



INTERNATIONAL  
CONVENTION  
CENTRE

# COVID-19 SAFETY PLAN

NSW Government COVID Safe Business Program

DEPARTMENT: **EXECUTIVE SERVICES**

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**COMMERCIAL IN CONFIDENCE**

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# 1. INTRODUCTION

## 1.1 BACKGROUND

COVID Safe is a NSW-wide program that supports businesses to keep the community safe from COVID-19. The program provides ways to help businesses follow the current COVID-19 Public Health Orders, and also manage risks to staff and other people in accordance with Work Health and Safety laws.

COVID-19 Safety Plans are required by different types of businesses and the NSW Government has provided different plans for different industries. The activities conducted at ICC Sydney means that the venue fits under a number of categories as defined below;

**Function centre** means a building or place used for the holding of events, functions, conferences and the like, and includes convention centres, exhibition centres and reception centres, but does not include an entertainment facility.

**Entertainment facility** means a theatre, cinema, music hall, concert hall, dance hall and the like, but does not include a pub or registered club.

There are various COVID-19 Safety Plan reference documents that have been used as the basis for the development of this plan, primarily;

- [Function centres](#)
- [Functions and conferences](#)
- [Cinemas, theatres and concert halls \(including drive-in cinemas\)](#)

Additional requirements for other plan templates may be included from time to time as applicable to operations. Other considered plans include;

- [Pubs and clubs \(including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars\)](#)
- [Non-food markets \(including artisan, clothing and craft markets\)](#)
- [Restaurants and cafes \(including food courts and other food and drink premises\)](#)

ICC Sydney sought an exemption to the capacity limits in the *Public Health (COVID-19 Restrictions on Gathering and Movement) Order* with respect to capacities. The exemption was granted with conditions and these have been integrated into this plan.

All plans provide advice on four key areas and have been addressed in accordance with the industry specific provided plan. The four key areas to address are:

- Wellbeing of staff and attendees
- Physical distancing
- Hygiene and cleaning
- Record keeping

This plan has not been developed as a stand-alone document. The basis for the actions that are included in this plan are the control measures identified as a result of undertaking a business wide risk assessment for COVID-19. The measures are also consistent with ICC Sydney's publically available [EventSafe Operating Framework](#).

## 1.2 OBJECTIVE AND OBLIGATIONS

The objective of this plan is to define the actions taken by ICC Sydney under key categories that contribute to the safety and wellbeing of our team and visitors to the venue.

ICC Sydney has registered as a COVID Safe business. In order to participate in the COVID Safe Program ICC Sydney is obligated to:

- Keep a copy of the COVID-19 Safety Plan on site
- Ensure workers understand their responsibilities
- Train workers to act in a socially responsible way
- When collecting visitor details, keep them secure and only use them for contact tracing

This plan will be updated as required, as restrictions and advice changes and to ensure it is consistent with all risks, control measures and initiatives that ICC Sydney is implementing in response to COVID-19 to maximise personal safety.

