

## AAMI Park COVIDSafe Venue Plan – 100% capacity

### Event/Venue Details

Details	
Venue Name	AAMI Park
Event Dates	<a href="https://www.aamipark.com.au/event/coming-events/">https://www.aamipark.com.au/event/coming-events/</a>
Venue Location	AAMI Park, 60 Olympic Blvd Melbourne
Maximum venue capacity:	Venue capacity: 30,052
Date:	5 January 2022

### Key Areas

These strategies will be modified in line with evolving health directions.

Key areas	Strategy
<p><b>Record Keeping</b></p>	<p><b><u>Ticket Purchasers:</u></b> All tickets purchased are to be issued through Ticketek. Ticket purchasers must have a valid My Ticketek account in order to complete a transaction. The My Ticketek account records:</p> <ul style="list-style-type: none"> <li>• First and last name</li> <li>• Email address</li> <li>• Mobile phone number</li> <li>• Address</li> </ul> <p>All tickets within the purchase transaction will be linked to the purchasers My Ticketek account.</p> <p>Data capture functionality will be made available to capture customer data for all attendees at the time of ticket purchase.</p> <p><b><u>Member Tickets:</u></b> The hirer will provide to M&amp;OP in advance of the event, all member data including barcode number, seating allocation, name and contact details which are then preloaded into the Ticketek access control database for one report of attendees.</p> <p><b><u>M&amp;OP Team Members and Contractors:</u></b> All staff members and contractors must complete the electronic COVID Comply health questionnaire on arrival check into the Service Victoria app for a complete electronic record of all employees and contractors. Electronic records of rosters are also available.</p>
<p><b>COVID-19 Vaccination Verification Process – Patrons and Staff</b></p> <p>(Following applicable Victorian Government COVIDSafe Settings at the time)</p>	<ul style="list-style-type: none"> <li>• Pre-event communications to patrons and staff to include details of requirement for full vaccination and process for verification upon arrival on-site, in line with current Public Health guidelines.</li> <li>• Venue entrance adapted to facilitate COVID-19 Vaccine Verification prior to entry in line with current Public Health guidelines.</li> <li>• Venue Conditions of Entry updated to reflect requirement of fully vaccinated status, unless proof of government permitted exemption can be provided, in line with current Public Health guidelines.</li> <li>• Staff rostered to verify vaccination status of patrons prior to entering the Stadium via the Services Victoria App. Those unable to provide necessary verification will be refused entry to the stadium, unless proof of government permitted exemption can be provided. This check will be conducted in line with current Public Health guidelines.</li> </ul>

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	<ul style="list-style-type: none"> <li>The same QR code will be on display on approach to the venue for all patrons and staff to scan, allowing them to prepare to show their vaccination certificate, reducing congestion externally to the venue and ensure a smoother entry process. This process will be done in line with current Public Health guidelines.</li> </ul>
<b>Communication</b>	<p>At time of purchase through Ticketek, patrons are asked to proceed after acknowledging the Event Organiser Terms and Conditions which include a vaccine acknowledgement, health waiver and the venue conditions of entry, which has COVID-19 Specific Conditions listed.</p> <p>A strong focus on our pre-match information to patrons across email, web, social and SMS messaging will be conducted. This information will include:</p> <ul style="list-style-type: none"> <li>The requirement to have been double vaccinated prior to the event;</li> <li>QR check in's will take place with vaccination checks being conducted on arrival;</li> <li>An emphasis on ensuring patrons clearly understand their recommended arrival time which is displayed on their ticket for the ticket purchaser;</li> <li>The importance of patrons arriving on time for the match and in line with the recommended arrival time;</li> <li>Not to not attend if you are feeling unwell or are required to isolate as directed by the Victorian Department of Health.</li> </ul> <p>All these messages will be key outcomes through all social and communication channels.</p>
<b>Crowd Management</b>	<ul style="list-style-type: none"> <li>Signage will be used to encourage one way in and out for toilet facilities, if applicable.</li> <li>The use of stairs will be encouraged, to limit the use of lifts where possible.</li> <li>The IPTV system (TV screens) will be used to continue to reinforce key messages of physical distancing.</li> <li>Subject to expected event attendances, spruikers will be utilised at external gates during ingress and other peak times to encourage appropriate queuing.</li> <li>Entry patterns will be monitored and security deployed to assist with crowd management, if required.</li> <li>Supervisors allocated to gates on ingress as an escalation point to manage ticketing issues, will move patrons aside if issues arise to avoid further congestion.</li> <li>Tickets purchased from Ticketek will list a suggested arrival time.</li> <li>Tensa barriers used to assist queuing if required at food, drink and merchandise outlets.</li> <li>All available doors, including relevant emergency gates, will be utilised to assist with physical distancing on egress.</li> </ul>
<b>COVID Marshals</b>	<ul style="list-style-type: none"> <li>Staff (COVID Check In Marshal) will be used to facilitate COVID-19 Vaccine Verification at events. Numbers will vary dependant on anticipated crowd size.</li> <li>The COVID Check In Marshal will then work with our security team to ensure guests are adhering to required COVID-19 specific directions (they may also perform other roles such as security or patron services).</li> <li></li> </ul>
<b>Masks</b> (Following applicable Victorian Government COVIDSafe Settings at the time)	<ul style="list-style-type: none"> <li>Patrons and staff will be required to follow current Public Health guidelines at the time.</li> <li>Patron Services and Security will monitor mask compliance when required following current Public Health guidelines at the time.</li> </ul>
<b>Cleaning and Hygiene</b>	<ul style="list-style-type: none"> <li>Pre-event cleaning of communal facilities and high touch surfaces completed by the cleaning contractor.</li> <li>Cleaning records are maintained throughout all stages of the event.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Areas of high use such as lifts, doors, hallways, bathrooms in operational areas will be regularly maintained by the cleaning contractor with a focus during and immediately after peak use times such as patron ingress, and during/immediately after breaks</li> <li>• Regular post clean after each event completed by the cleaning contractor. Sanitizer stations are located across the venue, particularly around toilets and entry and exit points and workforce spaces.</li> </ul>
<b>Staff Safety</b>	<ul style="list-style-type: none"> <li>• Venue inductions completed by all Venue and Event staff, including COVID specific induction and the use of PPE.</li> <li>• All staff and contractors are to wear all appropriate PPE in accordance with their role, and public health directions.</li> <li>• PPE audit conducted pre-event to ensure adequate supplies are available for event staff.</li> <li>• Customer Service Centres have additional PPE (face masks) for patrons if they wish on request.</li> <li>• Signage about physical distancing, hygiene and staying home if unwell or have Covid 19 symptoms</li> </ul>
<b>Seating Map</b>	<ul style="list-style-type: none"> <li>• All events will be sold with a mix of Reserved Seat, General Admission Seating and Active Support Areas.</li> </ul>
<b>Food and Beverage</b>	<ul style="list-style-type: none"> <li>• All corporate areas will follow current hospitality COVIDSafe Settings.</li> <li>• All public food and bar operations will follow current COVIDSafe Settings.</li> </ul>