



EVENTSAFE OPERATING GUIDE



VERSION 23
RELEASED 24 FEBRUARY 2022
BASED ON CURRENT FEDERAL AND STATE
GOVERNMENT REGULATIONS

ICC SYDNEY EVENTS SAFE OPERATING GUIDE

The Coronavirus (COVID-19) pandemic is a transformative global situation, requiring fresh thinking and increased safety precautions when hosting events.

ICC Sydney 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.

We have consistently monitored the COVID-19 situation and followed regulations and advice provided by the Australian Government Department of Health. This advice has been further complemented with guidance from the New South Wales Government Minister for Health and Medical Research. These protocols have included strict adherence to physical distancing measures, increased hygiene practices and promotion of the COVIDSafe app and the NSW Government's Service NSW app.

ICC Sydney also operates in partnership with several leading industry bodies including the Business Events Council of Australia, Meetings and Events Australia, Exhibition and Event Association of Australasia and through our memberships of AIPC, ICCA and UFI. It is through these interactions that we are able to identify and develop industry standard best practices.

Since ICC Sydney's inception, we have implemented safe operational protocols ensuring health and safety is a central aspect of our approach to hosting events. ICC Sydney operates in line with Safe Work Australia's Codes of Practice which underpin how we work under the Work Health and Safety (WHS) laws and more recently the National COVID-19 Safe Workplace Principles.

Our organisation has earned multiple International Standards Organisation (ISO) Certifications including ISO 22000 Food Safety Management; ISO 14001 Environmental Management; ISO 45001 Occupational Health and Safety and ISO 9001 Quality Management, thus laying the foundation for quality service and the health and safety practices clients have come to expect when at ICC Sydney.

Through close collaboration with our clients, we have gained a deeper understanding of the event challenges and requirements during this period. As part of our ongoing commitment to protecting your health and safety whilst at ICC Sydney, we have introduced a range of enhanced measures across the venue to safeguard the wellbeing of our clients, delegates, contractors and team members.

We welcome you to read through the EventSafe Operating Guide and address any queries you may have about the event you are organising at ICC Sydney to your dedicated business development representative or event manager.

We look forward to welcoming you back through the doors at ICC Sydney.

GEOFF DONAGHY

CEO, ICC SYDNEY

We understand that each event you are organising at ICC Sydney entails different specifications. Our team will work with you to apply specific safety measures to meet the exact requirements of your event. Contact your business development representative or event manager to discuss your event needs.

ASM GLOBAL VENUESHIELD



ASM Global has introduced a new environmental hygiene protocol in response to evolving guest expectations, stemming from the coronavirus pandemic.

VenueShield, a comprehensive and best-in-class program, has been deployed at more than 325 ASM Global facilities around the world, including here at ICC Sydney.

The program provides the most advanced hygienic safeguards that serve ASM Global's clients, guests, teams, talent and all other visitors. All policies are aligned with - and informed by - public health authorities, medical and industry experts.

ASM Global's VenueShield advice on protocols and procedures for its facilities includes the use of personal protective equipment (PPE) as appropriate, food safety measures, air quality control, surface cleaning, physical distancing, temperature checks, thermal cameras, hand sanitisers, reduced touch points, contactless transactions and daily monitoring systems.

“ At the very heart of this effort is our focus on making our employees, tenants and guests safe and comfortable in a welcoming environment. ”

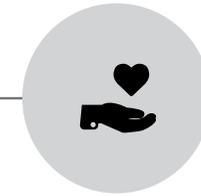
BOB NEWMAN

CHAIRMAN, ASM GLOBAL

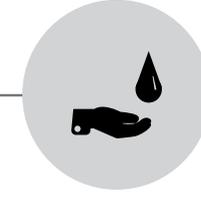
ASM Global has proactively partnered with and will further consult with leading subject matter experts, health officials and industry leaders in the areas of industrial hygiene, sanitisation and fulfilment to consult on all facets of the VenueShield program.

VenueShield will be the ongoing effort to define the customer journey of the future.

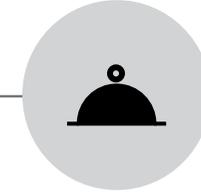
It is designed to provide an evolving approach to the unique aspects surrounding each of ASM Global's facilities and is guided by consistent input from the company's venue experts around the world, representing every venue type.



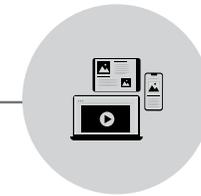
EVENT CUSTOMER JOURNEY



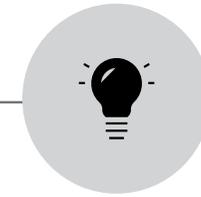
ENVIRONMENTAL HYGIENE



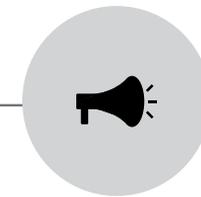
FOOD SERVICE



TECHNOLOGY AND EQUIPMENT



WORKFORCE SAFETY



PUBLIC AWARENESS

SAFEWORK PRINCIPLES

At ICC Sydney we have consistently operated within the safety protocols of Safe Work Australia's Codes of Practice.

In accordance with the National Cabinet's National COVID-19 Safe Workplace Principles, Safe Work Australia has developed nationally consistent work health and safety guidance.

Our team conducts research on changing governing guidelines in order to produce a Situation Report that underpins COVID safe response planning.

ICC Sydney has further implemented these national principles to ensure our clients, visitors and team members can continue to deliver events in a safe environment.



safe work australia

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 that 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.
- 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.
- 11** To deal with the public health risk of COVID-19 and its possible consequences, the Minister for Health and Medical Research has issued a number of Orders, under Section 7 of the Public Health Act 2010. ICC Sydney follows the current NSW Government.
- 12** Please refer to further [related information](#) online.
- 13** ICC Sydney is registered as a COVID Safe Business having submitted our COVID safe plan to NSW Government.
- 14** See further information on [COVID safe businesses](#) online.



Australian Government
Department of Health

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

- 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 two square metres.

VENUE OPERATING PRINCIPLES

In developing the EventSafe operating principles, ICC Sydney has integrated ASM Global's VenueShield Environmental Hygiene Program which specifies significantly increased health and safety measures for venue managers across the ASM network of over 325 venues worldwide.

Nationally, ICC Sydney stringently applies the Australian Government Department of Health safety regulations and advice and additionally the requirements prescribed by the NSW Government.

Already having in place international standard certifications that lay the foundation for quality, health and safety, ICC Sydney has furthermore consulted with leading industry bodies when developing the operating principles that will guide client, visitor and team member health and safety.

EVENT CUSTOMER JOURNEY

Each stage and touchpoint our clients and visitors move through as part of their planning and attending an event has been considered when developing a COVID safe environment.

Venue operating principles cover the attendee experience, including:

- 1 What to expect when using public transport to attend an event. Refer [COVID-19: Travel advice and information](#).
- 2 Health and safety procedures on arrival and at the building entrance.
- 3 External and internal signage.
- 4 Changes to the meeting and conference experience.
- 5 Changes to the exhibition experience.
- 6 Food and Beverage service updates.
- 7 Medical services.
- 8 Environmental hygiene and sanitation practices.
- 9 Increased COVID-19 safety training for ICC Sydney team members, clients and contractors provides a cohesive safety experience and response for all visitors.

ENVIRONMENTAL HYGIENE

ICC Sydney hygiene protocols combined with government guidelines include:

- 1 ICC Sydney will provide contactless sanitisation stations throughout the venue.
- 2 Touchless faucets will be available in dedicated toilet facilities.
- 3 Clean and monitor high touch areas such as lifts, escalators, handrails, door handles.
- 4 Increased cleaning of all touch surfaces at the entry/exit points to venue.
- 5 Implemented cleaning protocols for the delivery and receiving of items in the loading docks.
- 6 Distributed government advisory signage on hygiene throughout the venue.
- 7 The air quality of the environment in which we operate is of paramount importance. Therefore increased measures during this period have been implemented.

