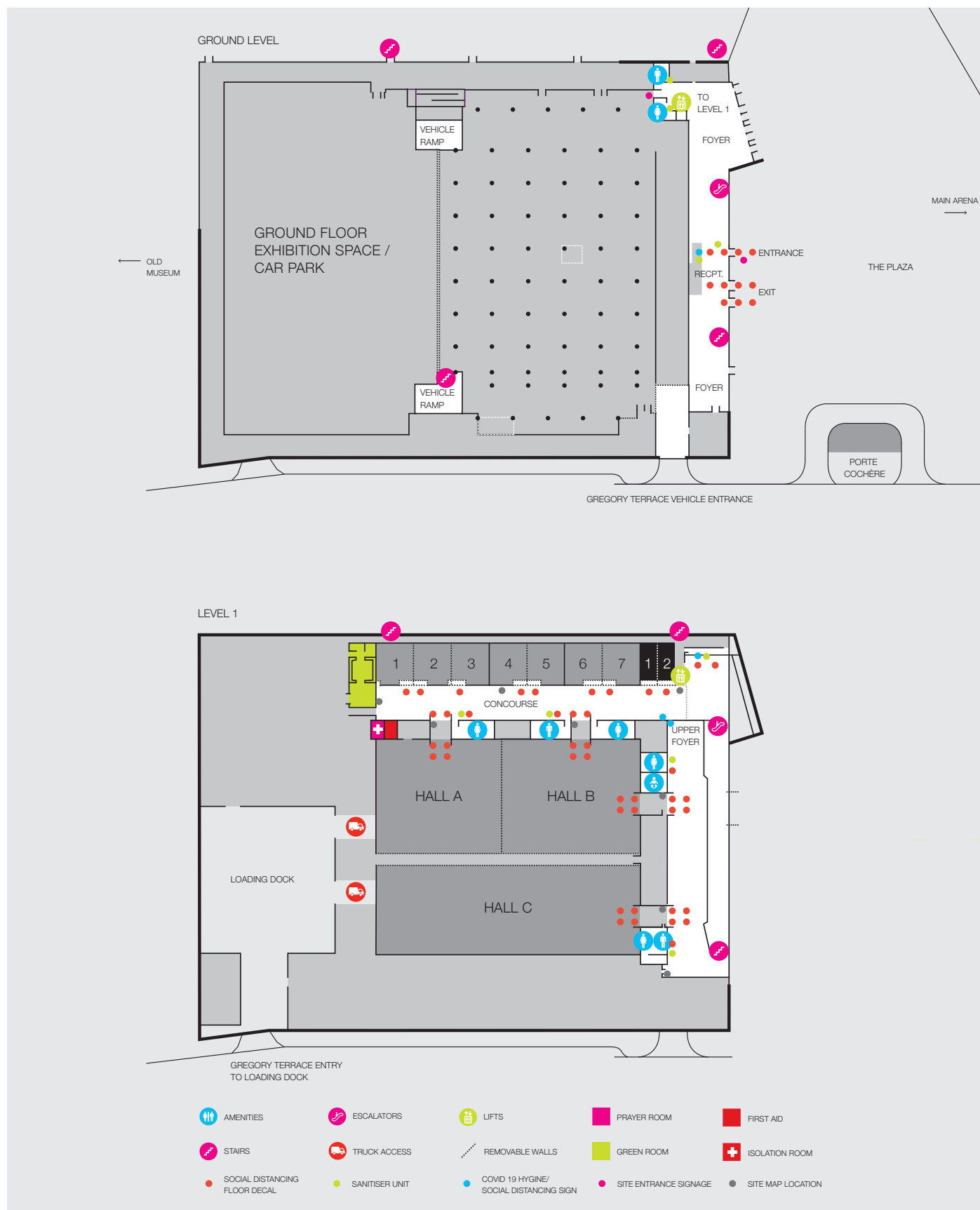




Signage in concourse
Floor 1

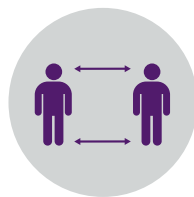


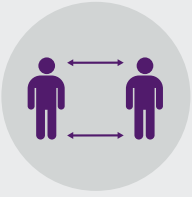
The below Site Map indicates the location of COVID-19 signage throughout the Royal International Convention Centre;





