

# COVID Management Plan Adelaide Entertainment Centre

## Definition of a COVID Management Plan

A COVID Management Plan is a unique and comprehensive plan that must be specific to your venue or activity. The plan sets out how a high-risk activity will be managed to reduce the risk of transmission of COVID-19 between patrons/attendees and staff.

High risk public activities that require a COVID Management Plan include:

- Gatherings and activities of more than 1000 people.
- Licenced premises under *the Liquor Licencing Act 1997* where both dancing and the consumption of liquor occurs.
- The operation of a nightclub, where the principle purpose of the premise is for the consumption of liquor, the playing of loud, amplified music and dancing.

## When a COVID Management Plan is required

It is important that you familiarise yourself with the current Emergency Management Direction on Public Activities. This can be obtained from [www.COVID-19.sa.gov.au](http://www.COVID-19.sa.gov.au).

The table below provides guidance on when a COVID Management Plan and/or a COVID-Safe Plan will be required. If you already have a COVID-Safe Plan in place, it should be submitted together with your COVID Management Plan. A COVID-Safe Plan can be obtained from ([www.COVID-19.sa.gov.au](http://www.COVID-19.sa.gov.au)).

|   |  |
|---|--|
| Defined public activities for under 1000 people   | COVID-Safe Plan  |
| Venues/Activities with no drinking of liquor or dancing                                   | COVID-Safe Plan  |
| Venues/Activities with dancing but no drinking of liquor                                  | COVID-Safe Plan  |
| Venues/Activities with drinking of liquor and dancing                                     | COVID Management Plan  |
| Venues/Activities with drinking of liquor and dancing that has multiple vendors           | COVID Management Plan for the event/activity, <b>and</b> a COVID-Safe Plan for each vendor |
| Activities, events, gatherings with over 1000 people                                      | COVID Management Plan  |
| Activities, events, gatherings with over 1000 people that has multiple individual vendors | COVID Management Plan for the event/activity, <b>and</b> a COVID-Safe Plan for each vendor |

The responsibility for the implementation of your COVID Management Plan will belong to the venue owner/event coordinator.

## Guidance for your COVID Management Plan

Detailed guidance on how to develop your COVID Management Plan can be downloaded from:  
[www.COVID-19.sa.gov.au](http://www.COVID-19.sa.gov.au).

### Section 1: COVID Management Plan Information

#### Contact Information

The COVID Management Plan must be submitted by all individuals or organisations that own, operate or host defined high-risk public activities.

|   |   |
|---|---|
| <b>Registered company/business name</b>                 | Adelaide Venue Management Corporation   |
| <b>Trading company/business name</b>                    | Adelaide Venue Management Corporation – Adelaide Entertainment Centre   |
| <b>ABN</b>  | 50 676 936 954  |
| <b>Venue Owner / Event Coordinator name</b>             | South Australian Government – Anthony Kirchner  |
| <b>Contact details of Venue Owner/Event Coordinator</b> | 0414 876 192 Anthony.Kirchner@avmc.com.au   |
| <b>COVID Marshal Name/ Date training completed</b>      | Head (Grand) COVID Marshals: <ul style="list-style-type: none"><li>• Phil King, General Manager Certificate 3695537</li><li>• Ben Jones, Event Operations Manager Certificate 2011240</li><li>• Kate Russo, Venue Hiring Manager Certificate 119737</li></ul> Full list of all COVID Marshals with Certificate number can be provided on request. |
| <b>Liquor license no.</b>                               | 57100681  |

## Venue / Activity Information

|  |  |
|--|--|
| <b>Venue / Event/ Activity name:</b>                                       | Adelaide Entertainment Centre  |
| <b>Location of venue/event/ activity:</b>                                  | 98 Port Rd, Hindmarsh  |
| <b>Duration of the activity:</b>   | Monday to Sunday 0000 to 2359  |
| <b>Total venue/event/activity floor square metres:</b>                     | Per liquor licence records - 15,089m2  |
| <b>Total venue/event/activity publicly accessible floor square metres:</b> | <p><b><i>Note: room capacities for all spaces listed below can be found in the Entertainment Centre Covid Safe Plan. This is attached to this document.</i></b></p> <p><b><u>ARENA VENUE</u></b></p> <p>Arena floor – 2730m2<br/> Foyer east – 609m2<br/> Foyer west – 609m2<br/> Foyer south – 380m2<br/> Foyer north – 450m2<br/> Entry orb – 1596m2<br/> Star Room Terrace – 546m2<br/> Corporate suites – standard suite x 20 – 800m2 (Corporate)<br/> Star Suite – 105m2 (Corporate)<br/> Legends Suite - 105m2 (Corporate)<br/> Small Corporate Boxes x 4 – 120m2 (Corporate)<br/> Star Lounge – 168m2<br/> Legends Lounge 168m2<br/> Star Room – 403m2<br/> Seating banks Auditorium level North – 821m2<br/> Seating Banks Auditorium level South - 821m2<br/> Seating banks Auditorium level east - 1171m2<br/> Seating banks auditorium level west – 1171m2<br/> Arena production offices 1 – 16m2<br/> Arena production offices 2 – 20m2<br/> Arena production offices 3 – 16m2<br/> Promoters lounge – 25m2<br/> Dressing room 1 – 39m2<br/> Dressing room 2 – 39m2<br/> Dressing room 3 – 39m2<br/> Dressing room 4 – 39m2<br/> Dressing room 5 – 12.5m2<br/> Dressing room 6- 12.5m2<br/> Dressing room 7 12.5m2<br/> Dressing room 8 - 12.5m2<br/> Dressing room 9 -12.5m2<br/> Crew room – 25m2<br/> Arena backstage green room – 75m2</p> <p><b>Arena Total Public Space – 13165.5m2</b></p> <p><b><u>THEATRE VENUE</u></b></p> |