## 2. STAFF, VISITOR AND CUSTOMER WELLBEING

Requirements	Actions
<p>Exclude staff and attendees who are unwell from the premises. Ensure attendees and staff are aware they should only attend if they are feeling well and do not have any respiratory or COVID-19 symptoms.</p>	<p>Staff:</p> <ul style="list-style-type: none"> <li>■ CEO Updates.</li> <li>■ Digital signage (canteen, library).</li> <li>■ Emails, Buddy, Posters, Covid Training.</li> </ul> <p>Contractors:</p> <ul style="list-style-type: none"> <li>■ Terms and Condition of entry.</li> <li>■ Event Safe Operating Framework, communicated externally.</li> <li>■ Rapid Global Covid Induction Training prior to site access.</li> </ul> <p>Visitors/Clients:</p> <ul style="list-style-type: none"> <li>■ Terms and Conditions of Entry.</li> <li>■ Internal/External Digital signage.</li> <li>■ Event Safe Operating Framework, communicated externally.</li> <li>■ Specific venue entry/exit points for Convention Centre, Exhibition Centre and First State Super Theatre.</li> </ul>
<p>Provide staff with information and training on COVID-19, including when to get tested, physical distancing, and cleaning.</p> <p>Train staff in the process of how to collect and store contact details of patrons.</p> <p>'COVID-19 awareness for food service' is a free, voluntary online course which covers all measures required to become a COVID Safe retail and food service business in NSW. It is available through the NSW Food Authority website <a href="http://foodauthority.nsw.gov.au/covid-training">foodauthority.nsw.gov.au/covid-training</a>.</p>	<ul style="list-style-type: none"> <li>■ E-learning module (Buddy – TeamSafe Training).</li> <li>■ Team Member return to work plan.</li> <li>■ TeamSafe Operating Framework.</li> <li>■ Contact tracing mechanisms training.</li> <li>■ Culinary Services Team Members are required to complete the NSW Food Authority COVID-19 awareness for food service training.</li> </ul>
<p>Make staff aware of their leave entitlements if they are sick or required to self-isolate.</p>	<ul style="list-style-type: none"> <li>■ Team communication from HR via Buddy.</li> <li>■ Refer to Team Member Operating Framework.</li> </ul>
<p>Display conditions of entry (website, social media, venue entry).</p>	<ul style="list-style-type: none"> <li>■ Website: EventSafe Operating Framework.</li> <li>■ Social media: Facebook.</li> <li>■ Terms and Condition of entry.</li> <li>■ Internal/External Digital signage.</li> </ul>
<p>Advise participants to check the NSW website for the current public health advice in relation to locations where people who visited are required to self-isolate.</p>	<ul style="list-style-type: none"> <li>■ Website: EventSafe Operating Framework.</li> <li>■ Terms and Conditions of Entry.</li> <li>■ Internal/External Digital signage.</li> </ul>

Requirements	Actions
<p>Function centres are exempted from the requirement for a COVID-19 Safe Hygiene Marshal, but should still have strategies in place to ensure the venue COVID-19 Safety Plan is implemented.</p>	<ul style="list-style-type: none"> <li>■ Although not mandated, COVID-19 Marshals in deployed dependant upon event type. This can be either ICC Sydney Team Members in public areas or client event staff in contracted spaces.</li> <li>■ ICC Sydney marshals are physically identified by wearing a hi-vis vest marked with COVID-19 MARSHAL and distancing graphic.</li> <li>■ COVID Task Force committee oversee operational control surrounding COVID-19 Safety Plan compliance.</li> </ul>
<p>Think about ways attendees can be involved through a video broadcast or live stream, if they cannot attend due to illness of travel restrictions, or are a vulnerable person and wish to avoid gatherings. Consider options to stream the event.</p> <p>Consider including arrangements and options for virtual attendance, such as a live stream, for attendees who are at high-risk of developing COVID-19 complications such as elderly people or people with conditions affecting their immunity.</p>	<ul style="list-style-type: none"> <li>■ Virtual event option (complete virtual or hybrid event). These are discussed with clients as part of the sales process to allow virtual attendance for delegates not physically attending.</li> </ul>
<p>Theatre Events - Consider whether appropriate cancellation or flexible booking is available where customers cancel due to COVID-19 factors (such as being unwell or awaiting test results).</p>	<ul style="list-style-type: none"> <li>■ If a patron needs to cancel due to feeling unwell or awaiting test results a refund is not available as per the terms and conditions provided by the ICC and the ticketing agent (Ticketek).</li> <li>■ If an event is cancelled due to the talent being unwell, tickets are refunded in full by the ticketing agent (Ticketek).</li> </ul>
<p>If you intend to serve alcohol consider ways to encourage responsible use, such as limiting bar tabs or drink packages.</p>	<ul style="list-style-type: none"> <li>■ Operate under liquor licence conditions and approved Liquor Plan of Management that aims to ensure the supply, sale or service of alcohol occurs in a manner that minimises the risk of intoxication or anti-social behaviour thus minimising harm associated with the consumption of alcohol. Measures include;                         <ul style="list-style-type: none"> <li>- Team members involved in the sale and supply of liquor (from taking an order, preparing the order and delivering the order), as well as event security personnel, hold approved, current Responsible Service of Alcohol (RSA) competency card.</li> <li>- Team members actively monitor patrons for signs of intoxication and to minimise the risk of contravening requirements of the Liquor Act such as consuming liquor in a rapid</li> </ul> </li> </ul>

