

# COVIDSafe Plan

Fetching Events & Communications

## EVENT PROTOCOL CHECKLIST



**Event Name:** 2021 Service & Recognition Awards

**Event Format:** Two course, sit down dinner and awards presentation

**Pax:** 150 – 200 pax **Event Date:** 4 May 2021

**Venue:** ZINC at Fed Square **Indoor**

**City:** Melbourne **Seated**

**State:** VIC

**Venue contact:** Daniela Giarola

**Plan prepared by:** Georgie Stayches  
**Date prepared:** Drafted 20 April 2021  
Finalised 29 April 2021

**COVIDSafe Officer:** Georgie Stayches  
**Contact no:** 0417 467 557

**Plan distributed to:** ESTA, ZINC at Fed Square, Guests

**Local Health Authority:** DHHS

**Contact details:** 1800 675 398

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### Outline of event

The 2020 ESTA Service & Recognition Awards recognise employee contribution.

The 3.5hr event held will host staff from across Victoria and:

- provide gifts and official acknowledgement of 10, 15, 20 & 25 years of service
- announce winners of four CEO Award categories

The event will also host a keynote speaker as well as some VIP speakers.

Elements of the evening will be streamed.

Activity – Event Access and Requirements	Y	N	Details (eg how, when, where etc)	Responsible	Additional notes
Pre communication to guests regarding COVIDSafe protocols	Y		1 x pre event email sent 7 days prior to event	Fetching Events	

State Regulations	Y	N	Details (eg how, when, where etc)	Responsible	Additional notes
<i>Event permits and/or submission of COVIDSafe Plan</i>					
1. Is an event permit required for the event based on state regulations?		N	The event has been registered as a Tier 3 event under the PEF. #6792	Fetching Events & Communications	
2. Does the COVIDSafe plan abide by state regulations?	Y		Held in line with the hospitality regulations of the latest RAD.	Fetching Events & Communications ZINC (Epicure)	
3. Does the COVIDSafe plan require approval and submission to local authorities?		N	No approval required for Tier 3 under the PEF (or RAD)	n/a	
4. Consider potential for other events in the same local area/venue which may use similar transport options, shared pathways and facilities.		n/a			

Reducing the spread	Y	N	Details (eg how, when, where etc)	Responsible	Additional notes
Reducing the Spread - Pre Event Communication/Arrangements					
<p>5. Staff to be briefed and undertake relevant COVID training</p> <p>Develop processes and materials to ensure that workers and volunteers attending the event are provided education and guidance on physical distancing, good personal hygiene and staying home from work if feeling unwell.</p>	Y		<p>Pre event communication to be developed and distributed to staff outlining COVIDSafe event protocols.</p> <p>Event Manager &amp; COVIDSafe Officer have undertaken Aus Govt &amp; Vic Govt COVID Training &amp; Certification</p> <p>Briefing onsite prior to event with staff:</p> <ul style="list-style-type: none"> <li>- wearing of masks &amp; gloves for set up, pack up</li> <li>- no sharing of equipment</li> <li>- masks and gloves to be disposed of safely</li> <li>- no taking photos on others cameras (can take pics on own and email/text)</li> <li>- if see guests bunching up, encourage them to spread out</li> <li>- no mingling amongst tables once in venue</li> </ul>	Fetching Events & Communications	Event Manager: Georgie Stayches

			Everyone to have their ticket scanned in/check in plus scan venue QR code.		
6. Notification to all attendees (guests, talents, volunteers and staff) to cover: - download and actively use the COVIDSafe app - event COVIDSafe protocols - relevant arrival times (not able to arrive early) - persons from restricted areas not able to attend - persons feeling unwell, displaying symptoms, a close contact or COVID positive are not permitted to attend - Health questionnaire/QR code in place to collect records of those on site - personal behaviours eg no handshake - physical distancing of 1.5m - cough etiquette	Y		Information to be included at point of sale (ticket registration) and on confirmation collateral  To be included in: - registration form - terms and conditions (mandatory selection field) on booking form - ticket confirmation email - ticket  - pre event email & reminders	ESTA	
7. Alternative arrangements and planned contingency to move event online		N	Event to be cancelled if public health orders deem it cannot proceed.	ESTA	
Reducing the spread - registration					
8. Contactless registration in place	Y		Registration through online booking system  Guests to pick up their own name badges (not to be handed out)  Guests to scan into venue on arrival (with ZINC allocated QR code) or at their table	ESTA	

