



THE STAR

**The Star Gold Coast**  
**Site Specific COVID-19 Event Safety Guidelines**

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**A. CONDUCTING BUSINESS**

The Star Gold Coast Site Specific COVID Safe Guidelines have been prepared in response to the COVID pandemic and are consistent with guidance provided by the Australian Government and Queensland Government authorities. These guidelines have been designed to ensure our customers and contractors have a clear understanding of the expectation when attending The Star Gold Coast. These guidelines underpin the approved The Star Gold Coast Site Specific COVID Safe Plan approved by the Health authorities of the Queensland Government.

The safety and wellbeing of our guests, team members, partners and community are our top priority at The Star Gold Coast. This document outlines the implementation of initiatives that minimise risks relating to COVID-19. Measures include social distancing and customer interaction policies, heightened cleaning and hygiene, training, emergency response and compliance.

A dedicated COVID-19 Task Force will focus on the continuous improvement of this plan including the effectiveness of control measures and transition from one stage of control to another. This will involve the sharing of information, best practice and experience both within the organisation and across industry.

The Star Gold Coast's Site Specific COVID Safe Guidelines follow the SafeWork Australia guidelines in its operational procedures and is registered with QTIC's (Queensland Tourism Industry Council) COVID Clean program, recently adopted in the Queensland Tourism & Accommodation Industry Approved COVID Safe Plan. Our approved Site Specific COVID Safe Plan has been developed in consultation with The Star Gold Coast team members through collaborative meetings and the integration of department safety policies and social distancing procedures. This plan underpins these advertised guidelines.

The Star Gold Coast plan has been developed following guidelines outlined by Queensland Government and The Star Gold Coast business events industry associations such as BECA (Business Events Council of Australia) AIPC (International Association of Convention Centres) and ICCA's (International Congress & Convention Association) Good Practice Guidance for Re-Opening Business Events.

The plan has been developed following a business wide risk assessment (based on a 3-step framework for a COVID Safe Australia) as it relates to COVID-19. Risk Assessment developed. The risk control strategies address the public health measures outlined in the framework ensuring physical distancing, hygiene and restrictions on mass gatherings are adhered to.

The Star Gold Coast will take all reasonable steps to provide the safest possible workplace for our team members, contractors, visitors and guests. The COVID-19 Risk Assessment will be subject to ongoing review and where required controls adjusted to prevent harm to health.

These Guidelines will be shared with clients, contractors, team members and available via request from The Star Gold Coast.

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The Star Entertainment Group has re-opened facilities with enhanced control and management processes. We're implementing best practice initiatives to minimise risks relating to COVID-19. These protocols are subject to change in accordance with Australian and Queensland Government health and safety regulations.



**COVID safe entry requirements**



**Physical distancing protocols**



**Good hygiene Practices**



**COVID safe team training**



**Safe food service**



**COVID safe approved venue**

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**B. FRAMEWORK**

The Star Gold Coast will re-open Event Centre facilities with best practice control and management processes that ensure the venue can operate safely. We will continue to monitor the COVID-19 situation and review and adjust risk management responses accordingly.

Checks and preparation for reopening of event spaces to manage COVID related risks:

- Workplace hazards (such as potential for transmission on the worksite or hazards resulting from a worker who tests positive for COVID-19 infection)
- Customer aggression - determine who might be harmed, and how (including workers and any other individuals in the workplace)
- Psychosocial risks

Risk management measures and policies include:

- Social distancing
- Personal and hand hygiene
- Workplace cleaning – frequently touched areas and routine cleaning
- Appropriate use of personal protective equipment (PPE)
- Management of psychosocial risks, including customer/patron aggression
- Communication, consultation, instruction, training and supervision of workers and their representatives (HSRs, union representatives)
- Consideration of deliveries, contractors and visitors attending the premises
- Signage
- Record keeping
- COVID response plan for the management of sick people onsite

**C. SOCIAL DISTANCING**

Social distancing control measures to action the current regulation of a minimum of 1.5 metres social distance between persons and an allowance of an average 2 square metres of space for each person. All access, customer interaction, floor plans and meal service measures have been based on current regulations. The Star Gold Coast security and team members will monitor. Signage and physical barriers have been installed to control the movement/flow, monitored by CCTV, security and COVID marshals. Furniture has been repositioned in all common areas and is planned per event, dependent on event type and number of attendees.