Requirements	Actions
	<p>manner or taking liquor off the Licensed Premises.</p> <ul style="list-style-type: none"><li>- Any person exhibiting signs of approaching intoxication will be reported to the Licensee or the duty manager. If deemed intoxicated, the patron's removal from the Licensed Premises is required the incident reported.</li></ul>

### 3. PHYSICAL DISTANCING

Requirements	Actions
<p>Capacity must not exceed the levels below. Children count towards the capacity limit.</p> <ul style="list-style-type: none"> <li>■ <b>Exhibitions</b> are permitted to have 1 person per 2 square meters of space with no capacity limit. This does not include persons engaged in work for the Premises.</li> <li>■ <b>Functions and conferences</b> are permitted to have one person per 2 square metres. This does not include persons engaged in work for the Premises.</li> <li>■ <b>Theatre event</b> capacity must not exceed 75% of seated capacity, OR one person per 2 square metres of publicly accessible space (excluding staff), whichever is the greater.</li> </ul> <p>Venues taking bookings for weddings, funerals, and school events should ensure there is a COVID-19 Safety Plan in place for this event.</p>	<ul style="list-style-type: none"> <li>■ Defined space capacities in line with physical distancing rules (2sqm per occupant excluding staff) covering foyer areas and event spaces for staff/clients/contractors/visitors.</li> <li>■ Signage on rooms indicating maximum capacity.</li> <li>■ <b>Capacity at exhibitions, functions and conferences must not exceed one person per 2 square metres of publicly accessible space.</b></li> <li>■ Maximum theatre event capacity (other events);                         <ul style="list-style-type: none"> <li>- Darling Harbour Theatre – 2,158</li> <li>- Pyrmont Theatre – 750</li> <li>- Aware Super Theatre – 6,000</li> </ul> </li> <li>■ People counting to monitor venue capacity Fseperatecompliance.</li> <li>■ Business Development and Event Planning processes for Client communication on current restrictions in place.</li> <li>■ <b>Event COVID-19 Safety Plans are required to be submitted by the Client.</b></li> </ul>
<p>For corporate events (including conferences), consider allocating people to topic-specific streams to minimise co-mingling between groups, and allocating specific seating areas to these streams for larger plenary sessions.</p>	<ul style="list-style-type: none"> <li>■ Conferences are arranged in streams traditionally. Business Development and the allocated Event Manager advise clients on options to keep the various streams separate and use video technology for keynotes, opening and closing.</li> <li>■ Separate break times provided as options to clients.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> </ul>
<p>For conferences, consider allocated seating to topic specific streams to minimise co-mingling between groups, and allocating specific seating areas to these tsreams for larger plenary sessions.</p>	<ul style="list-style-type: none"> <li>■ Business Development and the allocated Event Manager advise clients on allocated seating options and strategies to encourage people to remain seated as much as possible to minimise co-mingling between seated groups.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> <li>■ Weekly event operations meetings held to discuss events in detail and highlight any possible challenges.</li> </ul>