FOOD SERVICE

ICC Sydney food services operating principles incorporate the following elements:

- 1 Increased cleaning and sanitisation.
- 2 ISO 22000 Food Safety Management certification.
- 3 Plated service.
- 4 Retail service.
- 5 Catering delivery methods.
- 6 Contactless payments.
- 7 Packaging.
- 8 COVID-19 safety training.

WORKFORCE SAFETY

Education for team members is vital to inform behaviour and help manage health and safety requirements. Training on the following areas will be delivered in preparation to re-opening and regularly delivered thereafter:

- 1 COVID safe training.
- 2 Toolbox talks.
- 3 COVID safe event specific briefing.
- 4 Monitor, measure team members feedback and implement improvement.

TECHNOLOGY AND EQUIPMENT

We are incorporating technological devices that will further enhance each client and visitor's experience beginning from their event planning phases, on arrival, during, and post event.

- 1 Contactless payments.
- 2 Contactless ticket validation.
- 3 Food packaging.
- 4 Merchandise packaging.
- 5 Parking.

PUBLIC AWARENESS

ICC Sydney's Communications department delivers detailed content plans to communicate to clients and visitors health and safety protocols pre-event, during and and post-event, across mediums including:

- 1 Main stream and social media messaging.
- 2 Signage.
- 3 Venue websites.
- 4 Ticketing information.
- 5 Assist clients with event messaging regarding protocols.



ESSENTIAL VENUE INFORMATION

In developing the ICC Sydney EventSafe Operating Guide, our protocols and procedures were reviewed thoroughly in light of changing governmental regulations, international guidelines, the ASM Global VenueShield Environmental Hygiene Program and in consultation with leading industry bodies.

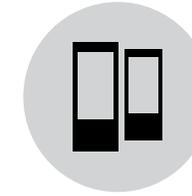
Detailed here are the areas of operation that have been upgraded with extensive COVID safe measures.



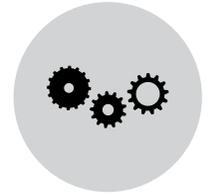
**PLAN
YOUR TRIP**



**ON
ARRIVAL**



**SIGNAGE
MANAGEMENT**



**VENUE
CAPACITY**



**MEETINGS
AND CONFERENCES**



EXHIBITIONS



**LIVE
EVENTS**



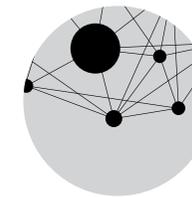
**FOOD
SERVICE**



**AV
SERVICES**



**ENVIRONMENTAL
HYGIENE**



**TECHNOLOGY AND
EQUIPMENT**



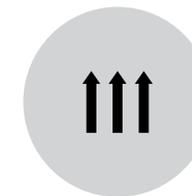
**MEDICAL
SERVICES**



**ADDITIONAL
SERVICES**



**EDUCATION AND
TRAINING**



ACCESSIBILITY



ACCREDITATION



PLAN YOUR TRIP

ICC Sydney is located within a moment's walk from several transport options including light rail, train, taxi and bus services. The venue offers ample car parking facilities. All visitors to the Darling Harbour precinct are advised to take note of any public transport changes or closures before heading to an event.

In light of the current situation, Transport for New South Wales (NSW) had introduced COVID safe physical distancing restrictions on travel and transport modes. Please plan your trip allowing ample travel time as increased safety measures may impact your journey. Refer [COVID-19: Travel advice and information](#).

Face masks are mandatory on public transport and point to point services, which includes taxis, rideshare and hire car services, across NSW.

CAR PARK MANAGEMENT

ICC Sydney has two car park facilities located within the Exhibition Centre and Aware Super Theatre, comprising a total of 826 car spaces.

Please note increased safety measures have been introduced within the car parks:

CONTACTLESS PAYMENTS

Card Payment Options Only

- 1 Continued promotion of tap or insert credit card on entry (no need to take a ticket)
- 2 Use exact same credit card (as used on entry) for payment on exit. Tap or insert at exit gates.

DISTANCING MARKINGS AT PAY STATIONS

- 1 Floor decals on the ground and/or signage of required distancing if queuing for payment.

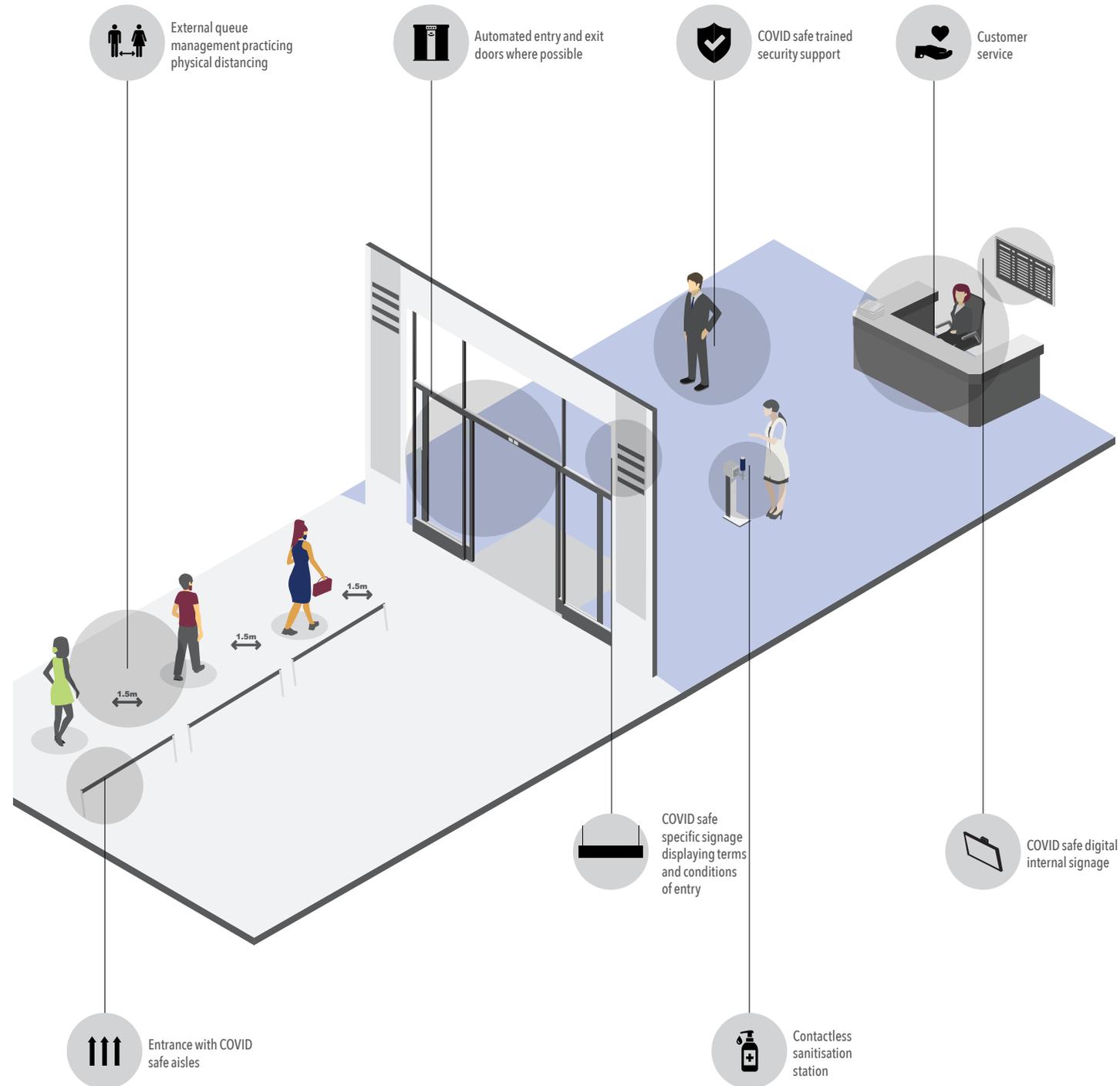
CLEANING/SANITISING OF TOUCH POINTS (Intercom buttons – Pay Stations/Entry/Exit Gates)

- 1 Regular cleaning based on occupancy levels and or peak event entry/exit times.