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**D. EVENT CENTRE**

- Restricted and monitored access to the Event Centre:
  - No access to the general public
  - Access only to registered visitors
  - Limited access points to into the Event Centre (1-3 depending on events in house) manned by team members to enable capacity monitoring
  - Crowd control – calculated maximum numbers of people per area determined by 2 square metres per person and 1.5 distancing – social distancing marshals to enforce, CCTV
  - Staggered arrival and registration times of guests and team – guests times to be arranged with the client, guests to be directed directly to event to avoid co-mingling
  
- Signage, digital screens and barriers to:
  - Outline minimum social distancing in queues, lobbies and common areas
  - Discourage handshaking and other physical greetings
  - Encourage download of COVID-19 Safe App
  - Control movement of people
  
- Proactive security and enforcement of social distancing
- Implementation of cashless payment options
- A revised maximum capacity for all common areas, signed per area
- Installation of signage and floor decals to outline minimum social distancing
- Roving Social Distancing marshals
- Monitoring by CCTV

**E. FOOD & BEVERAGE SERVICE**

- Strict adherence to all social distancing measures and limit of one person per two square metres or 1.5 metres between people around food service areas
- The Star Gold Coast Food Safety Manual, as approved by the City of Gold Coast Council, adheres to the Food Act 2006 in monitoring all food safety throughout the venue.
- Reconfiguration of venue tables, seating and other furniture to ensure minimum distancing
- Installation of floor decals to outline minimum social distancing in queues
- Proactive security and social distancing marshals for enforcement of social distancing
- Increase in food service points for social distancing purposes where applicable
- Food and Beverage team to adhere to strict service guidelines
- Food and Beverage team to adhere to strict clearing guidelines requiring gloves
- Non seated events beverages to be dispensed from bars
- Elimination of guest food handling. Self-service buffets/stations will not be offered as a service style for food and beverage, only staff-served.
- Multiple food service options have been engineered to enable flexibility in how food can be served individually and adhering to social distancing regulations. This will be pre-mapped per event type and numbers prior to the event taking place
- Payments received through contactless payment options

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**F. HYGIENE**

- Alcohol-based hand sanitiser and hand washing stations are available throughout the venue, including in foyers, as well as no-touch rubbish bins. We are using 70% alcohol-based hand sanitiser dispensed from a touchless wall mounted dispenser refillable with sealed pods. Hand washing stations are fitted with paper towels and bins.
- Hygiene reminder messages:
  - Print signage is throughout the building – in bathrooms, team areas, back of house, meeting rooms.
  - Digital signage is displayed on screens on a loop.

**G. CLEANING**

- The Star Gold Coast is cleaned and sanitised in accordance with Safe Work Australia COVID-19 guidelines, outlined in The Star Gold Coast COVID-19 cleaning policies for meeting rooms, toilet blocks and public areas.
- Cleaning is carried out as per above guidelines of daily frequent cleaning
- The Star Gold Coast uses Vira Clean, a hospital grade cleaner and disinfectant. Dispensed at a dilution rate of 1:32. Used for all general cleaning and disinfection of bathrooms and common areas.
- The Star Gold Coast uses Vira Clean - a food grade sanitiser. Used from a “Ready to Use” sealed spray bottle, (no dilution or decanting required). Used in food preparation areas
- Increased cleaning / sanitising rotation of touch points, rest rooms, offices, foyer tables and chairs.
- Provision of cleaning products including 70% alcohol-based wipes to all team areas
- Bins for hygienic disposal along with supporting signage on coughing etiquette will be made available both front and back of house.
- Additional front of house team members will be deployed for the purposes of cleaning and sanitising high touch areas and surfaces.
- Increased sanitisation of shared audio-visual items such as microphones and lecterns
- All common touch points will be regularly sanitised.
- Alcohol-based hand sanitiser from sensor operated dispensers have been placed at key entrances
- Prominent signage promoting good hand hygiene will be displayed throughout the venue at entry points, public areas, hired event spaces and restrooms.