Requirements	Actions
<p>Support 1.5m physical distancing where possible, particularly at points of mixing or queuing such as toilets and entrance and exit points. There should be 1.5m physical distance between seated groups where practicable.</p>	<ul style="list-style-type: none"> <li>■ Defined space capacities in line with physical distancing rules (2 sqm per occupant excluding staff).</li> <li>■ Dedicated, distanced seating in foyer areas and event spaces for staff/clients/contractors/visitors.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> </ul>
<p>If a venue has multiple theatres, consider staggering the start and end times of different shows where possible to minimise crowding.</p>	<ul style="list-style-type: none"> <li>■ ICC Sydney has 3 theatres;                             <ul style="list-style-type: none"> <li>– The <i>Aware Super Theatre</i> is located in its own building with dedicated entry.</li> <li>– The <i>Darling Harbour Theatre</i> and <i>Pymont Theatre</i> are located within the Convention Centre and are configured with their own access routes within the building.</li> </ul> </li> <li>■ Business Development and the allocated Event Manager advise clients on current requirements.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> <li>■ Weekly event operations meetings held to discuss events in detail and highlight any possible challenges.</li> </ul>
<p>Reduce crowding wherever possible and promote physical distancing with markers on the floor in areas where people are asked to queue, such as for ticketing or for food or drinks.</p> <p>Use separate doors or rope barriers to mark the entry and exit wherever practical.</p>	<ul style="list-style-type: none"> <li>■ Floor decals and directional signage to assist with physical distancing.</li> <li>■ Race systems at venue entries, exhibition entries, cafes and buffets.</li> <li>■ Race systems at theatre venue entries, merchandising, cloakrooms, ticket box and culinary outlets.</li> <li>■ Business Development and the allocated Event Manager advise clients on current requirements.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> <li>■ Weekly event operations meetings held to discuss events in detail and highlight any possible challenges.</li> </ul>
<p>Consider strategies to decrease mingling between groups during networking events such as restricting these to allocated stream groups or conducting virtually.</p>	<ul style="list-style-type: none"> <li>■ Business Development and the allocated Event Manager advise clients on current requirements including restricting networking events to streams and Virtual Event Opportunities.</li> </ul>

Requirements	Actions
	<ul style="list-style-type: none"> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> <li>■ Leave session rooms open and provide seating at required distances to decrease co-mingling.</li> <li>■ Weekly event operations meetings held to discuss events in detail and highlight any possible challenges.</li> </ul>
<p>Consider strategies to manage crowding during an intermission, such as a longer intermission period, encouraging people to take their food or drinks back to their seated area, adding additional food and drink service points and allowing customers to leave and return to the premises during this period.</p>	<ul style="list-style-type: none"> <li>■ Floor decals and directional signage to assist with physical distancing.</li> <li>■ Race systems at venue entries, merchandising, cloakrooms, ticket box and culinary outlets.</li> <li>■ Business Development and the allocated Event Manager advise clients on current requirements including intermission periods.</li> <li>■ ICC Sydney allows food and beverage within the seating bowls of theatres for Live Events.</li> <li>■ Pass out policy for all Live Events to assist in decreasing co-mingling.</li> </ul>
<p>Ensure alcohol at any indoor event is only consumed by seated attendees.</p>	<ul style="list-style-type: none"> <li>■ Table service only</li> <li>■ Wine bottles on drop stations/bars</li> <li>■ Wine and water glasses pre-set upside down for the guest to turn over.</li> </ul>
<p>Capacity on dancefloors must not exceed one person per 4 square metres to a maximum of 50 people indoors, or 500 people outdoors. Alcohol should not be taken onto dancefloors.</p>	<ul style="list-style-type: none"> <li>■ Business Development and the allocated Event Manager advise clients on current requirements for dancefloors.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> <li>■ Weekly event operations meetings held to discuss events in detail and highlight any possible challenges.</li> </ul>
<p>Promote online ticket purchasing and electronic ticket checking where possible. Consider whether event registration and information packs can be provided online, such as through an app or via post.</p>	<ul style="list-style-type: none"> <li>■ Business Development and the allocated Event Manager advise clients on current requirements.</li> <li>■ ICC Sydney and its ticketing agent (Ticketek) use an on-line ticketing platform with minimal on site ticketing transactions.</li> <li>■ ICC Sydney and its ticketing agent (Ticketek) have launched a mobile ticket to assist electronic ticket scanning and minimise queuing.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> </ul>

