

AUSTRALIAN SPORTS MUSEUM AND MCG TOURS

COVID 19 RISK MANAGEMENT & COMMUNITY SAFETY PLAN

Last updated 26 March 2021



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1.0 BACKGROUND

On 11 March 2020, the World Health Organisation (WHO) declared COVID-19 a pandemic. A state of emergency was announced by the Victorian Premier which took effect from midday Monday 16 March. In response to this statement, Australian Sports Museum (ASM) and MCG Tours were closed to limit the spread of COVID-19.

Several State of Emergencies have been announced over the intervening months under the *Public Health and Wellbeing Act 2008* (Vic). This document has been prepared to be flexible to opening in restricted stages and times and some recommendations in the document may change based on updated advice from the Victorian Government.

This COVID-19 Risk Management and Community Safety Plan (herein referred to as the ASM and MCG Tours COVID-Safe Plan) establishes a process to safely operate ASM and MCG Tours in accordance with government-issued guidelines, directives and resources.

ASM is open in accordance with *Industry Restart Guidelines Museums and Galleries (Indoor)*, dated February 26 2021. The Victorian government's announcement on March 23 that further reduces capacity restrictions for museums and galleries, has also been considered in the development of this plan. MCG Tours are operated in accordance with *Industry Restart Guidelines Tourism – Tours and Transport*, dated February 2021. In addition, ASM has also consulted with representatives from the Department of Jobs, Precinct and Regions in the development of this plan.

This plan should be read in conjunction with *MCC COVID-19 Health and Safety Management Plan*, which provides additional information regarding the operation of all sites managed by MCC.

2.0 COVID-SAFE PLAN

ASM is operating ASM and MCG Tours in accordance with the plan detailed in the following pages.

A checklist that summarises the ASM's obligations under *Industry Restart Guidelines Museums and Galleries (Indoor)*, *Industry Restart Guidelines Tourism – Tours and Transport* and *Occupational Health and Safety Act 2004*, is available at *Appendix 1 - COVID-Safe Checklist*.

2.1 Conducting business

Victoria moved to *COVIDSafe Summer* restrictions from 11:59pm on Sunday 6 December 2020. A number of updates have since been made to the restrictions, most recently from 6pm on Friday 26 March 2021.

ASM reopened to the public on 27 November 2020 in accordance with *Appendix 2 – Proposed changes to ASM galleries* and *Appendix 4 – ASM COVID-19 Relaunch plan*. MCG Tours restarted on 12 March 2021 in accordance with details outlined in this plan.

Note: dates provided in the Appendix Documentation were prepared prior to additional restrictions being implemented.

2.1.1 Occupancy and ticketing

Public galleries and gathering spaces at the ASM site and MCG Tour route have been analysed to determine the maximum number of visitors in each defined space, as defined by *COVIDSafe Summer – How we live in Victoria*:

ASM

- Building Code capacity = 700 persons. COVID restricted capacity = 525.

Reopening restrictions for indoor non-seated entertainment venues (such as galleries) limit capacity to 75% of the entire venue (up to 1000 people) subject to meeting the density quotient of one patron per 2 square metres when using electronic record keeping.

ASM will maintain a venue capacity of up to 525 people (excluding staff and volunteers).

MCG Tour

Tours are permitted to use a density quotient of 1 person per 2 square metres when using electronic record keeping.

MCG Tours will operate with a capacity of 10 people per tour (excluding tour guide). This number is well below the area capacities below, calculated using a density quotient of 1 person per 2 square metres:

- **MCG Change Room 1** COVID restricted capacity = 92
- **MCG Change Room 2** COVID restricted capacity = 94
- **Media Press Conference Room** COVID restricted capacity = 40
- **Long Room** COVID restricted capacity = 240
- **Anniversary Gallery** – COVID restricted capacity = 102
- **Founders Gallery** – COVID restricted capacity = 100
- **MCC Library** COVID restricted capacity = 132

Visitor entry is timed and capped via an online booking system. Visitors are required to book for a specific MCG Tour, as described in section **2.1.2 Hygiene and social distancing**.

Walk-up visitors are only permitted entry if there are spaces available.

Contact information (name and mobile number) is collected as part of the booking process. Visitors are also asked to check-in upon entry to the MCG via a QR code system.