ON ARRIVAL

- 1 External queue management practicing physical distancing.
- 2 External signage indicating entry and exit locations. Signage will clearly display terms and conditions of entry. Refer [General conditions of entry](#) for further information.
- 3 People counting services are available on request at an additional cost. Organisers should direct enquiries for this service to their dedicated ICC Sydney Event Manager.
- 4 Contactless sanitiser stations with supporting hygiene signage.
- 5 Security team member supporting the safe flow of people through the centre.
- 6 COVID safe trained team members.
- 7 Customer service team member supporting guests, ensuring they reach their event safely and efficiently.
- 8 Internal signage indicating COVID safe measures in place to maintain a safe venue.
- 9 All who enter the building are expected to go through the necessary safety measures put in place by the centre.
- 10 NSW Health encourages masks for indoor settings where you cannot maintain a safe distance from others to protect vulnerable people who must access these premises and services.



SIGNAGE MANAGEMENT

External and internal signage are used to support health and safety messaging.

Messaging for the signage will reflect governmental guidelines.

- 1 Venue to provide digital and physical external COVID safe signage.
- 2 Venue to provide external digital wayfinding signage for events.
- 3 Venue to provide public health messaging internally and externally both digitally and physically.

EXTERNAL DIGITAL SIGNAGE

- 1 Compliance – physical distancing, hygiene measures.
- 2 Directional signage/wayfinding – entrances to buildings, most direct way to get to the different buildings.
- 3 Public health information.

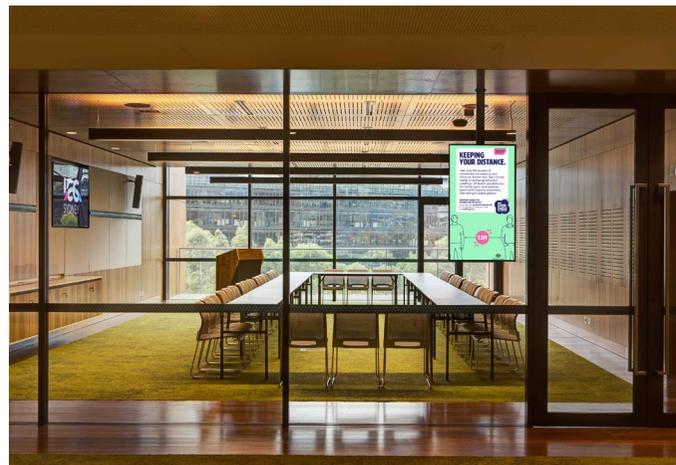
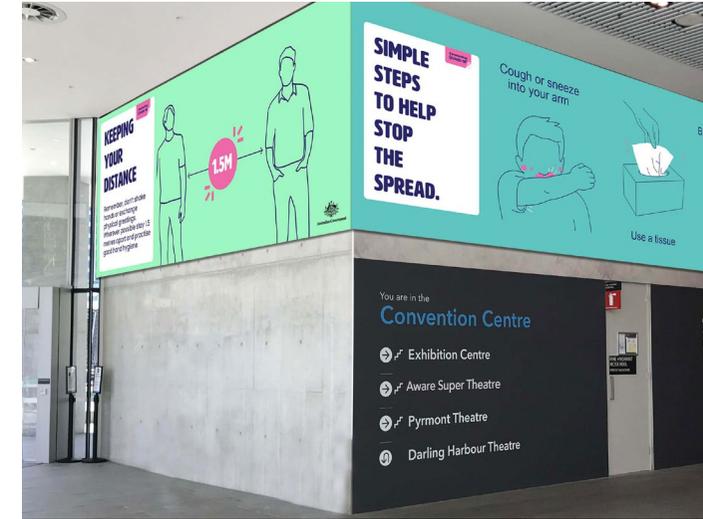
INTERNAL DIGITAL AND PHYSICAL SIGNAGE

- 1 Entry and exit points to be identified and well signed.
- 2 Terms and conditions of entry will be clearly displayed.
- 3 Public health messaging:
 - Physical distancing measures.
 - Public health and hygiene measures.
- 4 Floor decals – directional signage – spaced to be compliant with physical distancing.
- 5 Event space capacity signage.

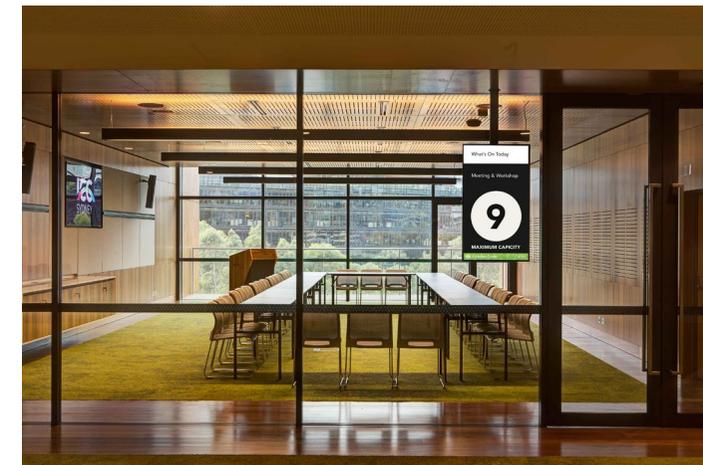
External digital signage, Blades



Internal digital signage, Convention Centre foyer LED screen



Internal digital signage, Room information panel (COVID safe messaging)



Internal digital signage, Room information panel (event specific messaging)

VENUE CAPACITY

Under NSW Health requirements each building and each type of event may have a specific capacity.

Your dedicated business development representative or event manager will discuss your specific requirements ensuring that they align with current regulations.

In order to provide the safest environment in which to host your event, ICC Sydney has updated venue capacity information in line with physical distancing requirements.

Refer [here](#) for the latest COVID Capacity information applicable from 18 February 2022.

The capacities will be monitored to comply with government regulations.