|   |   |
|---|---|
|   | <p>Theatre floor space – 1680m<sup>2</sup><br/> Theatre terrace – 480m<sup>2</sup><br/> Theatre Foyer space – 156m<sup>2</sup><br/> Theatre principal dressing room 1 -18m<sup>2</sup><br/> Theatre principal dressing room 2 – 18m<sup>2</sup><br/> Theatre large dressing room – 64m<sup>2</sup><br/> Theatre green room – 85m<sup>2</sup><br/> Theatre production offices x 2 – 34m<sup>2</sup></p> <p><b>Theatre Total Public Space – 2535m<sup>2</sup></b></p>   |
| <b>Maximum number of attendees at capacity:</b>                     | 20,550  |
| <b>Proposed maximum number of attendees for the venue/activity:</b> | <p><b>ARENA VENUE –</b></p> <p>100% capacity with patrons wearing masks for the purpose of queuing and movement through the venue (11,222 pax)</p> <p><b>THEATRE VENUE –</b></p> <p>100% capacity with patrons wearing masks for the purpose of queuing and movement through the venue (3,000 pax)</p>  |
| <b>Description of the activity:</b>                                 | <p><b><u>Conferences</u></b></p> <ul style="list-style-type: none"> <li>Maximum attendance: 11,222 pax @100%</li> </ul> <p><b><u>Meetings, Seminars, Workshops, Forums</u></b></p> <ul style="list-style-type: none"> <li>Maximum attendance: 11,222 pax @100%</li> </ul> <p><b><u>Exhibition</u></b></p> <ul style="list-style-type: none"> <li>Maximum attendance will be determined once floor plans are finalised and exhibition shell scheme has been removed from available square meterage. Total capacity will be 3 person per 4 square metres.</li> </ul> <p><b><u>Special Event (Speech Night /Presentations/ Special Service)</u></b></p> <ul style="list-style-type: none"> <li>Maximum attendance: 11,222 pax @100%</li> </ul> <p><b><u>Banqueting</u></b></p> <p>- Cocktail receptions (Corporate/Networking/Charity)</p> <ul style="list-style-type: none"> <li>Maximum attendance: 1,365 pax</li> </ul> <p>- Dinners (such as Awards/Appreciation/Corporate/Charity, School Formals)</p> <ul style="list-style-type: none"> <li>Maximum attendance: 1,365 pax</li> </ul> <p><b><u>Concerts</u></b></p> <ul style="list-style-type: none"> <li>Maximum attendance: 11,222 pax @100%</li> </ul> |

|  |   |
|--|---|
|  | <p>Note that a concert can be varying in demographics, from young children at the Wiggles, to Grandparents at Michael Buble and everything in between. Each varies with their respective requirements, and as a matter of business practise the venue does a risk assessment on EVERY event that is held on the premises.</p> <p><b><u>Sports (Basketball, Netball, Ice Hockey, Bull Riding, UFC)</u></b></p> <ul style="list-style-type: none"> <li>• <i>Maximum attendance: 11,222 pax @100%</i></li> </ul> <p><b><i>Note: AVM will be responsible for the implementation of the risk mitigation measures outlined in this COVID Management Plan.</i></b></p> |
|--|---|

## Section 2: Application of Density and Distancing principles to all accessible areas

Your COVID Management Plan must apply the following infection control principles for both staff/volunteers and patrons/attendees:

- **Density:** The maximum number of members of the public in any single room or enclosed area must not exceed 3 person per 4 square metres.
- **Distancing:** Endeavour to ensure individuals and social groups maintain a distance of 1.5 metres apart.

Accessible areas include the following:

| Functional space  | Examples   |
|---|--|
| Publicly accessible areas                                     | Dining areas, bar access areas, dance floors, public toilets, corridors, lobby areas, waiting areas (including line-up space), entry and exit points.        |
| Shared external facilities including accessing transportation | Car parking for staff and members of the public, lawns, play equipment or amusement rides. Access to free-flowing transportation such as cars, buses, taxis. |

The **Guidance for a COVID Management Plan** may assist in providing you with some potential solutions that may be appropriate.

Please outline below how you will manage people density and social distancing during the course of your activity.

## 2.1 Publicly accessible areas

- How will you ensure each room's capacity is not exceeded, including restrooms/toilets?
- How will you monitor the number of patrons at any given time?
- How will distancing be managed in all spaces, e.g. bar, restrooms, public food service areas?
- How will distancing be managed between groups on a dance floor?
- How will you identify and separate social groups?
- How will you manage the number of people using vertical transport, e.g. lifts, escalators?
- How will distancing be managed pre-entry and on exit, e.g. line-ups, street congregations?

Density:

## Event Bookings

- Event spaces are booked for each event to meet relevant capacities, with floor plans designed and approved based on appropriate social distancing measures and, to keep multiple events and attendees separated based on prevailing Government instructions.
- Clients are made aware of maximum capacities.
- Publicly ticketed events ensures that the sales process through our ticketing services provider (Ticketek) only facilitates for the agreed number of event attendees.
- Private hires requires clients to provide final numbers for set up and catering (all on charged to the client) purposes. This ensures that the number of attendees is checked prior to an event. Rooms are then set based on the numbers advised.