			Guests to have their ticket scanned on entry into the event or present their name for staff to find in ticket system.	Fetching Events & Communications	
9. Where an event could attract attendees, who do not have a ticket, the organiser must use a gated venue with designated points of entry and exit.		N/A	Event for ticketed guests only		
<b>Reducing the spread - Event time signage</b>					
10. Sufficient information/signage displayed: - how to reduce the spread of COVID-19 - download COVIDSafe app - handwashing - physical distancing - at each public entry to each indoor and/or outdoor space, indicating maximum capacity and COVIDSafe hygiene and physical distancing requirements - notification of relevant hygiene and distancing protocols  Detail where signage will be erected	Y		Work with venue to ensure relevant and required signage is in place  See ZINC COVIDSafe plan	Fetching Events & Communications  ZINC at Fed Square	
<b>Reducing the spread - General site</b>					
11. During the event, regularly to reinforce public health messages – use broadcast messages, signage, and workers/volunteers to communicate this information with attendees.	Y		Build into MC notes	ESTA	
12. Compliance with capacity restrictions Event organizer Venue  Detail for indoor and/or outdoor	Y		Event held in line with current density quotient and hospitality/stadium venue  Cabaret tables of 6 per table  Allocated table seating	ZINC (Epicure)	
13. Ensuring that persons from restricted areas are not attending or participating	Y		Monitor any hotspots, have registration list of ticket bookings and follow public	ESTA	

		health orders accordingly		
<p>14. Process in place to refuse or evacuate any persons who start displaying symptoms while on site. And make the necessary procedures.</p> <p>Plan and process in place to respond if a participant, volunteer or organizer is notified by health authorities that they are a positive case and attended the facility whilst infectious.</p> <p>Do you have a plan in place to:</p> <ul style="list-style-type: none"> <li>- identify and notify close contacts in the event of a positive case attending the venue/facility during their infectious period. You are also required to notify relevant state authority of the positive case.</li> <li>- to clean the venue/facility (or part) in the event of a positive case.</li> <li>- to contact relevant state authority and notify the actions taken, provide a copy of the risk assessment conducted and contact details of any close contacts.</li> <li>- to immediately notify relevant state authority if you have identified a person with coronavirus (COVID-19) at your venue/facility.</li> </ul>	Y	<p>If sick person arrives, meet and greet staff to hold them in foyer (not enter room) and alert ESTA.</p> <p>ESTA to discreetly advise that due to the COVIDSafe protocols, we are not permitted to allow unwell guests at the event.</p> <p>ESTA also to ascertain which areas of the venue they had visited and who they had come in contact with.</p> <p>Kindly ask them to depart and ensure have mode of transport home.</p> <p>ESTA to take note of name, arrival time, areas visited and advise ZINC staff.</p> <p>ZINC staff to clean any areas visited/touched.</p> <p>Have a live list of who attended the event (names, phone numbers) as well as which tables they were seated at – along with QR contact tracing.</p> <p>Provide relevant information to DHHS.</p>	ESTA	

<p>Do you have a plan in place:</p> <ul style="list-style-type: none"> <li>- if the event that you have been instructed to close by relevant state authority</li> <li>- to re-open your venue/facility once agreed by relevant state authority and notify participants, volunteers and organisers they can return to the venue/facility .</li> </ul>			<p>Notify ZINC to undertake deep clean and follow official advice</p> <p>Release internal statement and also email attendees to advise regarding situation and provide official and up to date information and instructions.</p> <p>Communication to all attendees</p>		
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<b>Physical Distancing</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
<b>Physical Distancing - General venue</b>					
15. Implement strategies to avoid crowding on public transport and at stops/stations. Where feasible, ensure there are adequate parking options for car-based travel.	Y		<p>Provide key transport information and ensure adequate staff at entry points to avoid congestion and queuing.</p> <p>Buses to be organized for large sections of the guests attending from same locations.</p>	ESTA	
16. Establish multiple entry and exit points to avoid queuing and ensure smooth attendee flow into the venue. Where multiple entry and exit points cannot be	Y		Entry into room via one way only – to ensure one way	ZINC (Epicure)	



