



EVENTSAFE
OPERATING
FRAMEWORK
ALERT LEVEL 2



TE PAE CHRISTCHURCH CONVENTION CENTRE EVENTSAFE OPERATING FRAMEWORK

The Coronavirus (COVID-19) pandemic has had a huge effect globally and has required the business events industry to refocus attention on ensuring that meetings are conducted in a safe and secure environment.

Christchurch is currently in Alert Level 2, which means businesses are subject to some operating restrictions, particularly around hygiene and contact tracing, and events are limited to 100 persons.

Te Pae Christchurch Convention Centre is currently in a pre-opening phase, which allows us the unique opportunity to refine and adapt our hygiene and sanitisation protocols prior to launch, to ensure we meet increased health and safety expectations in a post-COVID world.

As a member of the ASM Global network, Te Pae Christchurch is able to apply and integrate the ASM Global VenueShield program into our operating processes.

ASM Global VenueShield provides Te Pae Christchurch with advice on protocols and was developed in line with international health guidelines from the World Health Organisation and other leading international authorities.

Te Pae Christchurch continually monitors and follows the guidance provided by the Ministry of Health in New Zealand and also partners with leading industry bodies nationwide, such as Conventions and Incentives New Zealand, Entertainment Venues Association of New Zealand, as well as holding memberships with international organisations AIPC and ICCA.

While events in New Zealand are subject to operating restrictions, Te Pae Christchurch will continue to monitor the national and global situation – and New Zealand Government guidance – and introduce enhanced measures of sanitisation, hygiene and safety as outlined in this guide.

We also understand our clients may require additional specific safety measures to meet requirements. Please read through this EventSafe Operating Framework and address any queries you may have about the event you are organising at Te Pae Christchurch to our Business Development team or your dedicated Event Coordinator.

**We look forward to welcoming you to
Christchurch's newest gathering place in 2021.**

ROSS STEELE
GENERAL MANAGER,
TE PAE CHRISTCHURCH CONVENTION CENTRE

We understand that each event you organise at Te Pae Christchurch will entail different specifications. Our team will work with you to apply specific safety measures to meet the exact requirements of your event. Please contact your Business Development representative or Event Coordinator 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.

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.

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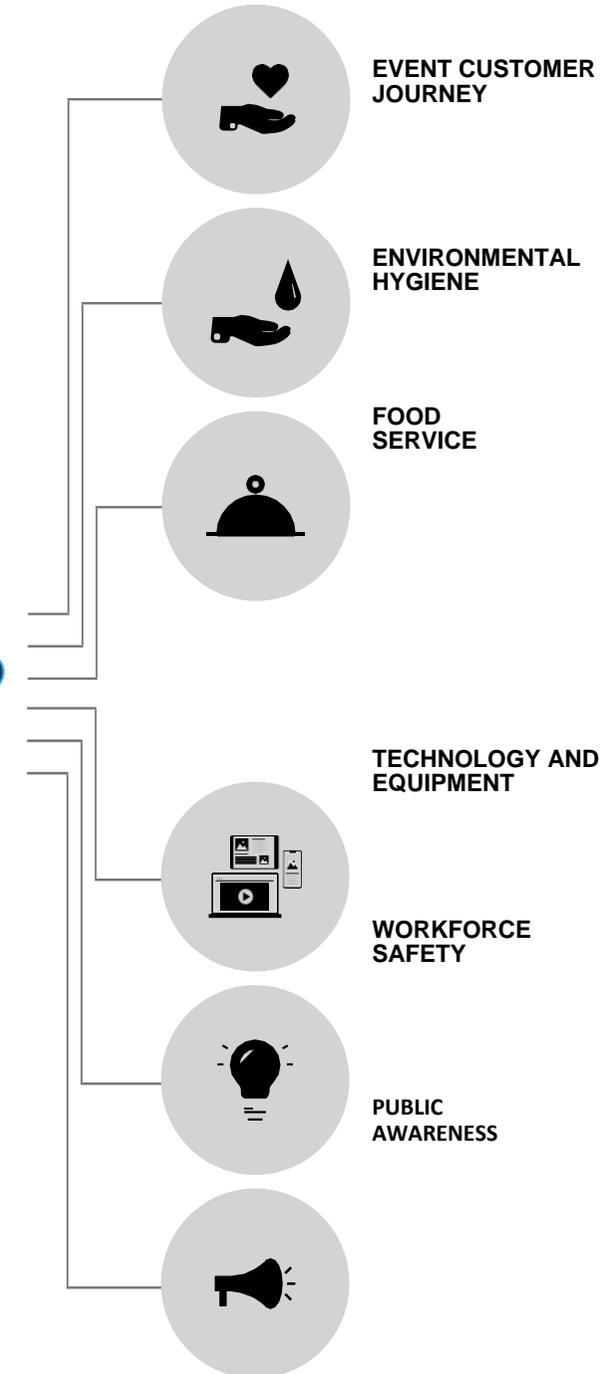
At the very heart of this effort is our focus on making our employees, clients and guests safe and comfortable in a welcoming environment. ”