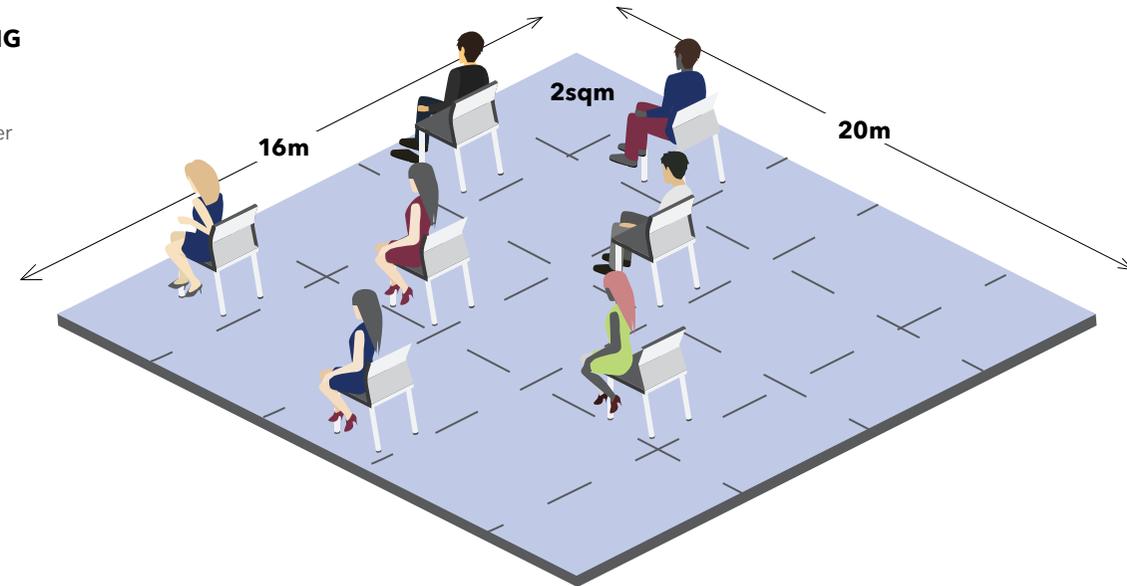
EventSafe floor plans based on these capacities have been created.



PHYSICAL DISTANCING CALCULATIONS

Your dedicated event manager has detailed capacity plans based the on following:

- 1** Foyer spaces
- 2** Floor level spaces
- 3** Event room space
- 4** Building capacity



MEETINGS AND CONFERENCES

- 1 Conference room entrance monitoring and support is available. Speak to your dedicated event manager regarding your specific requirements and applicable charges.
- 2 People counting supporting the event space capacity is available. Speak to your dedicated event manager regarding your specific requirements and applicable charges.
- 3 Contactless hand sanitiser stations with supporting signage are readily available throughout all public foyers. Speak to your dedicated event manager regarding your specific requirements and charges.
- 4 ICC Sydney COVID safe procedures to be communicated to all attendees via the event organiser prior to the event.
- 5 Digitalisation, multi-media productions and live streaming can be incorporated to support events.
- 6 ICC Sydney COVID Safe training will be provided to event organisers on procedures and regulations.
- 7 COVID Safe cleaning measures.
- 8 Event specific COVID safe floor plans will be developed by your dedicated ICC Sydney event manager to meet your requirements.
- 9 COVID safe capacities will be closely monitored. Refer [here](#) for the latest COVID Capacity information applicable from 18 February 2022.

Conferences, Exhibitions and Banquet events have a capacity in accordance with the at time of event NSW Health requirements.

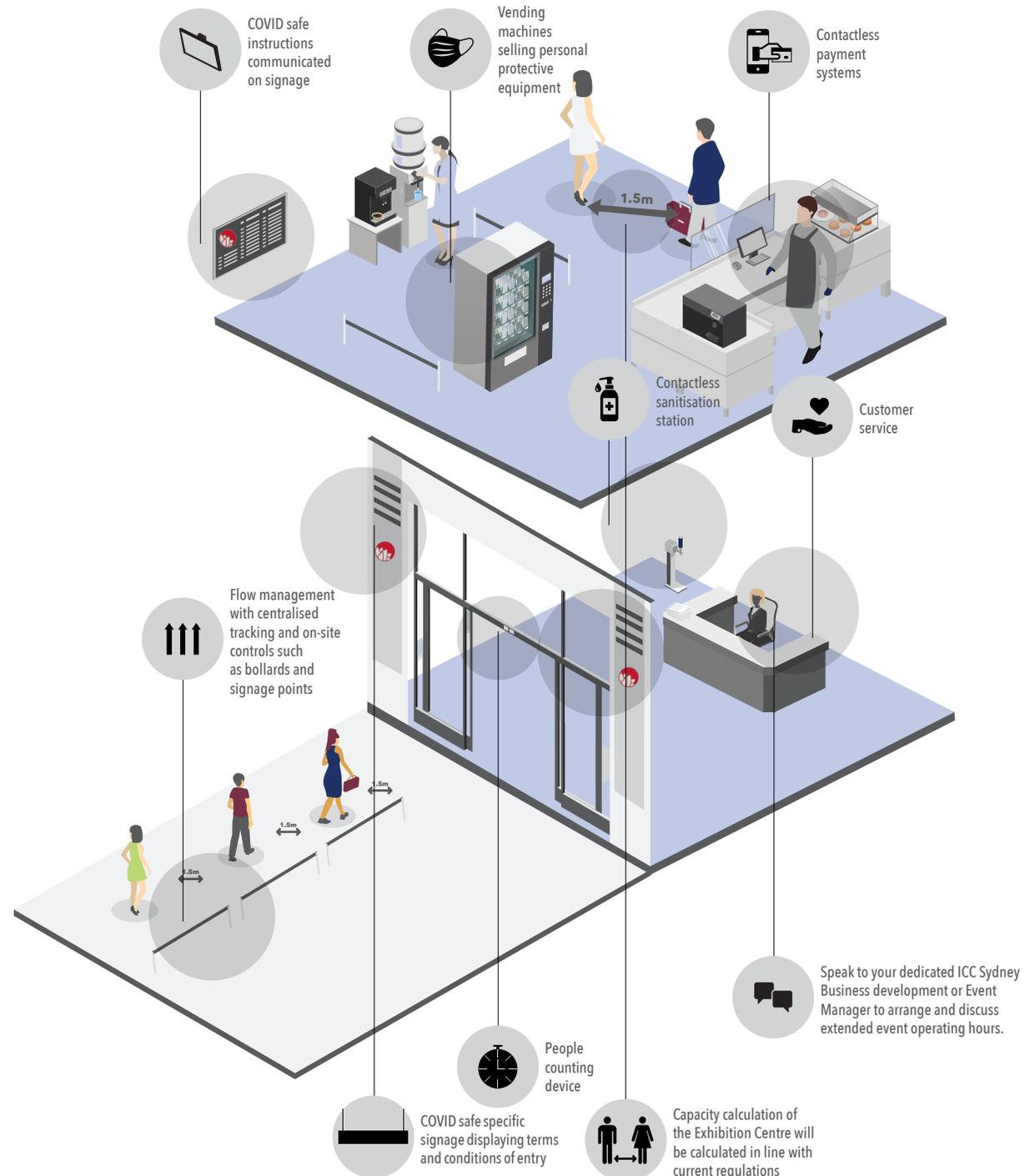


EXHIBITIONS

Exhibitions, Conferences and Banquet events have a capacity in accordance with the at time of event NSW Health requirements.

Your dedicated event manager will discuss your specific requirements ensuring alignment with current regulations.

- 1 Calculation of the Exhibition Centre's capacity in relation to distancing regulations.
- 2 Dedicated Exhibition Centre entrance.
- 3 Signage will communicate instructions on COVID safe behaviour and information.
- 4 Contactless hand sanitiser stations with supporting signage are readily available throughout all public foyers. Speak to your dedicated event manager regarding your specific requirements and charges.
- 5 Dedicated ICC Sydney Event Manager will liaise directly with clients to discuss the specific COVID-19 requirements.
- 6 Queue management systems can be implemented by clients using controls such as floor decals highlighting safe physical distances, ropes bollards and signage throughout the exhibition. Speak to your dedicated ICC Sydney Event manager regarding your specific plans / requirements.
- 7 Implementation of contactless payment systems.
- 8 COVID safe capacities will be closely monitored. Refer [here](#) for the latest COVID Capacity information applicable from 18 February 2022.