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**H. CONDITIONS OF ENTRY**

- There will be no access to the general public unless attending a consumer event. All visitors to the Event Centre and meeting rooms must be registered and adhere to strict COVID-19 Safe Protocols.
- Signage stating conditions of entry is at all entry points to The Star Gold Coast and clearly communicated to each client prior to the event. Clients must also communicate conditions of entry to event delegates.
- Entry and exit to and from the Event Centre will be managed by people counters, staggered registration times, entry and exit barriers and directional signage. As each event is different at the venue, this will be uniquely planned for every event dependent on numbers and type of event
- Social Distancing marshals will man the identified entry and exit points and their responsibilities of greeting guests, controlling numbers, ensuring that people flow is adhered to, and looking for visible signs of COVID-19 symptoms.
- Records of visitors to events will be held with the client in the form of pre-registration and numbers provided to The Star Gold Coast prior to event.
- Security/per event is event specific, risk assessed and sometimes dependent on the client requirements. All events will have dedicated Social Distancing marshals. All guests will be required to register using a QR code for tracing purposes.

**Role of Social Distancing Marshal**

- Greeting guests to the Event Centre
- Using people counters count the number of people entering and exiting the Event Centre and provide the numbers to control when requested
- Looking for visible signs of flu like symptoms (sneezing, coughing, fever, generally looking unwell)
- Providing instructions to guests as to where to go and to keep their social distancing
- Check the guest accreditation (random ID checks may be required to ensure the accreditation matches the guest name when directed by event managers)
- Social Distancing marshals may be refused entry to visitors who appear to have COVID symptoms
- Manage the QR code registration requirement
- Perform regular checks of the public bathrooms; they will be looking for overcrowding and people not adhering to social distancing requirements

**I. PRE-EVENT CONTRACTS**

- All clients are required to provide information to The Star Gold Coast pertaining to their own COVID-19 strategies/management plan
- Compliance to COVID-19 venue directions are included in our existing contract references to State and Federal laws and regulations and venue directives
- Clients to distribute COVID-19 information to their registered event attendees and exhibitors
- Clients will ensure delegates if in transit or having passed through high risk hot spots countries/regions, or if individuals have been in close contact with a proven case of coronavirus and/or are unwell should not attend the event
- Clients to provide delegate numbers to the Event Manager for each day to ensure adequate cleaning and security

**J. EVENT GUESTS**

- All guests must be pre-registered with the event organisers prior to entry
- Random accreditation checks to be implemented to ensure guests are registered

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- Event organisers will be asked to encourage all guests to download the COVID-19 Safe app
- The Star Gold Coast reserves the right to refuse entry to a guest showing signs of COVID-19 – this is monitored by The Star Gold Coast trained security and COVID marshals
- Signage placed at all entry points re conditions of entry
- Guests will ensure if they were in transit or having passed through high risk hot spots countries/regions, or if they have been in close contact with a proven case of coronavirus and/or are unwell will not attend the event

**K. LOADING DOCK – DELIVERIES**

- Registration of all visitors to the Event Centre
- All visitors encouraged to download the COVID-19 Safe app
- All deliveries and collections via loading dock only
- Drivers to remain in vehicles at dock until Logistics team in attendance
- Additional team members at dock during bump in and bump out of events
- Team members working at the loading dock will look for visible COVID-19 symptoms – entry may be refused to visitors who appear to have these symptoms
- No external access to kitchen areas

**L. RECORD KEEPING**

- Event organisers will be required to pre-register all guests for events - names, address, phone number, email address, date and time of patronage
- Contact information will be kept for customers, workers and any contractors for a period of at least 56 days
- Records are to be used only for the purposes of tracing COVID-19 infections and are captured and stored confidentially and securely
- Records of guests are held with the client but will be made accessible
- Contractors attendance via contractor management processes
- Upon arrival to the Event Centre guests will be required to sign in with a QR code. Records of this information will be kept in a secure database managed by The Star Gold Coast.