BOB NEWMAN
PRESIDENT AND CEO, 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, sanitation 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.



NEW ZEALAND EVENTS SECTOR VOLUNTARY CODE

The New Zealand Events Voluntary Code has been developed to mitigate the transmission risk posed by large scale events if COVID-19 re-emerges in the community.

The events sector recognises the importance for New Zealand, and for the sector, to do its part to ensure controlled gatherings are delivered as safely as possible using industry best practice. There are specific controls and legal requirements for organising and holding events during Alert Level 2. Ministry of Health guidance also stipulates that people practice good hygiene behaviours and to keep a record of where they have been, particularly through the NZ COVID Tracer App to support rapid contact tracing.

The code outlines best practice expectations to be applied by the Events Sector in reducing COVID-19 related risks at an event and the subsequent impact and is based on Ministry of Health guidance. It will enable the event sector to appropriately support the Ministry of Health.

An operator who works within the events sector is required to have developed and implemented their own health and safety measures as per existing legal obligations. The code describes best practice processes which can be overlaid by an operator into existing systems and processes to reduce the likelihood and impact of a COVID-19 outbreak. Te Pae Christchurch has developed and implemented its EventSafe Operating Framework in response.

NEW ZEALAND WORKPLACE OPERATIONS AT COVID ALERT LEVEL 2

Businesses can open to the public if they are following public health guidance, which include physical distancing and record keeping.

Do everything you can to reduce the risk of COVID-19 transmission at work — we all have a part to play in keeping each other safe.

- Ask everyone, workers, contractors and customers, with cold or flu-like symptoms to stay away from your premises.
- Wash your hands. Wash your hands. Wash your hands.
- Travel between regions is allowed, provided you do not enter into a region that is at Alert Level 3.

NEW ZEALAND GOVERNMENT GOLDEN RULES FOR COVID ALERT LEVEL 2

1. Reduce the risk of COVID-19 transmission at work.
2. All businesses can operate if they can do so safely. Alternative ways of working are encouraged where possible.
3. Talk with your staff to identify risks and ways to manage them.
4. Ask everyone, workers, contractors and customers with cold or flu-like symptoms to stay away from your premises.
5. Keep groups of customers at least one metre apart, or two metres for retail businesses.
6. Keep contact tracing records of anyone who will have close interaction e.g. staff, contractors or customers. Retail businesses are not required to keep contact tracing records.
7. All businesses must display a New Zealand COVID Tracer QR code for each business location. This came into effect at 11.59am Wednesday 19 August 2020.
8. Face coverings are strongly encouraged if you are in close contact with others.
9. Reduce the number of shared surfaces, and regularly disinfect them.
10. Wash your hands. Wash your hands. Wash your hands.

VENUE OPERATING PRINCIPLES

Te Pae Christchurch has integrated ASM Global's VenueShield Environmental Hygiene Program into our Operating Framework. This program specifies significantly increased health and safety measures for venue managers across the ASM network of over 325 venues worldwide.

In developing our Operating Framework, 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.

