

COVIDSAFE EVENT INFORMATION

Key changes to the event experience include:

Hygiene regime

We have increased our cleaning regimen of high touch surfaces across all venues and strongly encourage our guests to play their part by washing their hands regularly and using the hand sanitising stations provided.

M&OP has installed 500 hand sanitising stations around the precinct, with plans to add more; and implemented proactive preventative measures such as cashless payments, digital tickets and the employment of additional cleaning and event security staff.

M&OP's first spectator event held at AAMI Park on 2nd January saw a 55 per cent increase to venue cleaning protocols in response to the Coronavirus (COVID-19) pandemic; with further plans to expand hygiene and cleaning practises to all M&OP venues as event activation resumes in 2021.

Venue zoning

Zoning is important to support the management of infection control in our venues and across the precinct. Limiting group sizes reduces the risk of transmission and simplifies contact tracing. Venues are split into different zones based on several factors such as, the size of each venue, their capacity limits and scale of each event that takes place within the venue.

Each zone will be accessible to guests with a corresponding ticket. Guests are required to remain within their designated zone for the duration of the event.

Each venue zone is self-contained and includes separate entry points to prevent guests and staff moving from one zone to another as well as designated toilet facilities and food and beverage retail outlets.

Guests are advised they must remain within their zone and only access bathrooms and food and beverage retail outlets within their zone for the duration of the event. Each zone is numbered and displayed on guest tickets along with the suggested entry time to the event.

Physical distancing measures

M&OP continues to follow the Government's Public Events Framework and adhere to crowd capacity numbers approved by the Department of Health and Human Services (DHHS). Guests are asked to maintain 1.5m physical distancing when at the precinct by following the signage placed in the venue and directions from our event staff.

We have installed 575 new and updated signs, implemented 1,110 physical distancing floor dots and installed 972 tensa barriers in an ongoing effort to educate and protect our guests, with plans to further increase these as more events are delivered. Ongoing training is provided to all staff regarding compliance requirements pertaining to physical distancing and other M&OP COVIDSafe Principles.

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Guests are allocated an entry time to ease congestion on concourses, and only one guest at a time from each group is permitted to visit the retail and food and beverage outlets.

Physical distancing enforcement

Subject to each ticketing model employed, a minimum 2 seats are to be left on either side of each ticketed group at an event. M&OP has hired additional event staff to safely assist with requesting guests adhere to physical distancing requirements.

M&OP work closely with Victoria Police and event security to enforce physical distancing during an event. Guests that do not comply with physical distancing or remain in their allocated aisles, rows or zones may be asked to leave the venue.

Ticketing model

Ticket allocation will change from each event depending on the ticketing model employed. At the point of purchase, the type of ticketing model will be advised to our guests upon their transaction. This may be a 'reserved row, flexible seat' model, or a standard reserved seat allocation with a 'checkerboard' seating pattern.

The 'reserved row, flexible seat' model is currently in use for A-League events at AAMI Park. Within this model, guests are allocated an aisle and row on their ticket only and must leave 2 seats between the group next to them when selecting their seats. Within this model, other guests may be seated directly in-front or behind.

Guests are advised of this at the point of purchase. Our staff are here to assist on event day and continue to encourage guests to adhere to their allocated rows and seat selection requirements.

Seating capacity

Events will proceed in line with Government restrictions which apply at the time of the event. We are also working closely with Victoria Police and the Victorian Government to ensure our staff and guests feel safe and supported at our events.

Crowd control measures

Each event has event security staff who manage crowd control. Some events may also be attended by Victoria Police.

Guests are allocated an entry time on their ticket to ease congestion on the concourses and are asked to remain in their seats as much as possible once in the venue. Upon exit, we ask guests to be patient and allow the rows closest to the exits to leave first to prevent congestion.

M&OP mask requirements

Government directions regarding masks may change depending on transmission numbers in Victoria. M&OP's policy remains that masks will be required on concourses and in queues, all indoor areas and outside where physical distancing is not possible. All staff are required to wear a mask whenever they attend the precinct, both indoors and outdoors. We strongly encourage our guests to wear a mask at all times to ensure the safety of our guests, guests and employees.

Corporate functions

M&OP are working with our business partners and caterers to ensure corporate functions can be held and comply with COVIDSafe regulations. This includes exploring the potential of reduced numbers in attendance to allow for physical distancing, additional clear and concise signage, increased cleaning protocols and dedicated Covid Officers to monitor and enforce COVIDSafe regulations.

Contact tracing measures

We have been working with the Department of Health and Human Services (DHHS), our hirers, tenants, business partners and ticketing partners to create an effective contact tracing framework to assist with guests outreach in the event a confirmed case of Coronavirus (COVID-19) is identified onsite. We are required to collect the names and relevant contact information for all guests, staff and contractors who attend any of our venues.

For guests attending our events, this information will be collected at the time of ticket purchase. This information includes; name, email address, phone number and address. We also have a range of other data sources that will support the contact tracing process including the Services Victoria QR code, workforce rosters and attendance records, accreditation systems, CCTV and access control logs.

QR code in

Whilst the ticketing system provides the data required to support contact tracing for our guests, as an additional layer of control, M&OP has implemented a QR code check in system for all guests and our workforce. All staff and contractors are required to scan a QR code on arrival to the venue, which requires the completion of a health self-assessment and for to provide their contact details that may be required for contact tracing.

In all public areas of the venue, M&OP has opted into the Services Victoria QR code program. Each venue zone has a unique QR code which allows guests to check-in to that specific zone. This check in process is mandatory in all enclosed and corporate spaces, as they present a higher risk of transmission than open public areas.

Return travellers, close contacts and guests that have recently visited known exposure sites

Guests that have recently returned from interstate, visited a hot-spot or Victorian exposure site are urged to check DHHS advice prior to attending our venues, and ensure they are not required to be tested or isolating.

If you are required to be isolating for any reason you must return home immediately, and we ask that you do not enter any M&OP buildings, spaces or events.

Guests who cannot attend an event due to self-isolation will receive a full refund for their tickets.

Cleaning process

In consultation with expert medical advice, we have developed a procedure that covers the process

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of deep cleaning all areas of our spaces, the use of Personal Protective Equipment (PPE), and the phases of each deep cleaning process in the event a case of Coronavirus (COVID-19) is identified at one of our venues.

Feeling unwell

We ask that staff, visitors and guests not attend M&OP if they are feeling unwell and are presenting COVID-19 symptoms. If feeling unwell, please stay home and get tested in line with the Victorian DHHS Guidelines available [here](#).

Seated experiences

In consultation with our home clubs, the Department of Health and Human Services (DHHS) and Victoria Police, it has been determined that active supporter areas will not be included at AAMI Park.

The nature of active supporter areas with fans closely congregating, chanting and singing poses a significant risk for the transmission of Coronavirus (COVID-19). We understand that cheering and chanting is part of the game, but we ask guests remain seated and are mindful of those around them.

Guests should remain seated throughout the event unless they are using the bathroom, buying food and drink, leaving the venue or in an emergency.

Melbourne & Olympic Parks will continue to consult with its home clubs and take advice from relevant Government departments on the inclusion of active supporter areas, however, general admission and active supporter areas will not be offered for upcoming events.