



EVENTSAFE OPERATING FRAMEWORK ALERT LEVEL 1



TE PAE CHRISTCHURCH CONVENTION CENTRE EVENTS SAFE 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.

New Zealand is in the enviable position of reducing the impact of the virus and has moved to Alert Level 1, which means businesses can operate without restrictions. Although the government has warned it is still important we keep hygiene measures in place.

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 able to operate without 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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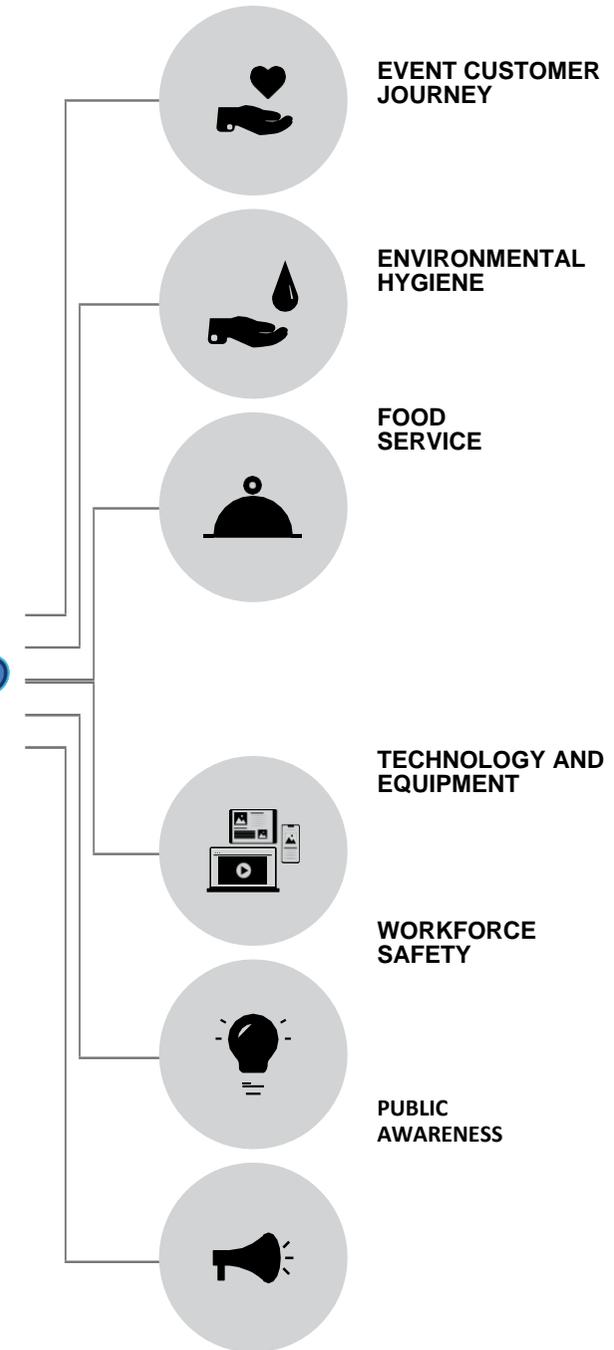
At the very heart of this effort is our focus on making our employees, clients and guests safe and comfortable in a welcoming environment. ”

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, 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.



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 mass gatherings are delivered as safely as possible using industry best practice. There are no specific controls or legal requirements for organising and holding events during Alert Level 1, however the Ministry of Health will continue to encourage people to 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.

NEW ZEALAND WORKPLACE OPERATIONS AT COVID ALERT LEVEL 1

At Alert Level 1 everyone can return without restriction to work, school, sports and domestic travel, and you can get together with as many people as you want.

It's still important to keep basic hygiene measures, including washing your hands and coughing or sneezing into your elbow.

We should all continue to keep track of where we've been and who we've seen to assist with rapid contact tracing if it is required. Businesses should help customers keep track of where they've been by displaying the NZ COVID Tracer or QR code poster.

NEW ZEALAND GOVERNMENT GOLDEN RULES FOR COVID ALERT LEVEL 1

While the risk of exposure to COVID-19 is low, there are some Golden Rules we should follow to help prevent future spread.

1. If you're sick, stay home. Don't go to work or school. Don't socialise.
2. If you have cold or flu symptoms call your doctor or Healthline and make sure you get tested.
3. Wash your hands. Wash your hands. Wash your hands.
4. Sneeze and cough into your elbow, and regularly disinfect shared surfaces.
5. If you are told by health authorities to self-isolate you must do so immediately.
6. If you're concerned about your wellbeing, or have underlying health conditions, work with your GP to understand how best to stay healthy.
7. Keep track of where you've been, when and who you've seen to help contact tracing if needed. Use the NZ COVID Tracer app as a handy way of doing this.
8. Businesses should help people keep track of their movements by displaying the Ministry of Health QR Code for contact tracing.
9. Stay vigilant. There is still a global pandemic going on. People and businesses should be prepared to act fast to step up alert levels if we have to.
10. People will have had different experiences over the last couple of months. Whatever you're feeling — it's okay. Be kind to others. Be kind to yourself.

There are no physical distancing requirements at Alert Level 1. You can still play it safe by continuing to keep a distance from people you don't know. Use your judgement. The more space there is between you and others, the harder it is for COVID-19 to spread.

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 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 this period 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.



ADDITIONAL SERVICES

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

In New Zealand conferences, meetings, exhibitions and live events are able to operate with no Government requirement for physical distancing. Should event organisers wish to include this measure, Te Pae Christchurch is able to provide floor plans and revised space capacities to support their needs.

All Te Pae Christchurch members will be trained in COVID safe protocols. Should a client request additional safety requirements, the following services are available to order*:

- 1 Terms and conditions of entry signage at all entry points.
- 2 Additional security personnel.
- 3 Additional cleaners and presentation services personnel.
- 4 Additional customer service team members.
- 5 Personal protective equipment.
- 6 Additional digital and physical signage.
- 7 Room capacity monitors.
- 8 Hand held temperature reading devices at designated entries.
- 9 Additional mobile contactless hand sanitisation stations.
- 10 Additional audio visual (AV) support.
- 11 Use of secondary screening points.

**For all Te Pae Christchurch managed additional services required, indicative costs will be provided upon request. Please speak to your dedicated Event Coordinator or Business Development Manager regarding your specific requirements.*

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