2.3 - Social Distancing



	RNA Staff	Patrons / Front of House	Ingress/Egress
SOCIAL DISTANCING 	<ul style="list-style-type: none"> ■ Separate staff entrance and exit access points ■ Ensure staff working spaces and seating arrangements are set 1.5 metres apart ■ Place social distancing markers on floors and congregation areas ■ Limit the use of the elevator to 2 people ■ RNA staff trained in communicating social distancing messages (also supported by signage throughout the venue) will liaise with event organisers ensuring their responsibilities in achieving social distancing is achieved in high traffic areas, queues and entrance/exit points 	<ul style="list-style-type: none"> ■ Separate entrance and exit points to the Convention Centre ■ Established safe restricted patron numbers per sqm per venue ■ Ensure tables and seating arrangements are set 1.5 metres apart with continual review based on Government direction ■ Social distancing markers on floors at entrance, exit, toilets and counter areas ■ Limit the use of the elevator to 2 persons only ■ All Food and Beverage to be consumed seated to reduce social interaction and promote social distancing ■ Tensor barriers in conjunction with signage and staff communication used to maintain separation between venue entrance and exit points 	<ul style="list-style-type: none"> ■ Social distancing markers designated 1.5 meters apart throughout high traffic queueing areas ■ COVID-19 Safe trained event staffed to be stationed at high traffic areas and entrance/exit points managing flow/ social distancing ■ In the event of over crowding, a trained COVID-19 Safe team member will divert patrons away from crowded area to an alternative exit (team member to verbally communicate alternate route and directions) ■ Regular announcements to be made over speakers (where applicable depending on the event type) advising patrons to maintain social distancing and to contact event staff if they experience COVID-19 Symptoms ■ Separate entrance/exit points into the venue to be enforced by team member along with the following tools; <ul style="list-style-type: none"> - Signage - Floor spacing decals - Physical barrier




2.4 - Conditions of Entry

CONDITIONS OF ENTRY	Patrons
	<ul style="list-style-type: none">■ Signage located at Convention Centre Entrance advising Patrons not to enter the venue if they are feeling unwell■ Entering patrons will be asked the following screening questions when providing information via the QR Code RNA Event Attendance SharePoint form or in person, prior to entering the Convention Centre:<ul style="list-style-type: none">- In the last 14 days have you travelled from overseas or a COVID-19 hotspot?- Have you been in close contact with a person who is positive to COVID-19?- Are you currently, or have you recently experienced cough, fever, sore throat, fatigue or shortness of breath?- Are you an active COVID-19 case?■ Event organisers will be required to post these pre-screening questions on their event internet/ social media platforms in the lead up to their event.■ All patrons who enter the Royal International Convention Centre will be required to provide their personal details for contact tracing prior to entering the venue. Patron details will be collated via one of the following systems depending on the event type:<ul style="list-style-type: none">- QR Code- Paper Sign in- Ticketed Event (patrons must be scanned in)



2.5 - Hygiene & Cleaning




	Patrons / Front of House	Ingress/Egress
<p>HYGIENE & CLEANING</p> 	<ul style="list-style-type: none"> ■ High touch contact areas to be cleaned hourly during events ■ Installation of 'contactless' door locks across the venue where possible ■ Sanitising stations set across and Royal International Convention Centre that are replenished by venue staff ■ Toilets to be cleaned hourly by venue staff during events with a record to be kept and held for 28 days ■ Cashless payments only throughout the venue 	<ul style="list-style-type: none"> ■ Sanitising stations to be clearly displayed with signage and present at all entry/exit points. It is the responsibility of the venue to maintain and replenish the sanitisation stations ■ High touch contact areas to be cleaned hourly during events by venue staff

NB: Hand sanitiser that is used in the Royal International Convention Centre contains at least 60 per cent ethanol or 70 per cent iso-propanol.