Requirements	Actions
<p>Consider presenting event posters virtually, such as through an app or website, to prevent crowding in these spaces at the event.</p>	<ul style="list-style-type: none"> <li>■ Business Development and the allocated Event Manager advise clients on current requirements.</li> <li>■ Digital signage opportunities for promotion within the venue and event promotion on website.</li> <li>■ Development of event specific management procedures through event planning and risk assessment.</li> </ul>
<p>Where possible, ensure staff maintain 1.5 metres physical distancing (including at meal breaks and in office or meeting rooms) and assign workers to specific workstations. If staff are not able to physically distance, or work in a role with significant public interaction, strongly recommend they wear a face mask, if practical.</p>	<ul style="list-style-type: none"> <li>■ Restricted seating arrangements in work spaces in accordance to Public Health Orders.</li> <li>■ Multiple break areas.</li> <li>■ Meeting room capacity limits displayed.</li> <li>■ Repeated reminders from team leaders/ management regarding appropriate physical distancing when working in groups.</li> <li>■ <b>Dedicated teams working in Separate Areas during events.</b></li> <li>■ Masks available for staff working in higher risk areas.</li> </ul>
<p>Use telephone or video for essential staff meetings where practical.</p>	<ul style="list-style-type: none"> <li>■ Use of virtual tools for ICC essential staff meetings;                             <ul style="list-style-type: none"> <li>- Live streaming</li> <li>- Microsoft Teams</li> <li>- Zoom</li> </ul> </li> </ul>
<p>Where reasonably practical, stagger start times and breaks for staff members to minimise the risk of close contact.</p>	<ul style="list-style-type: none"> <li>■ Restricted seating arrangements in accordance to Public Health Orders.</li> <li>■ Multiple break areas.</li> <li>■ Repeated reminders from team leaders/ management regarding appropriate physical distancing when working in groups.</li> </ul>
<p>Consider physical barriers such as plexiglass around counters with high volume interactions with customers.</p>	<ul style="list-style-type: none"> <li>■ Physical barriers installed around counters with high volume interactions with customers.</li> </ul>
<p>Review regular deliveries and request contactless delivery / invoicing where practical.</p>	<ul style="list-style-type: none"> <li>■ Loading dock management system to coordinate and control vehicle movement on loading docks.</li> <li>■ Collection of drivers' (scheduled and unscheduled) information via loading dock management system to assist in contact tracing</li> <li>■ All loading dock deliveries are drop and go</li> <li>■ All invoicing through finance department</li> </ul>

Requirements	Actions
<p>Introduce strategies to manage gatherings that may occur outside the premises <b>and in any designated smoking areas.</b></p>	<ul style="list-style-type: none"> <li>■ External queuing system in place with social distancing signage.</li> <li>■ Security personnel manage queues to ensure social distancing is adhered to.</li> <li>■ User Paid Police onsite for Live Events as a point of escalation.</li> <li>■ <b>There are no designated smoking areas adjacent to ICC Sydney, monitoring of queues and crowds by Security Personnel.</b></li> </ul>
<p>Coordinate with public transport, where reasonably practical, around strategies to minimise COVID-19 risks associated with transportation to and from the venue for larger events if crowding on public transport may occur.</p>	<ul style="list-style-type: none"> <li>■ Events, dates and attendee numbers discussed at Department of Premier and Cabinet Events Meetings attended by Events team. Attendees include Transport for NSW.</li> <li>■ Communication of 'Plan your trip' via EventSafe Operating Framework.</li> <li>■ External digital wayfinding signage for events.</li> </ul>
<p>Encourage private transport options to minimise crowding on public transport where practical. Consider whether parking options close to the venue could be discounted or included in the ticket price to support this.</p>	<ul style="list-style-type: none"> <li>■ On-site car parks promoted to clients as part of event process.</li> </ul>
<p><b>Up to 50 performers can sing indoors with no cap or performers outdoors. All singers shall not face forwards and not towards each other, have physical distance of 1.5 metres between each other and any other performers, an db e 5 metres from all other people including the audience and conductor. It is recommended that audience members and congregants older than 12 wear masks if singing or chanting.</b></p>	<ul style="list-style-type: none"> <li>■ <b>Business Development and the allocated Event Manager advise clients on current requirements.</b></li> <li>■ <b>Stage plan created for all Theatre events that comply with current COVID-19 requirementst on physical distancing and capacities</b></li> <li>■ <b>Development of event specific management procedures through event planning and risk assessment.</b></li> </ul>