established, encourage staggered entry/ exit to avoid queuing; this could be done as part of pre-event communication.			<p>traffic flow and not cross over of guests.</p> <p>Spread out registration tables to avoid congestion. A – K on one side L – Z on the other side</p> <p>Event staff (with ticket scanners) to be positioned at doorway – prior to registration</p>	Fetching Events	
<p>17. Ensure physical distancing of 1.5m is maintained where possible</p> <p>Detail how</p>	Y		<p>Access to the deck for pre arrival and to encourage spreading out and distancing.</p> <p>Event staff to encourage people to spread out.</p> <p>No mingling amongst tables once in function room.</p>	ZINC (Epicure)	
<p>18. Provide physical barriers, floor markings or adapted floor plans to ensure physical distancing</p> <p>Detail where</p>		N	<p>N/A As no queuing required at event.</p> <p>Communication pre event communication and guiding of event staff to remind people to be distancing.</p> <p>Two registration areas to encourage spreading out</p>	ESTA	
19. Ensured that the venue will be compliant with the relevant density quotient	Y		Working closely with venue	ZINC (Epicure)	
20. Remove excess chairs and tables from communal break areas to encourage personnel to stay a minimum 1.5 metres from one another	Y		No excess furniture to be in function areas.	ZINC (Epicure)	

			Only 6 chairs per table  Back of house/green room areas to comply with density quotient (4 permitted in boardroom)		
21. Arrange for any meetings and/or training to be held virtually or in outdoor areas that allow for appropriate physical distancing between workers?	Y		Pre event meetings to be held with Event Manager & ZINC online  Onsite briefing with staff to be held in open area of function room  Assign areas to work within, for bump in.  Registration Main Room	Event Manager ZINC (Epicure)  Event Manager	
22. Consider pedestrian flow throughout venue and identified any bottle necks  Implement strategies to limit the potential for gathering near the venue or at entrances/exits. Encourage attendees to disperse from the event at its conclusion.	Y		Registration process re-imagined to ensure no bottle necks.  Meet and Greeters spread out to discourage bottle necking of guests during arrival.	Fetching Events & Communications	
<b>Physical Distancing – Fixed Seating</b>					
23. Ensure seating is clearly labelled to enable seating allocation.	Y		Allocated seating	ESTA	
24. Where seating is not numbered, clearly mark rows and seats that are to be left vacant.		N/A			

PPE	Y	N	Details (eg how, when, where etc)	Responsible	Additional notes
PPE - General site					
25. Arrangements in place for staff to wear masks and gloves during set up and pack up and in high traffic/contact areas	Y		All event staff to wear masks and gloves during bump in and bump out – as noted in runsheet and to be included in staff briefing.	Fetching Events & Communications ESTA	
26. Plans in place for guests to wear masks if required  Have spares for distribution for anyone who forgets a mask	Y		Latest Public Health Order re masks communicated through: - registration form - terms and conditions (mandatory selection field) on booking form - ticket confirmation email - ticket  - pre event emails	ESTA	
27. Provision for additional supplies for workforce	Y		Masks, gloves, hand sanitizer and wipes to be in event kit.	Fetching Events & Communications	
28. Clear communication to your workforce how to correctly wear & dispose of mask and gloves	Y		To be included as part of onsite briefing	Fetching Events & Communications	

Hygiene	Y	N	Details (eg how, when, where etc)	Responsible	Additional notes
<b>Hygiene - General venue</b>					
<p>29. Venue to undertake initial pre-opening deep cleaning and implement an environmental cleaning schedule to ensure frequent cleaning and disinfection of high touch surfaces and bathrooms</p> <p>Further advice about cleaning can be found at relevant state authority cleaning and disinfecting information</p>	Y		<p>As per venue arrangements and venue COVIDSafe plan</p> <p>All surfaces are cleaned prior to commencement of each event.</p>	ZINC (Epicure)	
<p>30. Venue to ensure that surfaces are cleaned regularly, and high-touch surfaces cleaned at least twice on each given day</p>	Y		<p>Regular cleaning/disinfecting of high-traffic and high-touch surfaces including door handles and toilet door handles.</p> <p>All staff are to wash and sanitise their hands before and after serving/clearing food.</p>	ZINC (Epicure)	
<p>31. Ensure that outside doors and windows are opened to increase air circulation before commencing cleaning and disinfection</p> <p>Keep doors and windows open after cleaning and disinfection to allow the cleaning agents to disperse in the airflow.</p>		N/A			
<p>32. Cleaning products to be readily available near commonly used surfaces where possible (for example, placing hand sanitiser near the register, on tables and chairs, and in bathrooms)</p>	Y		<p>Sanitizer wipes to be in event kit and readily available.</p> <p>Hand sanitizer at key locations throughout venue (as per below): Foyer Throughout venue</p>	<p>Fetching Events &amp; Communications</p> <p>ZINC (Epicure)</p>	