LIVE EVENTS

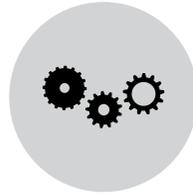
The live events and entertainment offering at ICC Sydney has been reviewed in light of the introduction of EventSafe operating protocols including additional safety measures spanning ticket sales, signage, customer touchpoints when attending an event, venue capacities and food and beverage services.

At ICC Sydney we continue to closely monitor and adhere to the regulations and advice provided by the Australian Government Department of Health. Furthermore, our approach is applied in accordance with NSW Government guidelines.

Our team will endeavour to keep patrons and visitors informed of any updates in relation to the staging of live events at ICC Sydney.

For the latest information on upcoming events at ICC Sydney, please see <https://www.iccsydney.com.au/whats-on>.

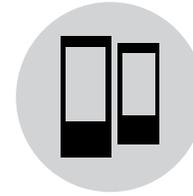
COVID safe capacities will be closely monitored. Refer [here](#) for the latest COVID capacity information applicable from 18 February 2022.



EVENT CUSTOMER JOURNEY

Live events safe operating principles cover the attendee experience, including:

- 1 What to expect when using public transport to attend an event. Refer [COVID-19: Travel advice and information](#).
- 2 Health and safety procedures on arrival and at the building entrance.
- 3 COVID safe external and internal signage.
- 4 COVID safe food and beverage service updates.
- 5 Medical services.
- 6 Increase environmental hygiene and sanitation practices.
- 7 Contactless payment solutions.
- 8 COVID safe security and bag check will be in place.



SIGNAGE

- 1 Entry and exit points to be identified and well signed.
- 2 Terms and conditions of entry.
- 3 Public health messaging:
 - Physical distancing measures.
 - Public health and hygiene measures.
- 4 Floor decals – directional signage – spaced to be compliant with physical distancing.
- 5 Event space capacity signage.



TICKET SALES

- 1 Contactless ticket validation system upon entry.
- 2 Patrons will be provided with COVID safe information prior to their attendance.



CAPACITIES

- 1 Your dedicated event manager will discuss your specific requirements ensuring that they align with current regulations.



FOOD AND BEVERAGE

- 1 Increased COVID-19 sanitation prior, during and after service.
- 2 Front of house team members provided with dedicated hand wash and glove sanitation station.
- 3 Guest sanitising stations at entry points and catering areas.
- 4 Contactless (cashless) transactions.
- 5 Queue management.
- 6 Capacity calculations compliant with current regulations.
- 7 Disposable packaging and cutlery.
- 8 Acrylic screens for kiosk hot food areas.
- 9 Self serve condiments replaced with individual portion control packs.

FOOD SERVICE

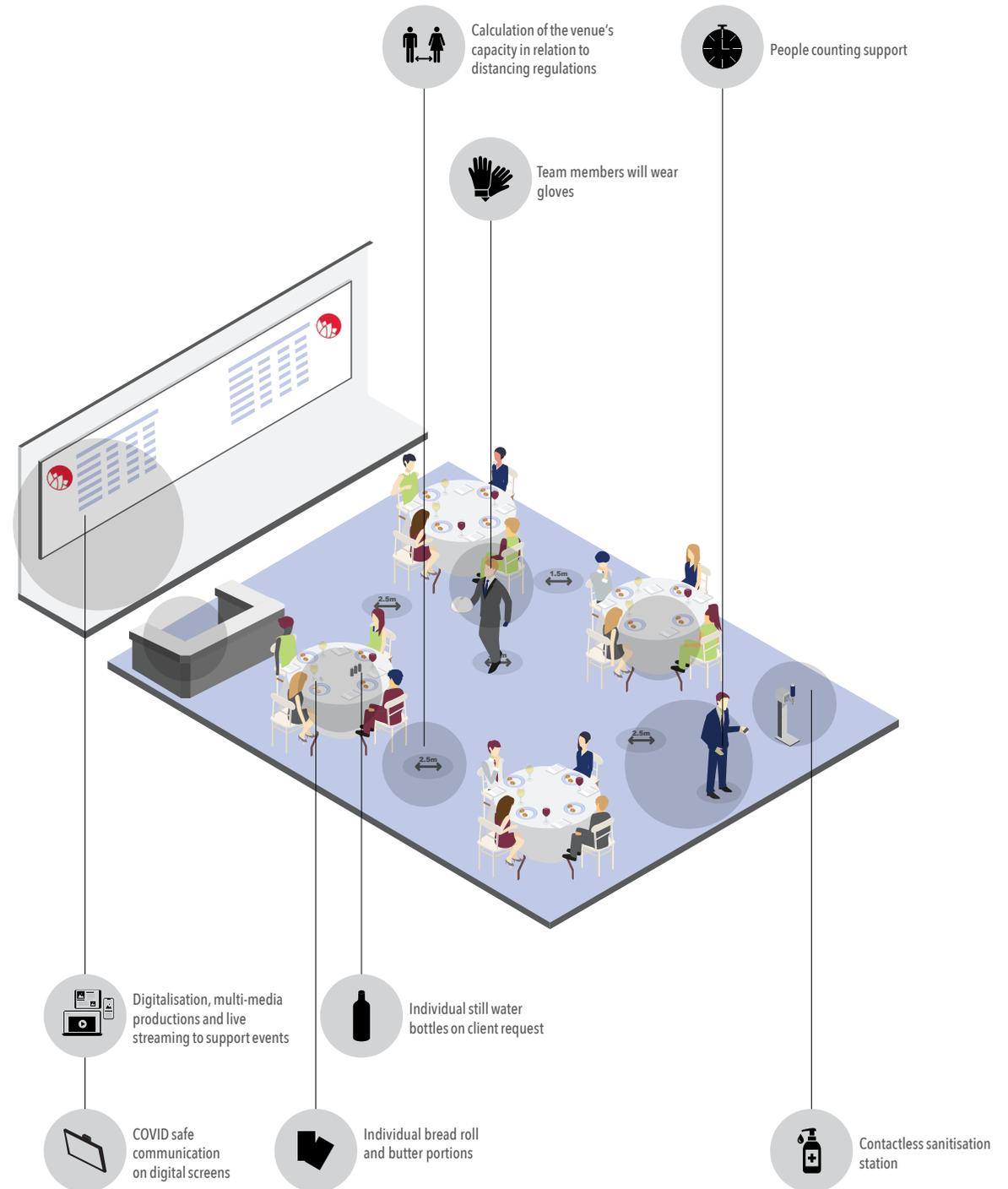
COVID-19 is a respiratory disease spread from person to person, not a foodborne disease. In line with the World Health Organisation (WHO), Food Standards Australia New Zealand (FSANZ) advises there is currently no evidence that COVID-19 is transmitted through the consumption of food or beverages, or through contact with food packaging materials.

The FSANZ Food Standards Code requires food businesses to take all practicable steps to prevent contamination of food production and service areas. To minimise food safety risks, ICC Sydney's food and beverage operations are managed under our HACCP based food safety framework.

ICC Sydney can provide the following food service modes in compliance with the current Public Health Order:

- Plated service
- Buffet service
- Canapés
- Coffee breaks
- Retail service

To discuss your specific event, please contact your dedicated business development representative or event manager for further details.

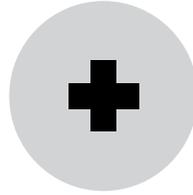


AUDIO VISUAL SERVICES SANITATION PROCEDURE

Cleaning practices have been extended throughout every facet of operational event delivery. Touch points including AV equipment handled by multiple people including team members, presenters and delegates is regularly cleaned to ensure ICC Sydney is a COVID safe workplace.

The procedure update detailed here will apply at pre-event, during and post-event stages.

Contact your audio visual project manager to discuss your specific event audio visual needs.