## 4. HYGIENE AND CLEANING

Requirements	Actions
<p>Adopt good hand hygiene practices.</p>	<ul style="list-style-type: none"> <li>■ Hand sanitation stations at entry and throughout the venue.</li> <li>■ High touch points including lift buttons, escalator handrails and door handles cleaned and sanitised regularly using approved surface disinfectants.</li> <li>■ Leaving doors open where possible to minimise high touch points.</li> <li>■ Enhanced frequency surface cleaning and sanitation conducted by trained Presentation Services team including pre-event, during and post-event.</li> </ul>
<p>Ensure bathrooms are well stocked with hand soap and paper towels or hand dryers.</p>	<ul style="list-style-type: none"> <li>■ Measures to assist in maintaining physical distancing requirements;                             <ul style="list-style-type: none"> <li>– Floor decals to identify distance requirements for patrons.</li> <li>– Monitoring of ingress to facilities by venue event and security personnel.</li> </ul> </li> <li>■ “How to Handwash” signage in bathrooms.</li> <li>■ Hand sanitiser and hand soap provided.</li> <li>■ Paper towels or hand dryers provided.</li> <li>■ Enhanced frequency surface cleaning and sanitation conducted by trained Presentation Services team including pre-event, during and post-event.</li> </ul>
<p>Reduce the number of surfaces touched by customers wherever possible.</p>	<ul style="list-style-type: none"> <li>■ Event spaces are set for each event with only the required items present in the space.</li> <li>■ Cleaning post event including space and equipment.</li> </ul>
<p>Have hand sanitiser at key points around the facility, such as entry and exit points.</p>	<ul style="list-style-type: none"> <li>■ Hand sanitisers are located at dedicated venue entry points and throughout venue public spaces.</li> </ul>
<p>No self-serve buffet style food service areas, communal bar snacks, or communal condiments. If condiments are on individual tables, such as salt and pepper shakers, these should be cleaned between each customer.</p>	<ul style="list-style-type: none"> <li>■ No self-service of food displays. Team member service of displayed foods (Buffet style food service).</li> <li>■ Team members wearing gloves during service.</li> <li>■ Individual service items (e.g. salt and pepper sachets, bread roll and butter portions).</li> <li>■ Individual still water bottles on client request.</li> <li>■ Wine and water glasses pre-set upside down for the guest to turn over.</li> <li>■ Cloches placed on top of plates.</li> </ul>

Requirements	Actions
<p>Clean cutlery and tableware with detergent and hot water, or with a commercial grade dishwasher if available.</p>	<ul style="list-style-type: none"> <li>■ All food preparation and food service items are cleaned through commercial grade dishwashers.</li> <li>■ Food Hygiene monitoring as part of Food Safety system.</li> <li>■ Single use Cutlery/Plates/cups on request.</li> </ul>
<p>Menus should be laminated (clean between use), displayed or be single use. Place takeaway menus outside the venue where possible.</p>	<ul style="list-style-type: none"> <li>■ Laminated and single use menus available.</li> <li>■ Displayed menus at retail outlets.</li> </ul>
<p>Clean frequently used areas at least daily with detergent or disinfectant. Clean frequently touched areas and surfaces several times per day.</p>	<ul style="list-style-type: none"> <li>■ High touch points including lift buttons, escalator handrails and door handles cleaned and sanitised regularly using approved surface disinfectants.</li> <li>■ Enhanced frequency of surface cleaning and sanitation conducted by trained Presentation Services team including pre-event, during and post-event.</li> </ul>
<p>Maintain disinfectant solutions at an appropriate strength and used in accordance with the manufacturers' instructions.</p>	<ul style="list-style-type: none"> <li>■ Approved cleaning agents for venue verified as appropriate detergent strength for a COVIDSafe environment.</li> <li>■ SDS is available for reference.</li> <li>■ Chemical approved on ChemAlert Register.</li> </ul>
<p>Develop strategies to address cleaning of very high-touch surfaces such as door knobs and chair arms. Consider having disinfectant wipes available for patrons to use.</p>	<ul style="list-style-type: none"> <li>■ High touch points including lift buttons, escalator handles and doors handles, cleaned regularly using approved surface disinfectants.</li> <li>■ Hand sanitiser stations located at venue entries and throughout public areas.</li> <li>■ Hand sanitisers available upon client request for event areas.</li> </ul>
<p>Staff are to wash hands thoroughly with soap and water before and after cleaning.</p>	<ul style="list-style-type: none"> <li>■ <b>Good hygiene practices including hand washing promoted via training and signage.</b></li> <li>■ PPE available to team members dependant on role and potential risk of exposure including;                         <ul style="list-style-type: none"> <li>- Safety glasses/Goggles/face shields</li> <li>- Face masks</li> <li>- Aprons/overalls</li> <li>- Gloves</li> </ul> </li> </ul>
<p>Encourage contactless payment options.</p>	<ul style="list-style-type: none"> <li>■ Contactless Credit Card Payment system at point of sale including car park, culinary retail, merchandise and ticket box for Live Events.</li> <li>■ Event/Client invoice payment.</li> </ul>