## General Access Protocols

- Capacities are maintained in each of the venues as only ticket purchasers can attend and must sit in their allocated seating. Each ticket is numbered and corresponds to the allocated seat available as per the capacity model.
- At 100% capacity model, patrons will be required to wear a mask as defined in the Emergency Management (Public Activities No10) (COVID-19) Direction 2020.
- Patrons will be notified of the requirement to wear a mask via communications from the Club/Hirer and the Venue (AVM). This will be done via EDM, SMS and Social Media.
- Patrons will be asked to bring their own re-useable cloth masks, should they not have a mask, a disposable option will be available upon entry and provided by the venue.
- When patrons purchase a ticket for the Arena Venue, this will allow them to only access the Arena Venue. It does not provide access to the Theatre Venue. This is controlled by Security and Front of House Ushers at the venue access points (i.e. Doors). This applies in reverse for the Theatre Venue, whereby patrons cannot access the Arena Venue with their ticket, and it is controlled again by staffing deployments.
- Any patron attending an event at the venue will have a ticket to do so, all tickets will be electronically purchased and traceable
- During the entry process, patrons will be instructed to make their way to the allocated seat detailed on their ticket.
- For all events, patrons are required to remain in their ticketed seat only. At each access point to the seating areas, staff are positioned to ensure that patrons are seated in their correct position. These staff are commonly referred to as ushers and as part of our Covid management plan these staff ensure that patrons remain in their correct location, and are seated in line with the approved plan. For non-compliance incidents security are onsite to assist ushering staff to enforce these matters.
- Each entry lane will have the SA Government issued QR codes displayed prominently. All patrons attending the venue will be required to scan in upon entry.

## COVID Marshals



- AVM will maintain 1 x “Grand” COVID Marshal for all events responsible for the full oversight of enforcing all COVID restrictions.
- A COVID Marshal register will be maintained. This document will contain the name of the marshal, the start and finish time of their duty at the event, and the location within the event which was (or will be) their responsibility. The register will be available during events for inspection on request by an authorised officer as defined in the Emergency Management (Public Activities No10) (COVID-19) Direction 2020.
- In addition to the Grand Marshal, we will implement dual role COVID Marshals. They will include Event Managers, Team Leaders, Event Staff and Security. These staff will monitor delegate and patron compliance, physical distancing, and issue reminders where necessary. This includes from pre-entry, during the event and on exit. The outdoor perimeter and public areas within the building are under CCTV surveillance so Security can immediately highlight and act upon any areas of concern within the precinct.
- The ratio of rostered staff that will be COVID Marshall trained/compliant and dual role will be 1 to 200.
- Pre-event briefings occur at the commencement of every event, and are led by the Event Manager. This briefing includes all COVID Management responsibilities and compliance protocols.

## Function spaces

- Where required when hosting multiple events, AVM will separate entry & exit points for guests to minimise crossover of function guests. This will be managed by staff, signage and queuing equipment (Tensa Barriers and Hard Closure measures i.e. Crowd Control Barriers) for delineation.
- AVM will increase cleaning rate of toilets, door handle & hard surfaces – with 30 minutes checklist sign offs on all areas. Where multiple events are scheduled, each function will be assigned its own bathroom facilities to avoid cross over of events. Each venue has its own bathroom facilities to accommodate this.
- Staff will be at food or beverage stations during service periods to assist with Physical distancing of guests.
- COVID safe specific signage is installed in the venue
- Site access for functions is monitored - access is via a security point that ensures all bump in/outs & functions to manage the flow of traffic & cleaning of all BOH areas
- All guests will be served as per the prevailing Government requirements under the Emergency Management Direction 2020.
- The SA Government issued QR codes will be displayed prominently at the entry to the function space. All patrons attending the venue will be encouraged to scan in upon entry.

## Corporate suites

- Every usher and steward on this level will be trained as a COVID Marshal
- Ensure entry exit doors are open for arrival & departure to minimise guest contact.
- Ensure suite doors are open to minimise guest contact
- Adhesive directional arrows in passages to indicate keep left direction
- Increase cleaning staff to cover intervals to assist with toilet line ups plus pre & post cleaning.
- Ensure suite seating is around perimeter to ensure social distancing.
- Tensa barriers will be placed in front of bar to create a patron/staff barrier
- Hand sanitiser dispensers placed in all corporate suites
- Utilise single use cutlery & napkins

## Public Catering

- Only packaged items in single use/disposable packaging will be sold
- Cashless purchasing will enable the use tap and go instead of cash
- Public food areas are included in the 30 minute cyclical cleaning sign off and have a high degree of visible cleaning activities at major touch points (fridge doors, food slides, self-serve coffee machines, ice cream freezers).
- Hand sanitiser placed at or near entry points to all F&B spaces
- All patrons must eat or drink as per the prevailing Government requirements under the Emergency Management Direction 2020
- Automated public safety announcements will run in the venue public concourse spaces encouraging physical distancing – this is via a Crestron automated system with announcements to be made at scheduled intervals of 15 minutes.
- Automated public safety messages will run in the venue public concourses / hand washing / cover your coughs / practicing good hygiene. This is via a Crestron automated system with announcements to be made at scheduled intervals.

#### **Distancing:**

In addition to the points listed in the Density section as mentioned above:

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)
- COVIDSafe app information

All rostered event staff will be trained COVID Marshals, and dual role with the ultimate responsibility of COVID compliance being that of a “GRAND” COVIDCOVID Marshal. This role will be filled by a member of the venue senior management team.

#### **2.2 Staff facilities and service areas**

- How will you protect your staff and volunteers from the potential transmission of COVID-19?
- How will you ensure each room’s capacity is not exceeded, including restrooms/toilets?

