



PERTH CONVENTION AND
EXHIBITION CENTRE

COVID Safe Principles and Hygiene Management Policy

2020/21





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Introduction

The Coronavirus (COVID-19) pandemic is a transformative global situation.

PCEC 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 Department for Health for Western Australia. These protocols have included strict adherence to physical distancing measures, increased hygiene practices and promotion of the SafeWA app.

Through close collaboration with Government, industry, and 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 PCEC, 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 the venue plans and event checklists and address any queries you may have about the event you are organising at PCEC to your dedicated venue contact or event manager.

We look forward to hosting your next event in a COVIDsafe way and welcoming you back at PCEC.



Nigel Keen
General Manager

Western Australian Government COVID Safety Guidelines

As COVID-19 is spread person-to-person through coughing, sneezing, touching contaminated surfaces, and close contact with infected individuals, there is a need for businesses to remain vigilant with cleaning and sanitising regimes and taking extra care with maintaining and promoting hygiene practices throughout business operations.

The most effective measures are good hygiene practices, additional sanitisation regimes, physical distancing and keeping away from others if unwell.



**Physical
Distancing**



Hygiene



**Training and
Education**



**Response
Planning**



Physical Distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread.

Physical distancing can be used in the work place to minimise the risk of transmission. If a person is found to be positive for COVID-19, the risk of transmission to others is minimised if physical distancing has been practiced.

Good practice physical distancing principles are to:

- Maintain 1.5 metres separation between people who are not from the same household or groups of other patrons; and
- Maintain a minimum of 2 square metres (2sqm) per patron

Managing people at tables

- There should be a minimum distance of 1.5m between each table of different groups of people. Tables should be arranged to maintain this requirement.
- Venues should provide groups with sufficient table space to enable physical distancing. People are required to self-regulate their distancing at the table. There is no requirement for businesses to determine which people are from the same household or group and regulate physical distancing at a table.

Managing shared spaces

Where there are points of congregation or potential congestion, such as walkways, bathrooms, shared facilities, points of entry and exit, and payment areas, venues should consider:

- Using signage and barriers too direct and manage the flow of traffic;
- Implementing a one-way traffic flow, such as a dedicated entrance and exit, to reduce congestion;
- Reconfiguring the venue layout, for example by reducing the amount of seating or rearranging furniture, to allow for and encourage physical distancing;
- The placement of furniture and equipment – removing tables, chairs, bar stools, entertainment equipment and anything else that may result in people clustering in small spaces without maintaining required distance; and
- The timing of payment and managing payment areas to ensure customers are not queuing to pay



Hygiene

Cleaning hands

Regularly washing hands is an effective way to prevent the spread of germs and virus.

If cleaning your hands with soap and water:

- Lather for at least 20 seconds. Pay attention to the backs of hands and fingers, fingernails, and the webbing between fingers;
- Rinse hands under running water and dry hands with a clean towel, or fresh paper towel;
- If cleaning your hands with an alcohol-based hand rub (hand sanitiser);
- Apply enough product to cover both hands;
- Rub all surfaces of both hands until they are dry.

Consider providing an alcohol-based hand sanitiser for customers at the entrance and within your event space.

Increased cleaning and sanitation regime

It is important to ensure appropriate cleaning of common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, lunch rooms, EFTPOS keypads and toilets. It is recommended that frequent cleaning in all areas is maintained. This is especially important in high traffic areas and any areas accessed by the public. If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus.

Cleaning products should be chosen that are approved for the surface to be cleaned. In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces.

Payments

Promote cashless payments.

Personal protective equipment

Good hygiene practices such as handwashing, cleaning and sanitisation of surfaces and utensils, physical distancing and physical barriers are more effective measures for maintaining staff health and reducing the transmission of disease than PPE. There is currently no need to wear gloves or masks for normal interactions.

PPE may be appropriate for some services and interactions. PPE that is an existing part of your business should continue to be maintained (i.e. the use of gloves for food preparation).

PPE may be worn but can provide a false sense of security. To reduce the risk of transmission effectively, PPE must be used, worn, and removed correctly.



Training and Education

Businesses and organisations should regularly communicate restrictions, policies, and procedures. Consider hard copy notices around the premises, electronic communication, or a briefing.

The location of additional resources is listed at the end of these guidelines. These provide information that can be shared with staff and volunteers and could be displayed in your premises.

The Australian Infection Control training can be promoted where appropriate.





Response Planning

Public health officials are responsible for responding in the event that a person with possible COVID-19 infection enters your premises and will do so once notified.

Please consider the following measures that can be undertaken to minimise further risk and assist public health officials to respond.

Responding to a COVID-19 incident

If you are aware that someone with a case of COVID-19 has been in your workplace, venue, or event, ring the COVID-19 Public Hotline on 13COVID (13 26843) and follow the advice of public health officials. If there is concern that a person is not adhering to quarantine requirements, contact 13 COVID.