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
- 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 Contact tracing
- 10 Increased COVID-19 safety training for Te Pae Christchurch team members, clients and contractors provides a cohesive safety experience and response for all visitors

ENVIRONMENTAL HYGIENE

Te Pae Christchurch hygiene protocols combined with government guidelines include:

- 1 Te Pae Christchurch will provide contactless sanitisation stations throughout the venue
- 2 Touchless faucets will be available in dedicated toilet facilities
- 3 Clean, disinfect and monitor high touch areas such as lifts, escalators, handrails, door handles
- 4 Increased cleaning and disinfecting 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 alert level 2 have been implemented

FOOD SERVICE

Te Pae Christchurch food services operating principles incorporate the following elements:

- 1 Increased cleaning and sanitisation
- 2 Food safety protocols in line with ISO 22000 certification
- 3 Plated service
- 4 Retail service
- 5 Catering delivery methods
- 6 Contactless payments
- 7 Cashless venue
- 8 Packaging
- 9 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
- 5 Staff safety

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 Temperature measurement on request
- 2 Contactless payments
- 3 Contactless ticket validation
- 4 Food packaging
- 5 Merchandise

PUBLIC AWARENESS

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

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



EXTRA SERVICES UNDER ALERT LEVEL 2

Te Pae Christchurch's health and safety protocols are based on a foundation of stringent safety standards in line with COVID-19 safe government protocols and international best practice.

In New Zealand conferences, meetings, exhibitions and live events are able to operate at Alert Level 2 providing there are no more than 100 people in a defined space and physical distancing requirements are met.

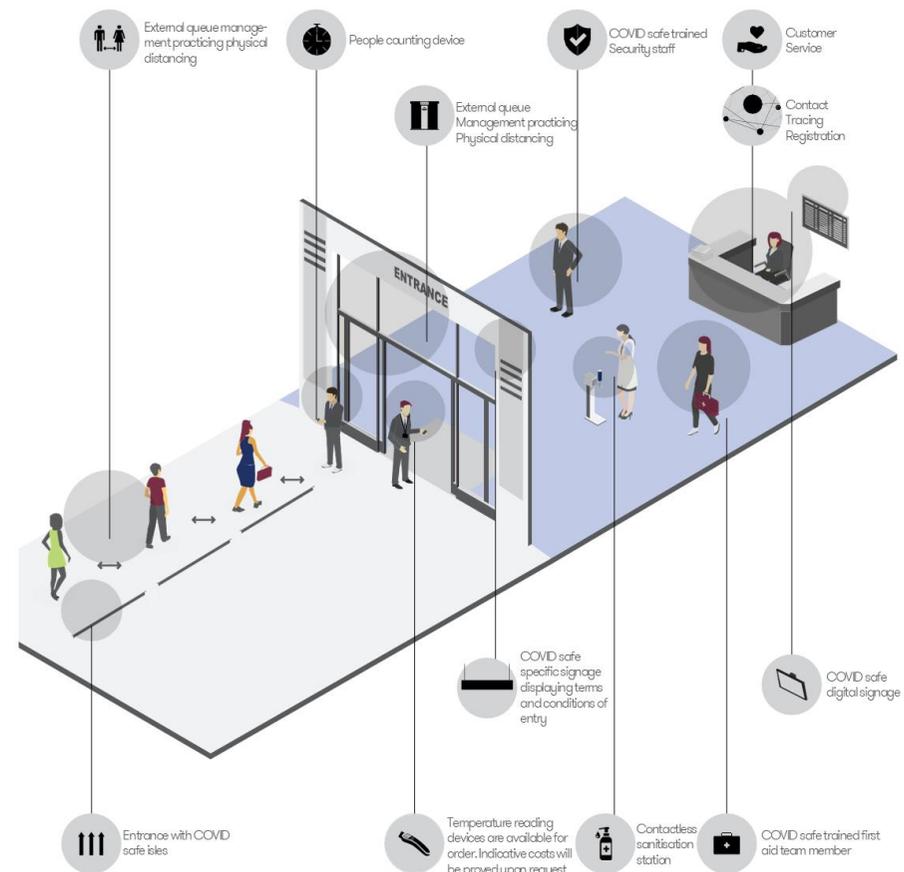
Te Pae Christchurch is able to provide floor plans and revised space capacities to support this requirement.

All Te Pae Christchurch members will be trained in COVID safe protocols.