AVM has developed a COVID-19-specific workplace plan that outlines strategies and tactics to combat and/or minimise the likelihood of spread of the virus between staff and any volunteers.

#### **Staff Safety**

- COVIDSafe training to take place prior to staff returning to work. (See AVM COVID-19 Training Plan below).
- Staff sign off / acknowledgement of completion of reorientation required.
- All staff working on events, FOH & BOH areas must be briefed /made aware of their personal hygiene requirements at commencement of shift in line with the government’s current COVID Safe advice frame works.
- If staff feel unwell they are to be advised to cancel their shift and not come to work.
- Staff to log on/off via Human force app on smart phone where possible.
- Ensure all staff have access to PPE as required for their roles.
- Meeting Rooms, Boardrooms, Kitchenettes, Lifts have maximum capacity signage in place.

#### **Cleaning, Disinfecting & Supplies**

- The frequency of the cleaning regime will increase in BOH areas.
- Procurement and maintenance of ongoing stocks of PPE, sanitizer and cleaning materials kept to par levels and daily checks.
- Conduct inventory of all required items.

- Maintain current pre clean & post clean procedure and checklist for all high touch areas.
- Can bins will be placed strategically at the exits for the disposal of masks.

## Life Safety & Facility Compliance Checks

- Relevant departments to ensure all facilities, systems and equipment are in full operational order.
- During the COVID shutdowns all venue life safety systems such as fire systems, public address, emergency lighting and general venue services have been maintained per schedules, these schedules are held with the AVM maintenance department.
- Event Management staff will continue to report any system malfunctions immediately to the relevant maintenance staff, General Manager and CEO as required.

## AVM COVID-19 Training Plan

- All AVM staff must complete 2 or 3 modules (depending on role) prior to returning to the workplace.
- Training is sent via Skytrust and all staff must complete the training, a quiz and click submit for the training to be completed.
- The training records are stored in Skytrust and in some instances also Humanforce. Staff cannot return to site without having completed this training. For casual staff, they cannot be rostered until this training has been completed, which is flagged within the Humanforce rostering system.

## All Staff

Prior to returning to the workplace must complete;

- SA Government Information for Public Sector Employees – COVID-19  
<https://forms.sa.gov.au/#/form/5e7058d5ad9c5b0a8cf34d63/app/5f7e467d4d43312940513831>
- AVM Returning to the Workplace

CSHR021 - Infectious (Epidemic/ Pandemic) Diseases Policy

CSHR521 - Coronavirus Infectious Disease Procedure

<https://www.youtube.com/watch?v=2WCtGFNENYU&feature=youtu.be>

Certificates of completion are sent to Training to be digitally logged to the staff ID profile within the Skytrust Human Resources/WHs system, and is verified by our Training Manager before staff are activated to be rostered.

## Casual staff

In addition to the above training, casual employees must also complete

- AVM Responding to COVID-19 in the workplace

<https://skytrust.co/app/Documents/0AF46012E7644AC5B0DCF9C130B1F8B4/QHSEInductions/Event%20Staff%20COVID-19%20Symptoms%20and%20Cleaning%20Training.pdf>

## COVID Marshals

Staff who are identified as a COVID Marshal must also complete;

- Prescribed COVID Marshal Training

<https://marshal.clickontraining.com.au/>

Certificates of completion are sent to Training to be stored within Skytrust.

## Policy & new work practices

Procedure for a contractor/staff presenting with suspected virus, refer to policy: CSHR521: Coronavirus Infectious Disease Procedure

## 1. **PURPOSE**

- 1.1 To document the procedures to be followed when a staff member or guest is suspected of having the Coronavirus at an Adelaide Venue Management (AVM) venue.
- 1.2 This procedures should be read in conjunction with Policy CSHR021.

## 2. **PROCEEDURES**

### 2.1 **Staff Member/Guest (Patient) approaches an AVM employee to advise that they believe they may have Coronavirus:**

2.1.1 **The AVM employee** is to take the following action:

- a) Isolate the person
- b) Advise the person to exit the premises and get tested at the nearest testing station; the royal Adelaide Hospital, located on North Terrace
- c) Conduct a thorough clean of touched areas
- d) Advise SA Health of contact tracing details if/when required.

2.1.2 Employees who are unwell or exhibiting symptoms associated with COVID-19

- a) An employee must disclose to their manager and/or HR Department if they:
  - *are unwell or exhibiting symptoms associated with COVID-19*
  - *have been advised to self-isolate or be tested for COVID-19*
  - *have been tested for COVID-19 and are awaiting test results*
  - *have been advised that they have tested positive to COVID-19*
  - *are being treated for COVID-19 and whether hospitalised.*

## **Contractors**

The procedure for contractors coming onsite is as follows:

- All non-event contractors report to reception and scan the SA Government issued QR Code.
- All event contractors will continue to access the venue stage doors via the security control points to the respective loading docks with a member of security signing each person in and monitoring attendance to ensure compliance in line with the hirer's access framework. No unauthorized persons will access backstage venue areas per current protocols. All contractors entering this way must also scan the SA Government issued QR Code.
- As part of the pre event planning process and issuing of the Event Hazard Identification form of all hirers will be required to acknowledge the COVID Safe protocols in the venue.
- Staff and Contractors are provided washroom/bathroom facilities for use when on site.

## **PURPOSE**

1.1 The purpose of this procedure is to inform Workers of site safety information and instruction, so that a safe workplace and work practices are implemented and maintained at AVM venues.