33. Ensure that toilets and common use surfaces will be disinfected regularly	Y			ZINC (Epicure)	
34. Ensure that equipment will be thoroughly cleaned after use  No sharing of equipment such as microphones	Y		<p>Equipment not to be shared</p> <ul style="list-style-type: none"> <li>- only MC can adjust the microphone</li> <li>- no communal jugs of drinks on tables &gt; pre pour and table service only</li> <li>- no share platters on tables &gt; individually plated meals only (including mini desserts)</li> <li>- no sharing of cameras for photo opportunities &gt; can take photo on own camera and email or airdrop</li> </ul> <p>Renewed stage process:</p> <ul style="list-style-type: none"> <li>- no shaking hands to award winners</li> <li>- awards to be collected by award winners rather than handed to them on stage</li> </ul>	ALL	
35. Ensure bins are provided around the venue for disposal of tissues and gloves	Y		Venue to provide	ZINC	
36. Ensure that one person should be designated to open/close doors	Y		<p>Arrival drinks to utilise outdoor deck</p> <p>Once event has started, staff member to open/close doors as required (to avoid high touchpoints)</p> <p>Once event finished, doors to be permanently open to</p>	Fetching Events & Communications	

			allow for exit of guests.		
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<b>Record keeping</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
<b>Record Keeping</b>					
37. Collection of relevant information as a register of all guests and stakeholders are entering the venue to ensure all contact details are available (Including name, mobile phone number, attendance date, attendance time)  Recommended to be captured online (eg online entries and/or QR codes)  Attendee contact details must be retained for 28 days after the event, after which, information should be destroyed, unless there is another statutory requirement for retention.	Y		Through ZINC QR code	ZINC (Epicure)	
38. Relevant COVID Hotline phone numbers readily available	Y		On runsheet	Event Manager	

<b>Interactions in Enclosed Spaces</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
<b>Interaction in Enclosed Spaces – General</b>					
39. Use visual cues to facilitate physical distancing:		N/A			

Ground/wall marking of 1.5m spacing where queuing may occur (e.g. outside bathrooms, in service lines) Signage requirements Indicate direction of travel on walkways with a preference for one-way flow, where practical.					
40. Common areas to be closed if the congregation of areas cannot be managed  Document how you will communicate scores to participants.		N/A			
41. Modify the program to expedite participation and avoid excessive participants or guests numbers on site  Detail	Y		To review guest numbers based on current state guidelines and best guest experience.	ALL	
42. Ensure guests are to leave the venue immediately once their session has concluded	Y		To be managed	ALL	

<b>Hospitality</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
<b>Food &amp; Beverage</b>					
43. Any food and beverage service must align with the Vic Govt hospitality guidelines	Y			ZINC (Epicure)	
44. Reduction of high traffic touch points in serving of F&B  Consider of menu and serving options	Y		No share platters No share sides dishes  Pre pouring of drinks - no communal use of wine bottles, water jugs etc	ZINC (Epicure)	