PRE-EVENT

- 1 Ensure all equipment is cleaned prior to use.



DURING EVENT

- 1 AV equipment that has been handled by multiple people throughout an event will be cleaned regularly. This includes:
 - Hand held, lapel, headset and lectern microphones.
 - Laptops and other devices.
 - Presentation remotes.
 - Lectern and side table.



POST-EVENT

- 1 All equipment will be cleaned at the close of each event.

ENVIRONMENTAL HYGIENE

Furthering our existing high standards of cleanliness and hygiene protocols, ICC Sydney has introduced routine measures (constant), operational measures (during events) and deep clean measures.

EventSafe critical hygiene protocols include:

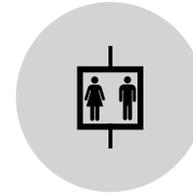
- 1 Increased cleaning processes throughout the venue.
- 2 Provision where applicable of contactless hand sanitiser stations with supporting signage.
- 3 Touchless faucets available in dedicated toilet facilities.
- 4 Protocols developed for increased cleaning and waste disposal.
- 5 Implemented cleaning protocols for the delivery and receiving of items in the loading docks.
- 6 Safe pre event, during and post event cleaning protocols.
- 7 Government distributed advisory signage on hygiene.



ENTRANCE AND EGRESS

Allocated and separate entry and egress points have been assigned to help facilitate physical distancing and ensure that ICC Sydney is a safe environment. The following measures apply:

- 1 External queue management practicing physical distancing.
- 2 External signage indicating entry locations and exit locations.
- 3 Internal signage indicating measures in place to maintain a safe venue.
- 4 Security team member supporting the safe flow of people through the centre.
- 5 Customer service team member supporting guests reach their event efficiently.
- 6 Contactless hand sanitiser stations with supporting signage at building entries.
- 7 All who enter the building are required to go through the necessary safety measures put in place by the centre



LIFTS

- 1 High touch points including lift buttons will be cleaned regularly.



TOILETS

- 1 Increased frequency of cleaning by trained team members.



ENVIRONMENTAL HYGIENE

- 1 The air quality of the environment in which we operate is of paramount importance. Therefore increased measures during this period have been implemented.



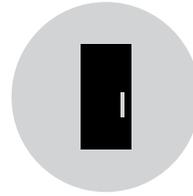
ESCALATORS

- 1 High touch points including escalator hand rails will be cleaned regularly.



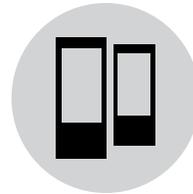
CONTACTLESS HAND SANITISER STATIONS

- 1 Contactless hand sanitiser stations with supporting signage will be available for all guests who enter the building.
- 2 Signage will be placed at stations with instructions on how to hand sanitise and cough etiquette.
- 3 Additional contactless hand sanitiser stations for events spaces are available speak to your dedicated event manager regarding your specific requirements and applicable charges.



DOOR HANDLES

- 1 Access doors will open automatically where possible.
- 2 High touch points including door handles will be cleaned regularly.



SIGNAGE

Signage will be placed throughout the venue indicating:

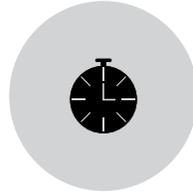
- 1 A guide of how to properly sanitise.
- 2 COVID safe behaviour.
- 3 Physical distancing requirements.
- 4 Directional information for event.

TECHNOLOGY AND EQUIPMENT

ICC Sydney aims to stay at the forefront of technological advancements when delivering events, offering clients a broad range of solutions encompassing audio visual and information and communication technology (ICT) services. Technological solutions also play a critical role in streamlining and managing health and safety protocols efficiently and accurately.

The venue is incorporating technological devices that will further enhance each client and visitor's experience beginning from their event planning phases, on arrival, during, and post event.

ICC Sydney's EventSafe Operating Guide incorporates equipment and processes including people counting and contactless payment solutions.



PEOPLE COUNTING TECHNOLOGY

- 1 People counting services are available on request at an additional cost. Organisers should direct enquiries for this service to their dedicated ICC Sydney Event Manager.



VIRTUAL SITE INSPECTION

- 1 The website has been populated with digital resources to assist with the event planning process.
- 2 Virtual site inspections are available to assist with a contactless planning experience.



CONTACTLESS TECHNOLOGY

- 1 As a venue focused on customer service, contactless payment solutions provide an efficient and hygienic service to our visitors. ICC Sydney and Aware Super Theatre food and beverage kiosks alongside merchandise outlets and the car park have offered contactless payment since April 2020.
- 2 We accept payment via card only for all on-site food and beverage kiosks and cafes as well as merchandise outlets tied to an event, along with our car park. Major credit cards, debit cards and mobile/watch pay (Apple Pay, Google Pay and Samsung Pay) are accepted. As a recent enhancement of our contactless payment options, the venue now accepts AliPay and WeChat pay in all outlets except the car park.
- 3 ICC Sydney offers a completely contactless payment system, although it retains the ability to accept cash if required. Contact your dedicated event manager for further details.



DIGITAL

- 1 Signage will include COVID safe messaging.



LOADING DOCK MANAGEMENT SYSTEM

- 1 Our loading dock management system extends the capability of controlled commercial and event deliveries to ensure effective distancing is programmed into the schedule. Our comprehensive scheduling platform collects the information of all deliveries and their drivers (scheduled and unscheduled) to ensure our contact tracing ability extends both front and back of house.

MEDICAL SERVICES

ICC Sydney has developed infection control procedures in line with overarching World Health Organisation and Australian Government Department of Health standards.

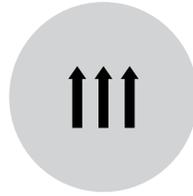
Our medical response process has been developed in accordance with Australian Government Department of Health best practice. Our organisation maintains close working relationships with the NSW Public Health unit and NSW Ambulance.

Our team conducts research on changing governing guidelines in order to produce an internal Situation Report that underpins all COVID safe response planning.

To uphold the highest health and safety standards, ICC Sydney employs an appropriately resourced and qualified on-site incident response team.

The team is provided education and ongoing training based on current best practice. Regular COVID-19 operational updates are produced and shared with the team.

The team has developed a client, contractor and team member focused COVID-19 Health Response plan which includes a rapid isolation, emergency response and escalation procedure. To facilitate the COVID-19 Health Response plan, there are four dedicated first aid rooms, as well as dedicated isolation rooms.



ENTRANCES

- 1 Terms and conditions of entry signage at all entry points.
- 2 On client request temperature reading is available within contracted spaces. Speak to your dedicated event manager regarding your specific requirements and applicable charges.



TEMPERATURE READING

- 1 Event organisers may arrange temperature screening services through a suitably qualified third party. Please consult with your ICC Sydney Event Manager if you are proceeding with temperature screening.



SECONDARY ASSESSMENT POINTS

- 1 On client request, use of secondary screening assessment points will be made available.
- 2 Secondary medical assessment point includes infection control equipment. Medical response team includes Security and Event Operations Manager who are COVID safe trained.
- 3 Security and floor manager assistance for escalation of patrons who are not admitted to the venue.
- 4 Mental health trained responders for managing vulnerable persons.
- 5 Rapid response system established for patients exhibiting symptoms in accordance with both Australian Government Department of Health and World Health Organisation clinical criteria for COVID-19.



EMERGENCY SERVICES

- 1 Robust relationship with NSW Ambulance Service Zone Managers and the NSW Ministry of Health Public Health Unit.
- 2 Regular meetings with the City of Sydney Local Emergency Management committee for COVID-19.



RAPID ANTIGEN TESTING

- 1 Event Organisers may arrange Rapid Antigen Testing through a suitable qualified third party. Please consult with your ICC Sydney Event Manager if you are proceeding with RA Testing.