## 5. RECORD KEEPING

Requirements	Actions
<p>Keep name and a contact number for all staff, customers and contractors for a period of at least 28 days. Each person that attends a venue MUST provide their name and contact details. Where possible, personal details should be collected in a way that protects it from disclosure to other customers, from Monday 23 November 2020, customer check-in at businesses must be completed by using electronic methods e.g a QR code. Records are only to be used for tracing COVID-19 infections, and must be stored confidentially and securely, and provided immediately to an authorised officer on request.</p>	<ul style="list-style-type: none"> <li>■ Team member contact tracing via Human Force rostering and record keeping system.</li> <li>■ BOH Visitors, Agency/Contractors through Rapid Global, Agency rostering.</li> <li>■ FOH Clients/Visitors/Contractors contact tracing at public entry via QR Code.</li> <li>■ MobileDock system for registration of drivers and passengers at loading docks.</li> <li>■ All records of attendance are entered into an electronic method either by QR code or electronic spreadsheet.</li> <li>■ Consultation with event organisers on their contact tracing measures and attendee registration.</li> <li>■ Contact tracing records maintained by ICC Sydney and not provided to external parties except Health Authorities upon request.</li> <li>■ Promotion of COVID Safe App to assist in public health contact tracing.</li> </ul>
<p>Make your staff aware of the COVIDSafe app and its benefits to support contact tracing if required.</p>	<ul style="list-style-type: none"> <li>■ Promotion of COVID Safe App to assist in public health contact tracing.</li> <li>■ Communication via;                         <ul style="list-style-type: none"> <li>- Buddy</li> <li>- Emails</li> <li>- Digital messaging Internal and External</li> </ul> </li> </ul>
<p>Function centres hosting a significant event (e.g. a funeral, wedding, or religious service) must register their business through nsw.gov.au.</p>	<ul style="list-style-type: none"> <li>■ ICC Sydney has registered as a COVID Safe Business. ICC Sydney is identified as ICC Sydney Pty Ltd and we have also registered the liquor licence name International Convention Centre. The Service NSW system will pick up the same ABN</li> <li>■ Clients are required to register and provide a copy of the event specific COVID-19 Safety Plan as part of the Event Planning Process.</li> </ul>
<p>Cooperate with NSW Health if contacted in relation to a positive case of COVID-19 at your workplace, and notify SafeWork NSW on 13 10 50.</p>	<ul style="list-style-type: none"> <li>■ Consultation with NSW Health and Emergency agencies coordinated by Risk Team.</li> <li>■ Notification and reporting procedures in place with SafeWork NSW coordinated by the Risk Team.</li> <li>■ Code Dark Blue Protocols for escalation to NSW Government agencies if presumptive suspected cases on site.</li> </ul>