2.6 - Wellbeing



WELLBEING	Patrons / Front of House	Ingress/Egress
	<ul style="list-style-type: none">■ Nominated isolation room for any patrons who experience COVID-19 symptoms during an event■ Social distance measurements and procedures in place across the venue to ensure 1.5 metres is continuously maintained■ Revised PAX numbers in place across all areas of the venue to allow safe social distancing measurements■ The venue reserves the right to refuse entrance or remove patrons who show symptoms of COVID-19, this is communicated via signage at venue entrance and verbally by staff■ Due to the varying nature of the events held at the Royal International Convention Centre the venue will co-ordinate with Event Organisers a plan for each event for traffic flow for their event to reduce congestion. This will form part of the Venue Specific Covid Checklist	<ul style="list-style-type: none">■ Trained COVID-19 Staff members to be present at entrance/exit points to assist patrons when required■ Any patron, contractor or event staff member displaying symptoms of COVID-19 or who presents to an RNA staff member advising they are experiencing COVID-19 symptoms will be provided PPE (face mask, apron and gloves) and escorted to the isolation room. Once in the isolation room, Queensland Health will be contacted on 13 HEALTH (13 43 25 84) to seek advice regarding the management of the patient. PPE will be appropriately disposed of by being placed in a plastic bag, tied and placed in the bin.
















3. Best Practice Guidelines – Event Specific

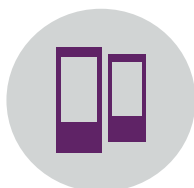
Outlined below are the proposed modified measures to enable the different events held at the Royal International Convention Centre to be delivered safely.

In terms of events that are held in Royal International Convention Centre it is important to note that the RNA manages the venue cleaning, food and beverage service for events that are being run under this site-specific plan.

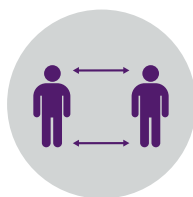
Event organisers are responsible for ensuring that social distancing, cough etiquette and hand hygiene are being actively managed in line with the requirements of this plan.

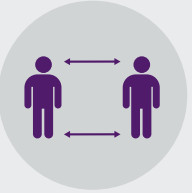












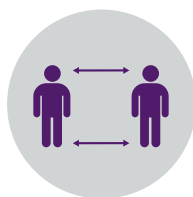
	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
SIGNAGE 	<ul style="list-style-type: none"> Signs to be placed at entrance points instructing patrons not to enter if they are experiencing COVID-19 symptoms. The signs also advise the Venue has the right to refuse entry and insist that anyone presenting symptoms leave 				
	<ul style="list-style-type: none"> Signs to be placed throughout venue regarding safe hygiene practices and social distancing, this includes but is not limited to floor spacing measurements outside all venues/halls and to not move seats from set positions 				
	<ul style="list-style-type: none"> Clear signage to be displayed advising patrons to keep social distance at all times including ingress and egress 				
	<ul style="list-style-type: none"> Clearly identifiable exit points (separate to entrances) that allow for easy recognition 				



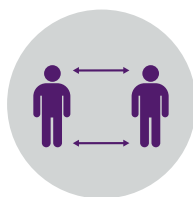
	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
SIGNAGE 	<ul style="list-style-type: none">Site maps to be displayed throughout the Convention Centre indicating exit points across the site				