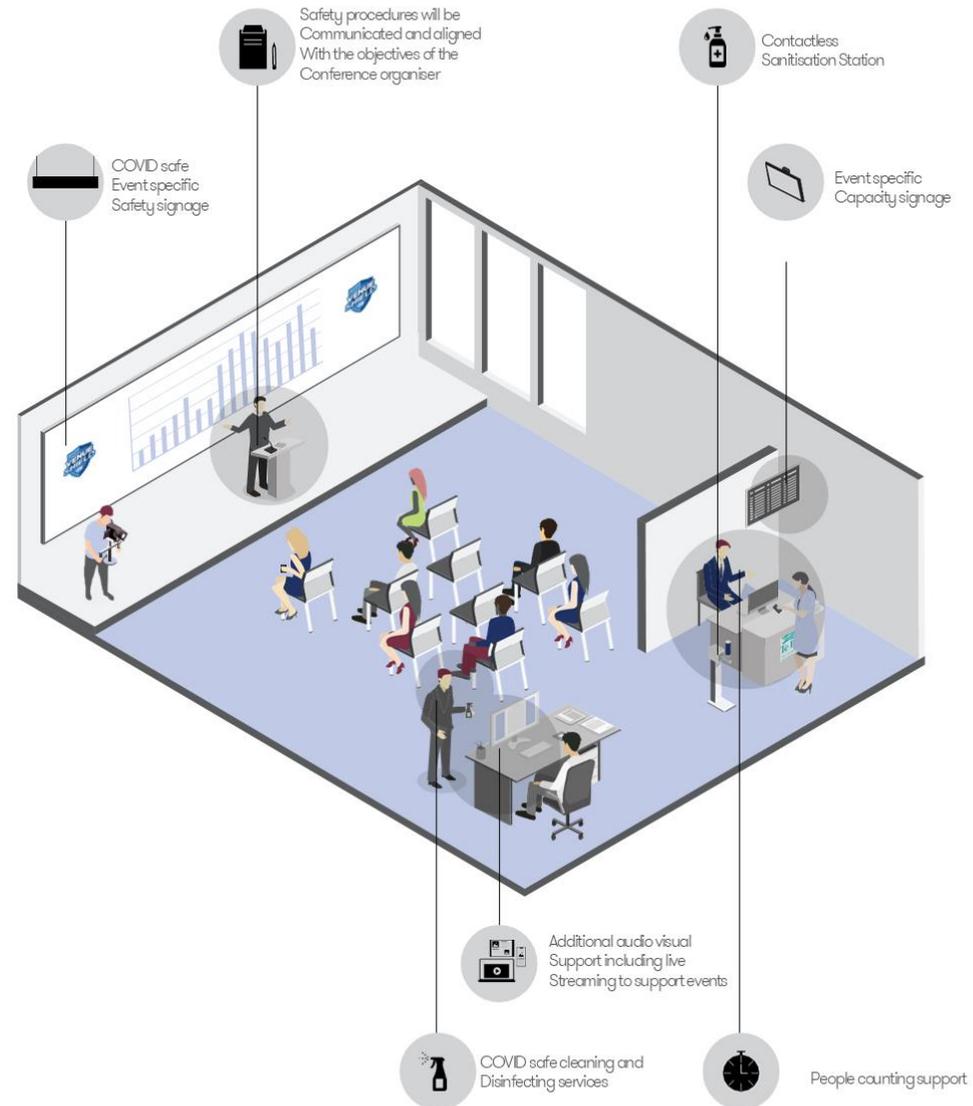
For all events at Alert Level 2 we will provide the following additional services:

- 1 Terms and conditions of entry signage at all entry points
- 2 Additional security personnel – COVID trained
- 3 Additional cleaners and presentation services personnel
- 4 Additional customer service team members
- 5 Personal protective equipment
- 6 Additional COVID safe digital and physical signage
- 7 Capacity based on physical distancing
- 8 Room capacity monitors
- 9 Hand held temperature reading devices at designated entries
- 10 Additional mobile contactless hand sanitisation stations
- 11 Additional audio-visual (AV) support
- 12 Use of secondary screening points
- 13 Food safety protocols in line with ASM Global VenueShield and ISO22000
- 14 Contact tracing
- 15 Digital live streaming options and streaming to support events.

EVENT ENTRY LAYOUT



MEETING ROOM LAYOUT



tepae.co.nz
An Ōtākaro Venue, proudly managed by ASM Global