1.2 These procedures apply to any Worker who is not an employee of AVM, who carries out work at an AVM workplace.

## **2. PROCEDURES**

The following procedures are required to be read, understood and complied with, before Workers are approved to carry out any work at any AVM workplace.

### **2.1 COVID-19**

Please circle your answer

1. Have you travelled interstate or overseas in the past 14 days? Yes / No
2. In the past 14 days have you had any contact with anyone who has a confirmed case of novel coronavirus? Yes / No
3. Do you currently have cold or flu like symptoms, including fever fatigue, pneumonia, shortness of breath, cough, breathing difficulties sore throat, runny nose or generally feeling unwell?  
Yes / No

**If you have answered “Yes” to any of the above questions please isolate yourself, contact your AVM representative and remove yourself from site.**

If you have answered **No** to all questions, proceed.

I agree that my organisation has COVID -19 procedures in place and I agree to adhere to safe hygiene practices and social distancing protocols as signed or instructed by AVM. I shall not enter restricted areas and will only use the amenity facilities that have been allocated to me.

**3. VERIFICATION & SIGN OFF (Please Print)**

I, (First name and surname) .....

Of (full name of the business you are employed by, or performing work for)

Mobile Number:..... Email Address: .....

I have read and fully understand these site safety rules and agree to carry out all work in accordance with these requirements and instructions. My work is being carried out at the following AVM workplaces, (tick as applicable)

- ☐ Adelaide Convention Centre
- ☐ Adelaide Entertainment Centre
- ☐ Coopers Stadium

Distancing: As detailed above

### 2.3 Shared external facilities, including accessing transportation

- For large events: How will you avoid crowding on transport to and from the events (including car parks)?
- How will you manage distancing in open areas such as lawned areas, lobby areas, designated smoking areas?

#### Density:

The location of the venue allows for a multiple of methods of arrival and departure, therefore facilitating the safe ingress and egress of patrons:

- Patrons arrive and depart at the venue via private vehicle and public transport (Tram, Train, Bus, Taxi and Uber)
- Private vehicle parking is managed by AVM staff who actively control the arrival and departure of vehicles through the 4 separate gateways. At point of entry, payment is made on arrival to the carpark attendant to avoid any post event queuing or congregation at pay stations. This ensures patrons can go directly to their vehicles and depart immediately post event in a contactless way.
- We continue to work with our contacts with the tram service to assist with additional planning for additional trams to the AEC during events.
- For events with increased capacity / additional trams are scheduled and paid for by the AEC to ensure that trams are not overcrowded.
- Transport representatives and SAPOL through the transit police provide platform attendants at the tram platform to manage crowds and enforce user compliance at the tram stop area
- Our key contact is Sam Brown ([Sam.Brown@sa.gov.au](mailto:Sam.Brown@sa.gov.au))>> AVM will continue to liaise with Ms. Brown, or designate, on transport requirements to ensure that all current Government requirements are met based on the event risk profile
- The AEC has substantial parking on-site also allowing for 1,400 cars to attend an event. This ensures that patrons have the ability to travel to and from events in their designated groups.
- Staff to monitor within each event, with a particular focus on arrival and departure.
- Bus stops are located in the front and rear of the venue which assists with patron segregation.
- The train station is located 500 metres away at Bowden, which further assist with the removal of patrons quickly from the site.

#### Distancing:

- The AEC COVID marshals will enforce COVID compliance within the full scope of the licensed boundary. Additional support will be provided by ushers, security and concession staff in the reinforcement of patron compliance.
- A large plaza facilitates distancing should one particular area become crowded with the ability to move patrons to a neighboring area if not in use.
- Use of signage such as physical distancing floor decal dots (spaced appropriately), directions arrows for entrances and exits
- Use of audible announcement to remind patron to distance
- Separate entrance and exits to each building (Arena and Theatre) also enable separation and distancing between groups if required.

### 2.4 Other: Access Control



## General Access Protocol

- Each entry lane will have the SA Government issued QR codes displayed prominently. All patrons attending the venue will be required to scan in upon entry.
- At the 100% capacity model, patrons will be required to wear a mask as defined in the Emergency Management (Public Activities No10) (COVID-19) Direction 2020.
- Patrons will be notified of the requirement to wear a mask via communications from the Club/Hirer and the Venue (AVM). This will be done via EDM, SMS and Social Media.
- Patrons will be asked to bring their own re-useable cloth masks, should they not have a mask, a disposable option will be available upon entry and provided by the venue.
- Pre event advice will be distributed to event patrons detailing the entry processes for each specific event, detailing door times, security protocols as is standard current practice, along with a request to stay at home if they are feeling unwell.
- Patrons are emailed to advise appropriate entrance to the building relating to their event space. All tickets list entry point, internal doors, row and seats,
- Patrons will not be permitted to bring any bags to the site over A3 in size. This is a current security protocol in line with counterterrorism measures to ensure patrons only bring what they need to events. We specify A3 as A4 does not cover most female handbags sizes.
- Bag checks are done in a non-contact format where the patron places the bag on a table, the patron shows the contents to the security, security do not touch the bag. The check table will be sanitised between uses
- Patrons are searched with the use of handheld magnetic wands, they are not touched during the process
- Ticket scanning is done so electronically with no need for the staff to touch the ticket as it is scanned via a remote handheld device.
- Cloaking of items will not be offered at venue entries
- Physical distancing will be managed at search points with crowd control barrier setting out direct lines with staff spacing and stand here signs being placed on each line of entries control points. COVID Marshals and security will be deployed to the queuing area on entry to ensure people distance during this process and all line areas have public address systems that will be used to make announcements as patrons enter the venues
- Hand sanitizer will be available at each entrance, outside each toilet block, and at selected high traffic areas within the venue.
- Whilst AVM will always have stocks on site, hirers and clients will be encouraged to organize additional sanitizer within their event space or for their own crew through pre event communications via social media and direct event email distribution via Ticketek.
- Event ushering staff will monitor internal doors to keep them open prior to performance commencement and after performances and during times intermission.
- We will and have COVID Signage at the venue entrances to instruct members of the public (and staff) not to enter if they are unwell or have COVID-19 Symptoms.