**M. CUSTOMER INTERACTION**

- Social distancing, hygiene and cleaning measures and reminders are implemented throughout the venue
- Updated COVID-19 information for visitors will be prominently displayed with messages on social distancing, hand hygiene, not to come on site if you are unwell
- If you take ill during your visit to the Event Centre, guest will notify the Events Operations team staff who will then liaise with the COVID 19 Incident Response team
- Strict adherence to all social distancing measures will be enforced with a limit of one person per two square metres or 1.5 metres between people
- Floor decals encouraging social distancing will be present in lifts, outside restrooms, indicating safe distances
- Event room doors will be opened well before the session starts to minimise touch points on the door and maintain social distancing in and around the doorway
- The Star Gold Coast reserves the right to refuse entry to a guest showing signs of COVID-19 – this is monitored by The Star Gold Coast trained security and COVID marshals
- Signage placed at all entry points re conditions of entry

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**N. EVENT PLANNING**

- The Star Gold Coast will work with the client to ensure there is communication with delegates, visitors, exhibitors and stand builders about social distancing measures to ensure compliance on site
- Dedicated team members will be detailed to the event and shall monitor social distancing and room capacities
- Contractors and clients will be required to provide a COVID safe plan to The Star Gold Coast
- Clients will be encouraged to use self-check-in registrations systems or print at home where possible
- Clients will be encouraged to extend event opening hours to enable more people to be spread out over more time slots during the day and or into the evening, optimising distancing requirements
- Each event shall undertake an assessment to determine frequency and high-risk cleaning and Social Distancing marshalling requirements during the event

Exhibition specific:

- Staggered bump in and out for large events will be enforced with a limited number of custom stand builders and others on the floor at any one time
- Revised capacities and the requirement for additional square meterage to be reviewed by The Star Gold Coast safety
- Dedicated team member to monitor social distancing and room capacity
- Increased spacing of booths with larger aisles
- Maximum of 4 exhibitors per 3x3m site (9m<sup>2</sup>). Only two delegates permitted to meet with an exhibitor at a time
- Clients will be encouraged to stagger attendee registration times
- Portable wash stations will be made available for hire and installed into applicable exhibitions/ events
- Sanitiser stations incorporated into floorplans, and at the entry and exit and throughout the exhibition space

**O. SUPPLIERS AND CONTRACTORS**

- All suppliers are required to sign a disclosure pertaining to their own COVID-19 strategies and adherence to our internal policies prior to recommencing supply to the Event Centre
- The Star Gold Coast contractor induction will be updated to include COVID-19 specific information that must be followed once on site
- Suppliers are to follow designated delivery times, determined by the venue
- Only suppliers who have appointments and have completed The Star Gold Coast contractor induction can pass the loading dock and must be met by a The Star Gold Coast team member
- A registration / log will be kept and completed for approved suppliers / contractors egressing past the loading dock
- All drivers must sanitise before handling / unloading goods
- Suppliers will be encouraged to use electronic paperwork where practical
- Client informed of maximum room capacities
- Client and contractors will submit a COVID-19 plan as part of their SWMs
- The Star Gold Coast teams will manage the total numbers in the rooms and will conduct spot check on the contractors to ensure compliance of WHS and COVID-19 safety is being met

**P. EGRESS AND EMERGENCY EVACUATION**

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- In the case of an emergency guests to follow the direction of Safety and Security team members/fire wardens who will follow the COVID-19 Emergency Evacuation Plan.

Client Name: \_\_\_\_\_

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_