TEAM TRAINING AND EDUCATION

- 1 Specific escalation protocol for non-admission to venue.
- 2 Specific emergency escalation protocols for a COVID-19 incident requiring emergency services.
- 3 Infection control and hygiene education for all team members.
- 4 Public health education and awareness on-site focusing on QR code check in, physical distancing, hand hygiene and cough etiquette.



DEDICATED ISOLATION ROOMS

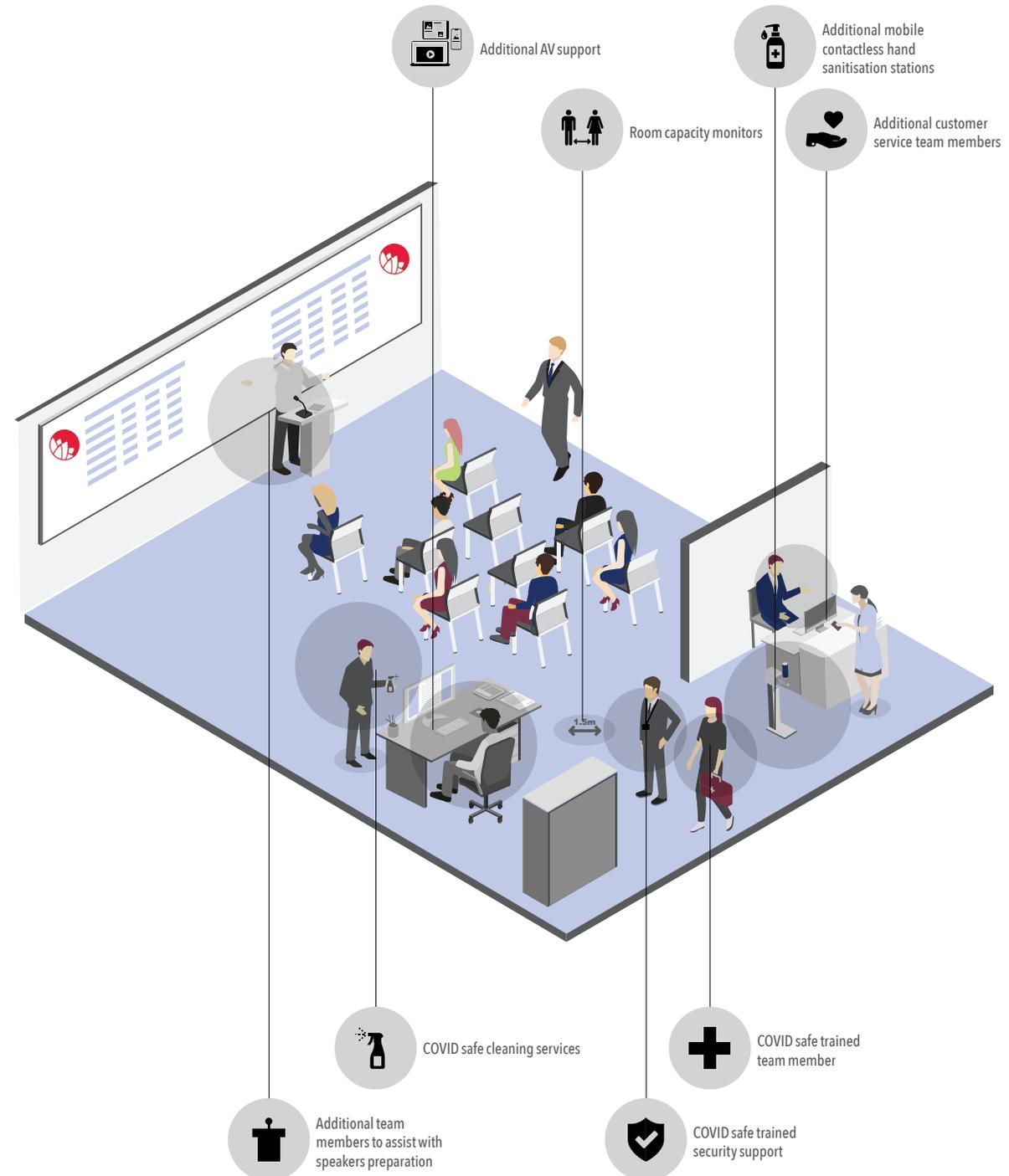
- 1 Dedicated isolation rooms within each building, for use of those persons exhibiting COVID-19 symptoms while awaiting emergency response agencies.

ADDITIONAL SERVICES

ICC Sydney's EventSafe Operating Guide is based on a foundation of stringent safety standards in line with COVID safe government protocols and international best practices. All ICC Sydney team members are trained in COVID safe protocols. Should a client request additional safety requirements, the following services are available to order*:

- 1 Additional security personnel.
- 2 Additional cleaners and presentation services personnel.
- 3 Additional customer service team members.
- 4 Personal protective equipment.
- 5 Additional digital and physical signage.
- 6 Room capacity monitors.
- 7 St John temperature monitoring staff.
- 8 Additional mobile contactless hand sanitisation stations.
- 9 Additional audio visual (AV) support.

**For all ICC Sydney managed additional services required, indicative costs will be provided upon request. Speak to your dedicated event manager regarding your specific requirements.*



EDUCATION AND TRAINING

Education and training programs will be implemented to communicate updated protocols for the following groups:

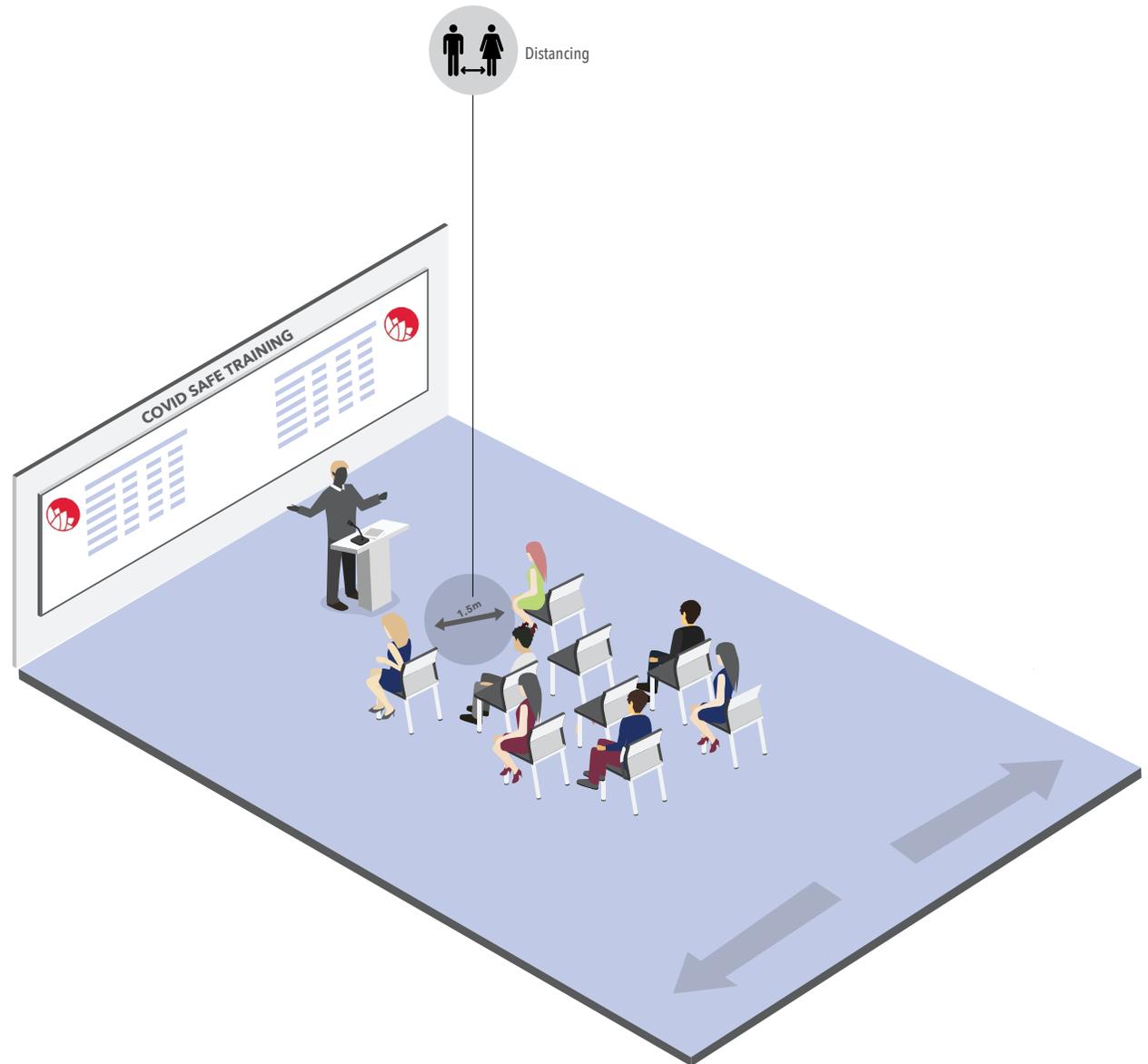
ICC SYDNEY TEAM MEMBERS

All team members will be provided initial and ongoing COVID safe training.

CONTRACTORS AND SUPPLIERS

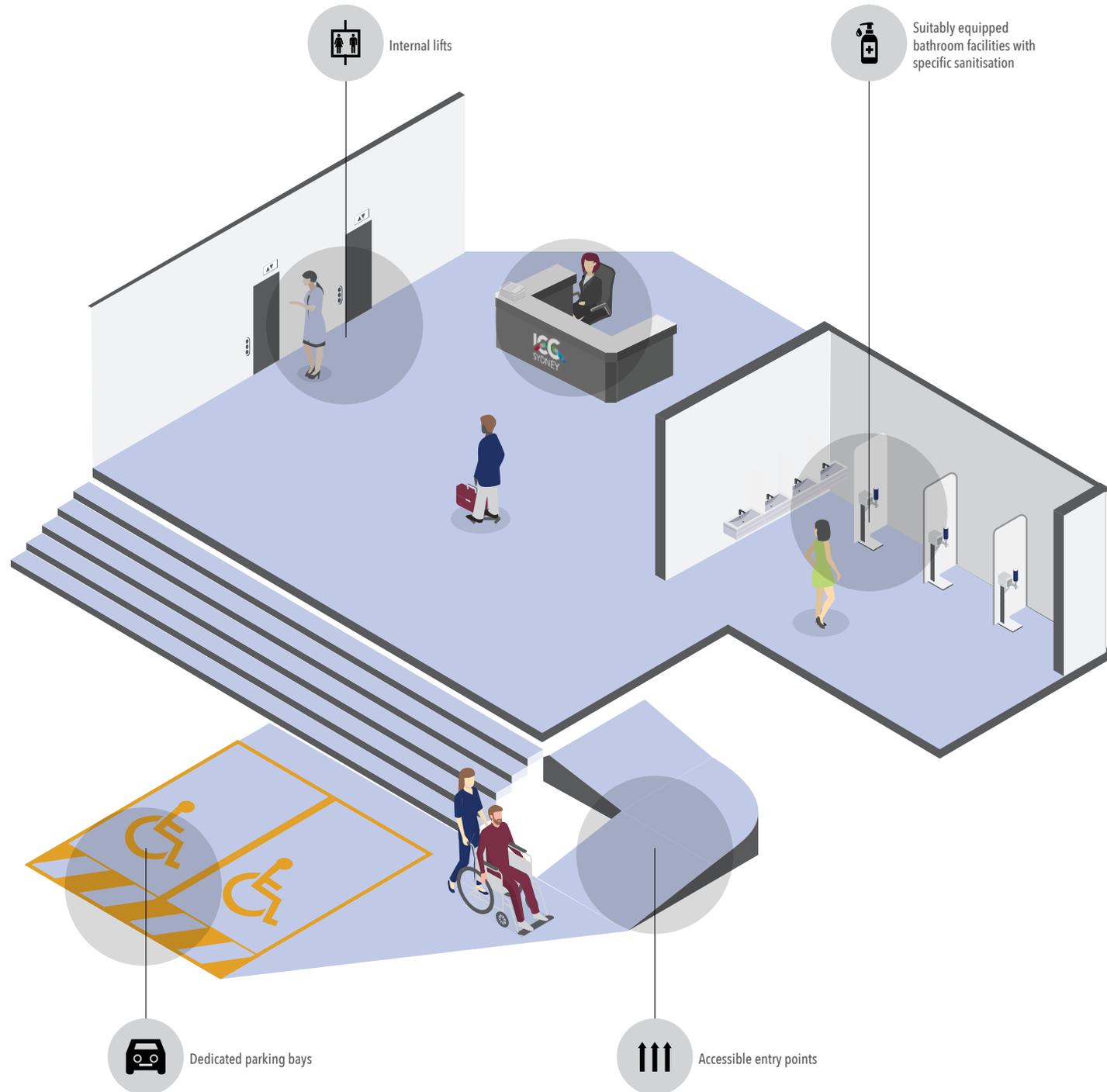
All ICC Sydney directly engaged contractors carrying out works for and within ICC Sydney will be provided detailed health and safety communications and training material in light of COVID Safety protocols.

COVID-19 updates are produced by ICC Sydney's Risk and Safety team and COVID Taskforce to ensure the most up to date information is available.



ACCESSIBILITY

- 1 Dedicated parking.
- 2 Supply of assistance equipment (wheelchairs, etc.) sanitised before and after each usage.
- 3 Queue management system will be implemented using on-site controls such as floor decals highlighting safe physical distances, ropes/bollards and signage throughout the venue.
- 4 Suitably equipped bathroom facilities with specific sanitisation.
- 5 Internal lifts.



YOUR HEALTH AND SAFETY

ICC Sydney recognises the safety requirements posed by COVID-19 and is committed to the continued delivery of world class events in a COVID safe venue. The holistic approach to safety management taken across our entire organisation has been used to identify and navigate through the challenges associated with the pandemic. ICC Sydney's safety management system has been independently certified by an accredited third party organisation to globally recognised international standards for quality (ISO9001), safety (ISO45001), environmental (ISO14001) and food safety (ISO22000) management.



ISO 9001

- 1 An internationally recognised quality management system standard based on the management principles of strong customer focus, the motivation and commitment of top management, the process approach and continual improvement.



ISO 45001

- 1 Specifies the requirements for occupational health and safety (OH&S) management enabling ICC Sydney to provide a safe and healthy workplace by preventing work-related injury and ill health, as well as proactively improving OH&S performance.



ISO 14001

- 1 Sets the criteria for environmental management and provides assurance to our external stakeholders, that our environmental impact is assessed, measured and improved.



ISO 22000

- 1 A food safety system management standard, based on the principles of HACCP, that provides a layer of assurance throughout the food supply chain in order to control food safety hazards and bring people food that they can trust.



ICC SYDNEY

A NSW Government project, ICC Sydney was delivered in partnership with Darling Harbour Live, comprising Lendlease, Hostplus, Aware Super, Capella Capital, ASM Global and Spotless FM.

