



COVIDSAFE

GUIDELINES

COVID-19

Australian Government COVID-19 Health Alert

COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in Wuhan City in China.

Other known forms of coronaviruses include Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS).

Symptoms of COVID-19

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.

People with coronavirus may experience symptoms such as:

- fever
- respiratory symptoms
- coughing
- sore throat
- shortness of breath

Other symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

The Spread of COVID-19

The virus can spread from person to person through:

- Close contact with an infectious person (including in the 48 hours before they had symptoms)
- Contact with droplets from an infected person's cough or sneeze
- Touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face

COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.

The Australian Government health alert including the current status of the virus can be found [here](#).



INTRODUCTION

The Eventful Projects COVID-safe guidelines focuses on resources and protocols that improves safety throughout planning an event and attendee journey. Our guideline is consistent with the Australian Government Department of Health regulations and highlights procedures, adhering to strict physical distancing measures, increased cleaning and hygiene practices, food service safety and additional attendee communications.

Included within the Eventful Projects COVID-safe guidelines are downloadable checklists that incorporate Australian Government Department of Health regulations and Safe work Australia principles to safeguard the wellbeing of all event attendees, staff and suppliers, and is mandatory for all events produced by Eventful Projects.

SUPPLIER MANAGEMENT GUIDELINES

As part of all supplier agreements Eventful Projects will ensure appropriate pandemic cancellation and attrition clauses are included. All suppliers must have current COVID-19 safety procedures in place. Hotels and venues must also have relevant COVIDSafe operating principles including but not limited to:

- ✓ Procedures on arrival and at the building entrance
- ✓ Capacity management
- ✓ External and internal signage
- ✓ Food and Beverage service
- ✓ Medical services (where possible)
- ✓ Environmental hygiene and sanitation practices
- ✓ Increased COVID-19 safety training for staff members and contractors

PHYSICAL DISTANCING GUIDELINES

Physical distancing (aka 'social distancing') refers to the requirement that people distance themselves from others. The current advice from the Department of Health is that everyone must keep at least 1.5 metres from others (outside of their family unit) where possible.

In addition, 2-4 square metres of space per person must be allowed (pending State legislation).

Eventful Projects is committed to meeting and exceeding state and national health authority guidelines on proper physical distancing. Social distancing is important as COVID-19 is spread via droplet transmission from person-to-person through:

- ✓ Direct close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- ✓ Close contact with a person with a confirmed infection who coughs or sneezes, or
- ✓ Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face. Therefore the more space between people, the harder it is for the virus to spread.

CONTACTLESS REGISTRATION

PHYSICAL DISTANCING GUIDELINES

Technology will take a pivotal role in the successful implementation of safe socialising. Contactless registration will be implemented at all events in a number of ways:

✓ QR CODES

Attendees can check in at an event by scanning their personalised QR code, emailed to them prior to the event or contained within a conference app. A personalised QR code is available as an icon within a conference app and used for checking in to the event as well as checking in to individual sessions. After checking in at the event via a registration terminal, a name badge can be printed for each attendee. If attendees are being scanned into sessions at the event, the QR code can easily be included into the design of the name badge for ease of scanning.

✓ EVENT MANAGEMENT PLATFORM + KIOSKS

Simple interactive forms can be used to manage any onsite registrations. The form will include all details required by the client for registration as well as any relevant details for contact tracing. The interactive form can be loaded onto terminals in the registration area or accessed via the attendee's personal device. The attendee would then check in to the event to receive a printed name badge from the registration kiosk or printing station.

✓ SELF REGISTRATION

If traditional pre-printed name badges and lanyards are required, they will be positioned for attendee's to retrieve, rather than being found and handed over by an event staff member.

The Safe Work Australia **Physical Distancing checklist** can be found [here](#).

HYGIENE PRACTICES GUIDELINES

Environmental

Eventful Projects will work closely with all venues to ensure strict hygiene protocols combined with government guidelines are in place including:

- ✓ Contactless sanitisation stations throughout the venue
- ✓ Touchless faucets in toilet facilities where possible
- ✓ Cleaning, disinfecting and monitoring high touch areas such as lifts, escalators, handrails, door handles
- ✓ Physical distancing queuing and operational planning in all toilets
- ✓ Capacity restrictions in toilets
- ✓ Increased cleaning and disinfecting of all touch surfaces at the entry and exit points to the venue
- ✓ Cleaning protocols for the delivery and receiving of items in the loading docks
- ✓ Government advisory signage on hygiene best practice throughout the venue

The Safe Work Australia **Cleaning checklist** can be found [here](#).

HYGIENE PRACTICES

GUIDELINES

Personal

A key way to protect everyone from the risk of exposure to COVID-19 is by practicing good hygiene. More than ever personal hygiene is a crucial element of event operations. Good hygiene requires everyone to wash their hands regularly with soap and water for at least 20 seconds and drying them with a clean paper towel.

Everyone must wash their hands:

- ✓ Before and after eating
- ✓ After coughing or sneezing
- ✓ After going to the toilet
- ✓ Returning from a break
- ✓ When changing tasks and after touching potentially contaminated surfaces

Good hygiene also requires all employees to:

- ✓ Cover coughs and sneezes with your elbow or a clean tissue
- ✓ Avoid touching your face, eyes, nose and mouth
- ✓ Dispose of tissues hygienically, e.g. in closed bins
- ✓ Wash your hands before and after smoking a cigarette
- ✓ Clean and disinfect shared equipment after use
- ✓ Wash body, hair (including facial hair) and clothes thoroughly every day, and have no intentional physical contact, for example, shaking hands and patting backs.