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms, such as a fever, cough, sore throat, shortness of breath and/or loss of smell/taste, or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

Further information

- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus
- COVID-19 industry information: www.health.wa.gov.au
- Resources on physical distancing: <https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>
- <https://www.health.gov.au/resources/videos/coronavirus-video-social-distancing>
- Occupational safety and health information is available on the WorkSafe website www.dmirs.wa.gov.au

PCEC, COVID Safe Principles and Hygiene Management Policy



Communication



Front of House Controls



Visitor Communication Plan



Communication

PCEC is committed to protecting its staff, public visitors, guests of hosted events, sub-contractors and volunteers and keeping them safe through implementation of a strict Hygiene Management Policy.

Consistent with government guidelines, there will be a strict requirement that all PCEC staff and personnel onsite must adhere to if they have travelled to or through any of the countries identified as high risk. A nominal 14-day isolation period or until a health professional clears them will be in place for all personnel prior to being allowed onsite at the PCEC.

This policy will be reflected on the PCEC website and provided to all clients and sub-contractors before entering the premises. In addition, the PCEC – Post COVID-9 Return to Work Plan will be available on request. All signage onsite will reflect the current advice and health regulations as per WA State Government.

Risk Assessment and Event Checklists

There will be a requirement for all event organisers to complete the PCEC Risk Assessment and Pre-Event Inspection Checklist. Your Event Manager will supply these documents to you and answer any questions you may have in regard to the content.





Front of House Controls

Personal Hygiene Practices

Hand sanitiser will be provided at strategic points throughout PCEC. These include but are not limited to entry points to any communal areas such as:

- Public foyers,
- Meeting rooms and event spaces,
- Cafes,
- Other shared public areas.

Hand Washing

Frequent hand washing must take place to remove dirt and germs from the hands. Hands must be washed for 20 seconds, cleaning between the fingers and the backs of the hands. Hand washing should occur where practicable rather than the use of hand sanitiser, due to its effectiveness. Hand washing should be the preference when compared to the use of hand sanitiser prior to eating etc.

Physical Distancing

PCEC will comply with all physical distancing requirements at any given time in accordance with guidance from WA State Government and Health Authorities. These include:

- Restricting numbers in communal spaces at any given time in accordance with guidance from health authorities. With the option to utilise security teams as well as extra staff at entry points who can manage patron numbers in each space at the clients request.
- Manage public spaces to avoid inadvertent congregating and loitering in trafficable areas.
- Performing density measures and floor plan management.
- Staff will be strategically allocated to known bottlenecks to manage queues and prevent them from forming where possible.

Upgraded Cleaning & Disinfection Regime

PCEC has implemented an upgraded cleaning regime for the venue. All cleaning activity that takes place within the facility will be documented as it occurs.

Contact Tracing

All PCEC visitors and venue employees are strongly encouraged to download the SafeWA app and have their phone turned on and with them at all times to ensure the effectiveness of the app.

PCEC have a robust management plan that has been communicated with all employees, which will take effect in the event of a suspected or confirmed case of COVID-19 occurs within the venue.



Front of House Controls *(continued)*

Health declarations and/or non-contact

Temperature testing on entry to PCEC is not required. PCEC recommends St Johns event health services should you require this service for your event.

Glove Usage (PPE)

It is venue policy to be wearing protective gloves for tasks that require staff to use their hands. Hygiene gloves are worn for all food handling activities.

Gloves will be worn when performing any cleaning activity and are to be worn in accordance with our extensive Food Safety Program.

Handling of Cash

PCEC will only accept contactless payment. No cash will be accepted at the venue until further notice.

Training

All PCEC employees are required to complete training prior to returning to work for the first time.

The training is called "Introduction to Infection Control" and is made available to all staff through the Spotless Learning Management System. This internal training is in addition to the "AHA Hospitality & Tourism COVID-19 Hygiene Course" endorsed by the WA State Government.





Visitor Communication Plan

PCEC has a stringent communication plan. Conditions that fall within this plan include but are not limited to:

Public attendance & Visitors to PCEC

All venue visitors are to be pre-registered where possible. If any person does attend an event at PCEC who has not registered will be required to complete a registration form which will include at least the same details as the pre-registered attendees:

- Name
- Email
- Mobile phone

They must also declare at the time of booking:

- They are well,
- They have not been overseas in the prior 14 days to their visit,

- To their knowledge, they have not come into contact with anyone who has tested positive for COVID-19 in the previous 14 days,
- They commit to advise if any of these conditions change since the time of online booking.

Visitor Actions On-Site

All visitors onsite are required to adhere to the following requests to keep all parties safe:

- Cover coughs and sneezes using a flexed elbow
- Wash hands often
- It is encouraged for visitors to carry their own anti-viral/anti-bacterial hand wash solution
- If already on the premises and they feel unwell or have flu like symptoms, report to event organiser or venue staff of their details before leaving the premises.

All visitors should observe the government policy when visiting the PCEC. Please refer to the following link:

- <https://www.wa.gov.au/government/covid-19-coronavirus>



For more information
contact us today!

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