## Section 3: Process for contact tracing

Your COVID Management Plan must address the third infection control principle of contact tracing.

- **Contact Tracing:** Contact tracing records must be gathered and retained for each patron/attendee in the event of a positive COVID-19 test result either by staff or patrons. Contact tracing must obtain a full name, contact number and/or email address.

Please outline below the process you will put in place to ensure each patron/attendee provides their contact details to enable contact tracing.

### 3.1 Contact tracing

- Where will details be recorded?
- How will you ensure security and privacy of data?
- For specific activities, entry and exit times would be helpful for contact tracing. This will enable SA Health to locate people more quickly, rather than contact tracing all activity participants which will take longer.

All visitors and staff attending the venue will be required to scan the SA Government QR code for contact tracing purposes. The SA Government QR codes is on full display at all entrances of the venue. In addition, this will be supported by the following existing measures

### Contact Tracing

- Venue will hold list of patrons attending any event for not less than 5 weeks which includes:
  - Ticketed patron data - via Ticketek data bases. This can be accessed at any time post event and is held indefinitely.
  - Crew
  - Performers
  - Sponsors / activators
  - Media
  - Broadcast
  - Medical personnel

For client (hirer) organised events:

- The client uses their own registration system software to create a full list of patrons attending the event.
- At the conclusion of the event, the client must provide details of any no-shows or additional registrations which are added to the patron list.
- The patron list must be provided to the venue prior to the event, and shall be scanned and saved under the relevant event file within the Venue's event booking management system immediately after event completion.

For publicly ticketed events:

- Patron details are captured through a pre event digital registration and ticketing system.
- Patrons arriving on the day are captured through the same digital registration and ticketing system before gaining entry to the event.

## Section 4: Application of Operational Control Standards

Your COVID Management Plan must address each of the following five Operational Control Standards.



| Operational Control Standards                 | Requirement   |
|---|---|
| <b>Staff and patron health and wellbeing</b>  | Patrons/attendees and staff must actively declare that they are well and symptom-free.  |
| <b>Hygiene and cleaning</b>                   | Operators must minimise surface contamination, encourage personal hygiene, and use cleaning products that include detergent or disinfectant.  |
| <b>Public health education/information</b>    | Staff and patrons/attendees understand and are responsible for their personal distancing and hygiene practices, are educated on the potential risks of certain behaviours, and understand the event/venues COVID Management requirements. |
| <b>Food and beverage service</b>              | Operators must take steps to minimise the risk of transmission in the preparation and serving of food and beverages.  |
| <b>Non-compliance and incident management</b> | Operators must detail how they will deal with patron/attendee/staff non-compliance, and incidents that may occur during the course of business/the event.   |

The *Guidance for a COVID Management Plan* may assist in providing you with some potential solutions that may be appropriate.

**Please outline below what measures you will take to implement these operational control measures.**

#### 4.1 Staff and patron health and wellbeing

- How will you gain staff and patrons declaration of wellbeing?
- Will each staff member and patron be questioned on arrival?
- How will you provide evidence of the health declaration?
- How will you ensure that sick staff stay home?

Details:

##### Staff

Before attending work at an AVM site, staff are asked via sms rostering systems the four COVID questions and sent the following message.

1. *Have you travelled interstate or overseas in the past 14 days?*
2. *In the past 14 days, have you had any contact with anyone who has a confirmed case of novel coronavirus?*
3. *Are you currently awaiting results after having been tested for COVID-19?*
4. *Do you currently have cold or flu like symptoms, including fever fatigue, pneumonia, shortness of breath, cough, breathing difficulties sore throat, runny nose or generally feeling unwell?*

*By attending work each day, you are attesting/verifying that your answer to all of the above four questions is 'NO', and that it is safe for you to attend work.*

*You need to immediately consult your manager or HR if your answer to any one of the above questions is 'YES', and you must not attend work until you have done so*

*Please log into [ZeusUrl] within the next 24 hours to confirm or decline your shift(s).*

*If you fail to confirm or decline your shift within the next 24 hours it will be removed from your Zeus and offered to other staff.*

*Regards*

*AVM CR Team*

##### Patrons

In addition to, the AEC will ensure that any communications made to the public are always up-to-date and readily available to patrons through all available channels eg. Venue, ticketing or event organiser websites, social media feeds

With respect to patron notifications via the ticket seller / communications will be facilitated via Ticketing Services Provider, Ticketek

Dedicated event specific communications will be distributed to all event patrons outlining the venue/event's COVIDSafe expectations. These communications will be delivered with sufficient time for any patron actions to be completed, whilst also aiming for information contained to be as current as possible to the timing of the event itself.