<b>Contingency &amp; Scenario Planning</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
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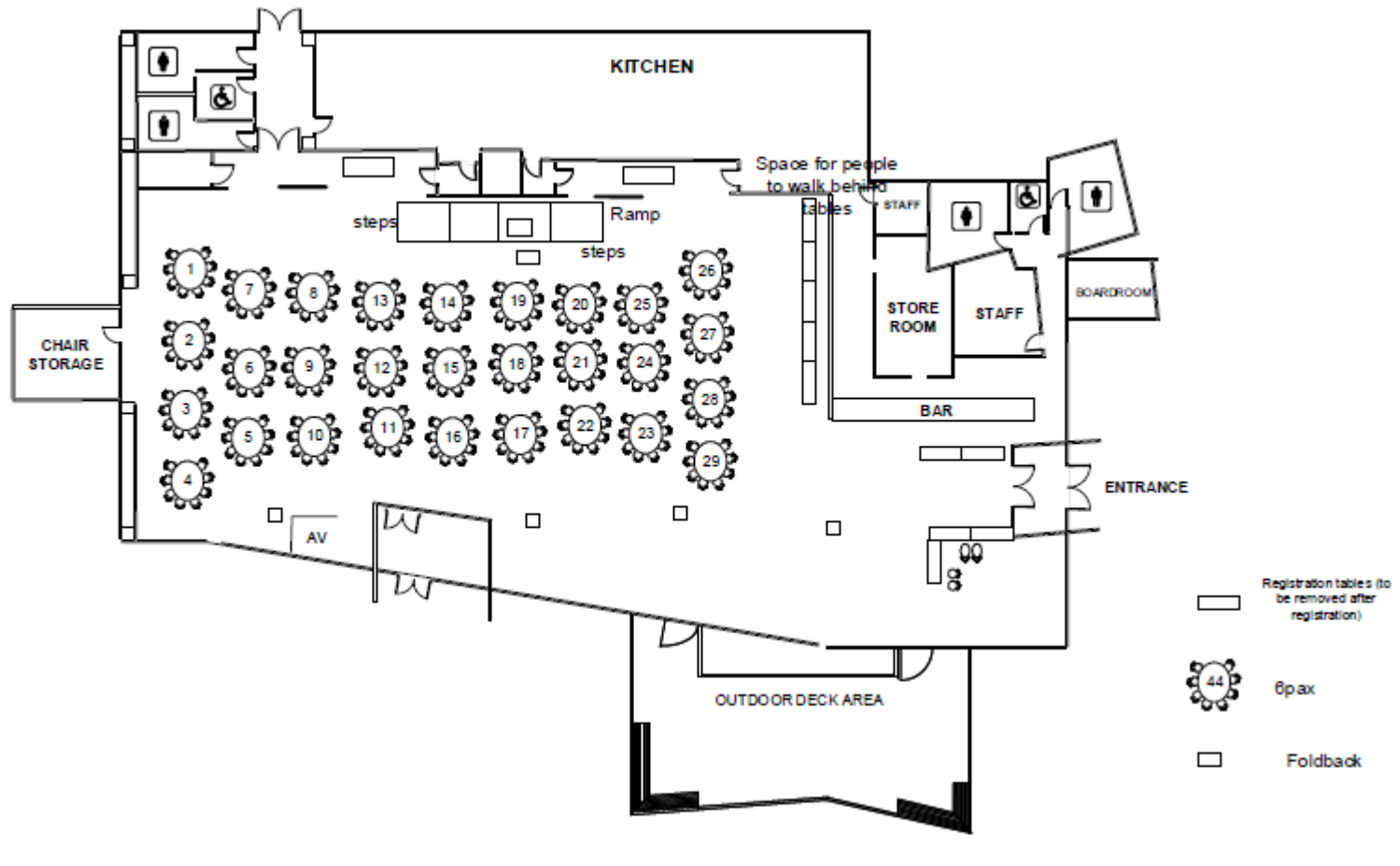
<b>Cancellation</b>					
45. Contingency planning must be documented in the scenario that an event needs to be cancelled, including communicating the cancellation to patrons.					
<b>Ticketing</b>					
46. Tickets should be refundable if a ticketholder is unwell.	Y		ESTA to manage		

<b>Additional information</b>	<b>Y</b>	<b>N</b>	<b>Details (eg how, when, where etc)</b>	<b>Responsible</b>	<b>Additional notes</b>
47. Does your event have singing, dancing, chanting and consumption of alcohol and other drugs?  How will the risks associated with this be mitigated?	Y		<ul style="list-style-type: none"> <li>- Consumption of alcohol</li> <li>- RSA implemented</li> <li>- ZINC staff advised to implement conservative pouring of alcoholic drinks</li> <li>-</li> </ul>		



# Insert Site Map

## Floorplan



# COVID SAFE COMMITMENT



## GOVERNMENT REGULATIONS

We are consistently monitoring all government health advice and regulations. We have a COVID--safe plan in line with current government restrictions and Industry Restart Guidelines.



## TRAINING

Our staff will undergo compulsory COVID-19 training.



## PHYSICAL DISTANCING

We will ensure physical distancing requirements are supported.



## MASKS

We will ensure masks are worn by staff and guests as required by current health advice. We will have spare masks onsite.



## SANITISING STATIONS

We have placed hand sanitising stations at all entrances and around the venue.



## CLEANING & DISINFECTING

We are disinfecting high touch areas on a regular basis and will be maintaining a vigilant cleaning routine between events.



## IMPECCABLE HYGINE

We will continue to maintain impeccable hygiene and food handling standards.



## COVID SIGNAGE

We have placed signage around the venue advising of current restrictions in place and reminding staff and guests of responsibilities.



## RECORD KEEPING

We are maintaining registers in line with government regulations.

December 2020

LIGHTS  
ON  
Events  
now booking