Hand washing signage should be positioned in bathrooms and back of house as per [this](#) World Health Organisation hand hygiene poster.

The Safe Work Australia **Health & Hygiene checklist** can be found [here](#).

FOOD SAFETY HYGIENE PRACTICES GUIDELINES

Eventful Projects will work closely with all venues to ensure that food service operating principles will incorporate the following elements:

- ✓ Increased cleaning and sanitisation
- ✓ Strict hand washing practices that include how to wash hands
- ✓ Plated service or individual and packaged serves
- ✓ Contactless ordering
- ✓ Food safety plans and record keeping
- ✓ Training of all staff in food safety practices

GOVERNMENT FOOD SAFETY RESOURCES

State government resources in the field of food safety can be found below:

- [Australian & New Zealand Food Standards Authority](#)
- [South Australia](#)
- [New South Wales](#)
- [Victoria](#)
- [Queensland](#)
- [Northern Territory](#)
- [Western Australia](#)
- [Tasmania](#)



ATTENDEE COMMUNICATION HYGIENE PRACTICES GUIDELINES

During the registration process, in addition to the specific event information, attendees will also receive communications regarding Eventful Projects' current health and safety protocols, outlining how every precaution has been put in place for a COVIDSafe event. Current advice and level of the Australian Government health alert may also be included. Attendees will receive these communications via email, SMS and, or phone.

Relevant signage will be in place at all venues. These are reminders on personal hygiene and social distancing as well as directions on how to download the COVIDSafe app, and any other current advice from the Australian Government Department of Health.

A variety of COVIDSafe resources and signage can be found [here](#).

A man and a woman, both wearing white face masks, are looking at a tablet together. The man is on the left, wearing a light-colored suit jacket, and the woman is on the right, wearing a dark blue jacket. They are both looking down at the tablet, which is held by the woman. The background is blurred, showing what appears to be an office or public space.

COVIDSAFE TRAINING HYGIENE PRACTICES GUIDELINES

Education for employees is vital to inform behaviour and help manage health and safety requirements. Training on the following areas will be delivered prior to any event and regularly delivered thereafter:

- ✓ COVIDSafe training - social distancing, cleaning and hygiene practices, attendee communications
- ✓ COVIDSafe events specific briefing
- ✓ Monitor, measure staff members feedback and implement improvement



CONTACT TRACING HYGIENE PRACTICES GUIDELINES

One of the fastest ways to help stop the spread of COVID-19 is by downloading the Australian Government's COVIDSafe app. The downloading of this app will be actively encouraged in all attendee communications including within venues via internal signage.

As part of the registration process for all events, attendee contact details are captured. These details will also be used for contact tracing if required.



AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH RECOMMENDATIONS

Precautions recommended by the Australian Government Department of Health help ensure the safety of our visitors and team members, include:

1. Placing hand sanitisers with supporting signage
2. Placing guidance on hand washing in bathrooms
3. Placing tissues and bins for their hygienic disposal with supporting signage on Coughing Etiquette
4. Thorough and regular sterilisation of surfaces, including bathrooms, benches, ATM machines and all touch points such as door handles, escalator rails, etc.
5. Continued rigorous adherence to ISO and HACCP food safety management standards within all culinary services
6. Strict adherence to all physical distancing measures and limit of one person per four square metres

NATIONAL COVID-19 SAFE WORKPLACE PRINCIPLES

1. All workers, regardless of their occupation or how they are engaged, have the right to a healthy and safe working environment.
2. The COVID-19 pandemic requires a uniquely focused approach to WHS as it applies to businesses, workers and others in the workplace.
3. To keep our workplaces healthy and safe, businesses must, in consultation with workers, and their representatives, assess the way they work to identify, understand and quantify risks and to implement and review control measures to address those risks.
4. As COVID-19 restrictions are gradually relaxed, businesses, workers and other duty holders must work together to adapt and promote safe work practices, consistent with advice from health authorities, to ensure their workplaces are ready for the social distancing and exemplary hygiene measures which will be an important part of the transition.
5. Businesses and workers must actively control against the transmission of COVID-19 while at work, consistent with the latest advice from the Australian Health Protection Principal Committee (AHPPC), including considering the application of a hierarchy of appropriate controls where relevant.
6. Businesses and workers must prepare for the possibility that there will be cases of COVID-19 in the workplace and be ready to respond immediately, appropriately, effectively and efficiently, and consistent with advice from health authorities.



NATIONAL COVID-19 SAFE WORKPLACE PRINCIPLES CONTINUED

7. Existing state and territory jurisdiction of WHS compliance and enforcement remains critical. While acknowledging that individual variations across WHS laws mean approaches in different parts of the country may vary, to ensure business and worker confidence, a commitment to a consistent national approach is key. This includes a commitment to communicating what constitutes best practice in prevention, mitigation and response to the risks presented by COVID-19.
8. Safe Work Australia (SWA), through its tripartite membership, will provide a central hub of WHS guidance and tools that Australian workplaces can use to successfully form the basis of their management of health and safety risks posed by COVID-19.
9. States and Territories ultimately have the role of providing advice, education, compliance and enforcement of WHS and will leverage the use of the SWA central hub in fulfilling their statutory functions.
10. The work of the National COVID-19 Coordination Commission will complement the work of SWA, jurisdictions and health authorities to support industries more broadly to respond to the COVID-19 pandemic appropriately, effectively and safely.

FURTHER INFORMATION

If you wish to discuss protocols to increase health and safety precautions throughout the event planning and attendee journey, please contact our Managing Director, Vicky Troptsidis, directly via vicky@eventfulprojects.com.au