These communications will be delivered via email and where last-minute updates or reminders are required, where possible, an SMS. The four COVID questions to be sent to patrons at time of purchase, and again 48 hours prior to the event are as follows:

1. *Have you travelled interstate or overseas in the past 14 days?*
2. *In the past 14 days, have you had any contact with anyone who has a confirmed case of novel coronavirus?*
3. *Are you currently awaiting results after having been tested for COVID-19?*
4. *Do you currently have cold or flu like symptoms, including fever fatigue, pneumonia, shortness of breath, cough, breathing difficulties sore throat, runny nose or generally feeling unwell?*

Patrons will be advised to stay at home if they answer "YES" to any of the above.

## **COVID Management Plan Requirements**

Specific requirements and/or practices that will be in place to support the COVID Management Plan will be detailed and patrons advised that their adherence to these requirements will be expected. These will include such things as requirements for physical distancing, entry, queueing, door opening times, food and beverage service, merchandise and cloak room policies

## **Event Attendance – conditions of entry**

Terms & Conditions of Entry will be outlined in full, and are sign posted at each venue entry points with any COVIDSafe specific variations highlighted. All T&C's must be accepted/acknowledged at the time of ticket purchase to proceed to completion of transaction. In addition all entrance points will have signage advising not to enter if feeling unwell. Please see attached full T&C's as currently displayed at entries to the AEC.

## **Event Attendance – Health**

Patrons will be reminded that good hygiene practices must be observed at all times and that if they are unwell or subject to a self-quarantine or self-isolation period at the time of the event, they are not to attend. It will be clearly communicated that their attendance implies compliance with these expectations through the venue automated announcement system.

Attending while under quarantine or isolation orders is against the law, if required we will call SAPOL to assist with any law breaches on site.

### **4.2 Hygiene and cleaning**

- What strategies will you use to minimise surface contamination? How often will high-touch surfaces be cleaned?
- How will you encourage personal hygiene measures (e.g. cough etiquette, hand washing)?
- How will you ensure your cleaning materials/products include detergent and/or disinfectant?
- Will cleaning be performed during opening hours?

## **Public Spaces General cleaning base expectations of increased cleaning frequency – 30 minute cycles**

### **Function & Public Spaces:**

- Door handles, handrails, push plates
- Handrails for stairs, ramps, and escalators
- Elevator buttons – inside and out
- Reception desks and ticket counters
- ATM's
- Telephones, Point of Sale terminals, and other keypads
- Tables and chairs, including high chairs and booster seats
- Beverage stations, water fountains, vending and ice machines
- Trash receptacle touch points

### **Restrooms:**

- Door handles and push plates
- Sanitise Sink, faucets, mirror, counters and toilet handles
- Lids of containers for disposal of women's sanitary products
- Refill soap, paper and hand towels
- Baby changing stations
- Empty Trash, clean floor & apply air freshener

**Back of House:**

- Individual office and other room furniture
- Door handles, push plates, doorways, railings
- Light switches and thermostats
- Cabinet handles
- Telephones, computers, other keypads, mouse
- Microphones (tour managed)
- Backstage and technical equipment
- Trash receptacle touch points

**Food Preparation Areas (as per current HACCP requirements):**

- Handles of all kitchen equipment doors, cabinets, push pads
- Counter surfaces
- Light switches
- Handles of beverage and towel dispensers
- Handles of sinks, including handwashing sink and mop sink
- Cleaning tools and buckets
- Trash receptacle touch points

**COVID 19 Confirmed case**

- If any sites have a case of COVID-19 confirmed in the venue / workplace, we will follow the instructions of the state health authority and do whatever is required to ensure appropriate cleaning measures are undertaken to allow re access to the venue.

AVM will utilize its own cleaning resources and that of specialist contractors as required to see that an effected venue will be thoroughly cleaned and disinfected before people return. Refer

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

**Cleaning & Sanitisation**

Those areas that will be addressed to ensure we have operational readiness are as follows.

**Physical Contact Environments**

- 6 x event cleaners (200 percent staff increase) will be rostered per Arena event and 3 x Event cleaners (200 percent staff increase) will be rostered as a minimum staffing level per event to increase foyer space / toilet cleaning regimes for events.
- Inside the arena venue – ushering staff will dual role as touch point cleaners, wiping and cleaning handrails / door handles and surfaces within the venue.
- Internal venue cleaning will be during periods of non-performance as to not distract the patrons viewing an event
- All venue surfaces will be wiped down and sanitized when not occupied by any patrons, i.e. at times of performance and pre and post intermissions
- Cleaning checklists and registers will be held at the Arena venue cloakroom for sign off on a 30 minute cycle.
- Hospital Grade disinfectant is used throughout the facility, all training records recorded against employees via Skytrust Software.

For theatre events cleaning checklists will be maintained by the Front of House Supervisor on a 30 minute cycle.

**Routine Environmental Cleaning**

- As a minimum the Adelaide Entertainment Centre and Coopers Stadium are cleaned prior to and post each hire / usage. This clean includes the cleaning of all venue areas for following areas for spillages, dust, litter, spoil and soilage.

## Function Spaces

- All venue surfaces will be wiped down and sanitized when not occupied by any patrons, i.e. at times of meal breaks & room re sets
- Cleaning checklists and registers will be held at the Arena venue cloakroom for sign off on a 30 minute cycle.
- Ensure higher level of toilet cleaning (utilise Arena Foyer toilets to allow for social distancing & ease of cleaning during star Room functions)

## Corporate Spaces

- All venue surfaces will be wiped down and sanitized when not occupied by any patrons, ie at times of performance and pre and post intermissions
- Cleaning checklists and registers will be held at the Star Lounge & Legends Lounge guest reception point for sign off on a 30 minute cycle.
- Corporate suite stewards to routinely wipe down all touch points with recommended sanitiser & disposable wipes.