	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
SOCIAL DISTANCING 	<ul style="list-style-type: none"> Separated entrance and exit points to the Convention Centre entrance and room entrances 				
	<ul style="list-style-type: none"> Established safe revised patron numbers per sqm (cocktail) or capacity (seated event) per venue. Revised patron numbers will be agreed with the venue as part of the planning process and will incorporate room set and equipment in the room. Event organisers will be required to acknowledge the agreed revised numbers as part of the Venue COVID Safe Site-Specific Plan and sign the Venue Specific Covid Checklist 				
	<ul style="list-style-type: none"> Tables arrangements are set 1.5 metres apart regardless of the event room set up. Event and venue staff members to monitor social distancing throughout the event and communicate directly with patrons who are not following this direction. Signage highlighting social distancing is also placed throughout the venue (see signage map). Allocated seating at banquet functions will be required to assist with contact tracing and is the responsibility of the event organiser. 				











































	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
SOCIAL DISTANCING 	■ Social distancing markers designated 1.5 meters apart throughout high traffic queueing areas, entrance and exit points				
	■ Limit the use of the elevator to 2 persons only				
	■ COVID-19 Safe trained event staffed to be stationed at high traffic areas (including exit points) managing flow and social distancing				
	■ Create a 'one way in and one way out' traffic flow for entrance/exit points				
	■ Food Stations designed to allow for safe social distancing: - Chef to serve food items to patrons - Clearly defined queuing system - Signed entrance and exit points - Social distancing markers in queue area				




















	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
SOCIAL DISTANCING 	<ul style="list-style-type: none"> Increased break times to allow for the safe service of all patrons. Longer break times will allow for event organisers to manage social distancing efficiently as patrons will not be required to all attend the food stations at the same time. 				
	<ul style="list-style-type: none"> Waitstaff to be dedicated a section for the duration of the event to limit interactions 				
	<ul style="list-style-type: none"> Increased Barista stations (on client request) 				
	<ul style="list-style-type: none"> Aisle spacing to be minimum 3 metres apart 				
	<ul style="list-style-type: none"> Exhibitions to display maximum person numbers allowed within their allocated booth 				
	<ul style="list-style-type: none"> Increased and scattered Food and Beverage service points based on event numbers to allow for social distancing 				



	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
HYGIENE & CLEANING* 	■ All events to be cashless payments only				
	■ High touch contact areas to be continuously cleaned				
	■ Sanitisation stations to be available at all times during events				
	■ Toilets to be regularly cleaned with a record to be kept and held for 28 days				
	■ Waitstaff to be stationed at Food and Beverage stations to serve patrons reducing high touch points				
	■ Waitstaff to wear masks (on request)				
	■ Waitstaff to wear disposable gloves during service and change between courses				
	■ Minimal items to be set on tables. Removal of communal condiments from tables that may allow transmission between patrons				
	■ Exhibitors to display hand sanitiser and regularly clean high touch areas within their booths				
	■ Cleaning and security staff to be allocated zones of responsibility for the shift to limit interactions				
	■ No patron self-service of food or beverages				

*All routine cleaning tasks are conducted in-line with the RNA's existing processes which includes our 2020 Cleaning Procedures, Hazardous Chemicals & Dangerous Goods procedure, and Safety Use of Chemicals SOP.



	Measurement	Conference / Seminar	Exhibitions	Banquets	Cocktail
WELLBEING 	■ Patrons who show signs of COVID-19 will be refused entrance to the venue				
	■ Nominated isolation room for any patrons who experience COVID-19 symptoms during an event				
	■ Event organisers will be required to create and maintain a list of attendees who attend the venue, provide this to the venue and store this for a minimum of 56 days				
	■ The Venue will co-ordinate with Event Organisers a plan for each event in accordance with the Venue COVID Safe Site-Specific Plan and Venue Specific Covid Checklist. The purpose of the checklist is to ensure event organisers are aware of (a) their areas of responsibilities during their event and (b) understand the Venue COVID Safe Site-Specific Plan. Event organisers are required to meet with the venue to review the checklist/COVID Safe Site-Specific Plan and sign they understand their responsibilities				

ENQUIRIES

Please contact our sales team on

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sales@royalicc.com.au

FOR MORE INFORMATION

Queensland Government Advice

<https://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