

COVID-SAFE



The Cairns Convention Centre is currently closed for refurbishment. When we re-open we will implement a detailed COVID-safe plan in accordance with the Queensland Health Department requirements. Our Event Planners will work with you to plan a COVID safe event. As Queensland Health requirements change, we will continue to communicate with you in the lead up to your event.

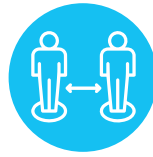
The following table outlines the high level requirements for each party, further responsibilities will be allocated as we develop the Event Plan with you.

CENTRE RESPONSIBILITIES	CLIENT RESPONSIBILITIES
COVID Safe Venue Plan	Registration for all delegates, client employees, exhibitors and contractors
Cleaning of the Centre on a regular basis	Pay for additional cleaning and sanitisation over and above what is provided by the Centre
Signage and messages regarding physical distancing	Counting people in spaces and managing physical distance compliance
Contactless check in using QR code	Contact tracing lists
PPE for all Centre employees	Provision of appropriate PPE for all delegates, employees, exhibitors and contractors
Contactless payment for delegates (point of sale)	



Customer Journey

- All delegates must be pre-registered
 - No general public allowed in the building
 - Defined entry and exit points
 - One-way flow of foot traffic
 - Staggered arrivals and registrations
 - Covid-19 entry point checks
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Physical Distancing

- All delegates, clients and staff must observe the 1.5m social distancing rules
 - 2 square metres per person
 - Management of people at tables
 - Management of people in shared spaces
 - Venue signage to assist with distancing
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Food & Beverage Service

- Persons queuing remain 1.5m apart
 - One way flow of foot traffic
 - Additional outlets open to disperse crowds
 - Plated service only
 - No table buffets, self-service buffets, share plates, shared service cutlery, tongs or condiments
 - Seating arranged to adhere to social distancing
 - Catering area in separate area to exhibitions / meetings
 - Contactless payment in public food outlets
 - Food packaging options
 - ISO 22000 Food Safety Certification
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Communication Plan

- The Centre will assist with communication in relation to protocols
 - Everyone entering the Centre must accept the safety measures in place and provide necessary details and declarations as required by Queensland Government legislation.
 - Everyone entering the Centre must check in using the QR code.
 - The Centre maintains the right to refuse entry.
 - Clients are requested to encourage suppliers and guests to download the COVIDSafe app
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Response Planning

- Management plan which will take effect in the event of a suspected or confirmed case of COVID-19 occurs within the venue
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Hygiene

- Touchless hand sanitisers will be placed throughout the Centre
 - Enhanced cleaning schedule across the Centre
 - Increased cleaning and disinfecting of high touch surfaces
 - Personal Protective Equipment
 - Cleaning protocols for the delivery and receiving of items at loading docks
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The Cairns Convention Centre operates within the ASM Global network of international venues. We are well placed to integrate the globally developed VenueShield program into our local implementation of increased safety measures. ASM Global's VenueShield advice on protocols and procedures for its facilities was developed in accordance with international health care guidelines from the World Health Organisation (WHO) and other leading authorities.

These guidelines are subject to change in accordance with the Australian and Queensland Government health and safety regulations.