### 4.3 Public health education/information

- Will you display signage to communicate infection control messages to the public?
- What communication will be provided prior to or upon entry for all patrons?
- How will you communicate the risks around certain behaviours (e.g. intimate personal behaviours, sharing drinks)?

In real time at the venues during events public health and safety messages will be broadcast for patrons.

[https://www.theaec.net/ConcertsEvents/VenueInfo/COVID-19\(Coronavirus\).aspx](https://www.theaec.net/ConcertsEvents/VenueInfo/COVID-19(Coronavirus).aspx)

## Signage

- Both printed/physical as well as digital signage, highlighting 'Be COVIDSafe' messaging. Signage will be displayed both front and back of house, promoting good hygiene and physical distancing, as well as encourage the use of the COVIDSafe app.

## Dedicated COVID-19 webpage

- Webpage will be featuring the latest information and official health advice, along with health and safety rules and expectations regarding guest behaviour while onsite.
- This webpage will have a prominent, homepage presence for easy locating, and include a link to a downloadable client factsheet on COVIDSafe measures and expectations.

## Audible 'Be COVIDSafe' announcements

- To be played over the loudspeaker in the venue during peak traffic times, including arrival, interval/half-time and end of events. Audible announcements will complement visual signage.

## Social media

- Posts will include COVIDSafe measures and reinforce expected behaviours onsite.
- Social media posts will continue beyond the immediate event period where deemed appropriate to further reinforce health and safety measures in place across the venue / for events.

## EDMs / Email

- Highlight the venue's 'Be COVIDSafe' measures and health and safety rules to coincide with restart.

## Internal Communications

- Include back of house signage with key messaging to ensure consistency with communication. A staff supervisors meeting will be held in the lead up to all events with the supervisory team to ensure that they are aware of up to date information

## Client Communications / Relations

- AVM will engage and liaise with our clients to create confidence in providing a safe environment for their meeting and to generate a shared responsibility to adopt the venue's protocols on safe distancing.
- A separate document will be sent to clients explaining the venue's approach to running a distanced event, this document will need to be acknowledged by signature and returned as part of the contracting process.

## Client Expectations and Recommendations

- Acknowledge venue's COVID Safe protocols
- Provide a list of delegates, speakers, contractors to the venue for contact tracing purposes
- Highlight any areas of concern in the Hazard Management Plan
- Suggest to their delegates, speakers, contractors and staff to download the Department of Health's COVID Safe App
- Ensure all are educated and aware of enhanced venue protocols
- Share responsibility during the event for implementing and adhering to the safety protocols
- Suggest changes to programme to allow time for longer breaks or longer doors opening to minimise crowd flows / build-ups
- Suggest automated registration procedure
- Highlight venue protocol for **any** person presenting with potential symptoms

### 4.4 Food and beverage service

- Are you compliant with the food safety standards?
- What infection control measures will you have in place regarding preparation and serving of food and beverages?
- How will you manage the flow of food and beverage service (e.g. queueing for food service)?

We will provide individual packaged & sealed hot and cold items however client preferences will be taken into consideration and adopted if compliant.

## Public Catering

- We will only sell packaged items in single use / disposable packaging
- Cashless purchasing will enable the use tap and go instead of cash where possible
- Ensure public food areas have a high degree of visible cleaning activities at major touch points (fridge doors, food slides, self-serve coffee machines, ice cream freezers).

- Hand sanitiser available at or near entry points to all F&B spaces
- All patrons must eat or drink as per the prevailing Government requirements under the Emergency Management Direction 2020
- Automated Public safety Announcements will run in the venue public concourse spaces encouraging physical distancing
- Automated public safety messages will run in the venue public concourses / hand washing / cover your coughs / practicing good hygiene

#### 4.5 Non-compliance and incident management

- What will your approach be in the event of:
  - Non-compliance with distancing.
  - Non-disclosure of contact tracing details.
  - Non-disclosure of symptoms.
  - A disturbance between patrons.
  - A health-related incident.
  - Exposure or suspected exposure to COVID-19.
- How will you make your non-compliance and incident management information publicly available?

#### Non-Compliance and Incident Management

- In the first instance, staff will be briefed to approach the persons to rectify the issues
- If required the "Grand" COVID Marshal and security will be deployed to assist
- As a condition of entry we will refuse entry to any person who fails to disclose or answer the four COVID questions on entry
- As a condition of entry we will refuse entry to any person who refuses to wear a mask when in the 75% capacity mode.
- All disturbances between patrons will be actioned in accordance with the use of approved crowd controllers and SAPOL input as required per standard operating procedures – we operate a code black response team for all events that is used when and if needed. This will include the enforcement of masks.
- As detailed within this document we will utilize the frameworks already detailed in CSHR 521 and 021 for noncompliance issues

## Section 5: Supporting information

Please ensure you attach any supporting information that may be helpful to illustrate aspects of your COVID Management Plan.

This could include, but not be limited to:

- Floor Plans
- Photos
- Existing and/or new COVID-Safe Plans
- Liquor licensing plan – as in map of area covered
- Existing COVID Plan (if relevant)

## Section 6: Declaration



I have supplied the following information to outline how I will ensure that patrons/attendees, volunteers, and staff safety will be maintained during the course of business. I will implement these measures to ensure my operations are COVID Safe to reduce the risk of transmission of COVID-19.



|                                     |                              |
|-------------------------------------|------------------------------|
| <b>Full name and position title</b> | Phil King<br>General Manager |
| <b>Signature</b>                    |                              |
| <b>Date</b>                         |                              |