Group bookings of 20 or more (including schools) are also managed via the online booking system. Groups must adhere to the timed-ticket offering and social distance requirements. Large groups must be split into smaller groups for the MCG Tour and to rotate through designated spaces in the ASM

2.1.2 Hygiene and social distancing

ASM have analysed systems and conducted risk assessments to comply with current legislation and guidance provided by health authorities. The following preventive measures have been implemented to prevent transmission for the virus.

ASM is committed to providing a clean and hygienic environment for staff and volunteers that limits potential exposure to COVID-19. ASM understands that the virus is highly contagious and anyone can get infected through the following methods:

- By coming into close contact with the infected person.
- Inhalation of aerosols from an infected person (i.e. from coughing or sneezing).
- By touching a surface that has virus on it, and then touching mouth, eyes or nose with unwashed hands.

a) Risk assessment and specialised cleaning services provider

ASM contracts ISS Facility Services to provide a clean and hygienic environment and ensure proper cleaning and disinfecting takes place. ISS have implemented an environmental cleaning schedule to ensure frequent cleaning and disinfection of high-touch surfaces and bathrooms. A cleaning log has been created to track regularity of cleaning.

ISS has conducted a risk assessment of ASM and MCG Tours to make sure that the environment is properly cleaned, safe and hygiene-friendly.

b) Pre-opening cleaning and environmental cleaning schedule

Before opening ASM and MCG Tours to the public, an initial pre-opening deep clean was performed.

Any environmental cleaning is completed as per the schedule agreed between ASM and ISS.

c) Cleaning process

High-touch surfaces such as lift buttons, benches, touch screens, counter tops, handrails, furniture, amenities, parent's rooms and toilets are cleaned regularly (at least 2 times per day) with detergent or disinfectant in accordance with *Appendix 3: ISS COVID Safe Plan*.

Industry Restart Guidelines Museums and Galleries (Indoor) require that all hands-on exhibits and interactives are cleaned and disinfected between uses. Due to the high regularity of this cleaning, it is completed, primarily, by museum staff. Online training developed by Sanikleen Group has been completed by all museum staff required to perform cleaning duties.

ISS and ASM maintain quantities of gloves, soap, paper towels and alcohol-based hand sanitiser and wipes.

d) Hygiene

To limit the spread of the virus, the following hygiene procedures have been implemented:

- All staff, volunteers and visitors are required to carry a face mask at all times
- Staff, volunteers and visitors are strongly advised to wear a face mask whenever social distancing of 1.5 metres from others cannot be maintained
- All staff and volunteers have been supplied with face masks
- Disposable masks are stocked for visitors
- No cash is handled on-site. All tickets are either pre-booked or sold via EFTPOS transaction
- Hands-on exhibits or interactives have been adapted or removed to meet community and government hygiene expectations
- Furniture that cannot be sanitised easily has been modified or removed
- Visitors are issued with styluses and instructed to use them on touch screens and button-activated exhibits
- Cloaking is provided for visitors with the following control measures in place:
 - Staff and volunteer hands are sanitised before and after handling items
 - Items are stored in such a way as to ensure that they cannot come into contact with each other
 - Collection tags are sanitised between uses
- Staff have been given access to tissues and touch-free bins
- Staff have been supplied with packs of disposable gloves
- Staff have been supplied with sanitising wipes to use on surfaces where required. This may include for changes in staff (i.e. keyboards) or where items are handled by the public

Nine (9) alcohol-based hand sanitiser stations have been installed throughout the ASM, including entry points, near lifts/escalators and other common areas:

- Near the glass lift in orientation
- Near the toilets
- Near the footy mural
- Near the 'Sport in Pop Culture' interactive in Sporting Nation
- Near the threshold to the Racing gallery
- Near the LED text ticker in Coast to Coast
- Entrance to Game On gallery and 2 other locations in that gallery

Note: hand sanitiser stations may be added, moved or removed over the period of opening based on observations, patron requests or usage rates.

Three (3) sanitary wipe stations have also been installed in the ASM's Game On gallery for use by staff and patrons that would prefer to sanitise hands-on equipment for themselves.

Ten (10) alcohol-based hand sanitiser stations have been installed along the MCG Tour route, including entry points and near escalators, lifts and high-touch surfaces.

The bubbler function on drinking fountains around the MCG have been temporarily disabled, allowing access to the bottle-filler only.

e) Signage

COVID-19 hand washing posters have been displayed in all bathrooms to educate staff and visitors about the importance of preventing the spread of the virus. Information signage on social distancing has been placed around Gate 3 and ASM Reception.

Signage has been installed across the Gate 3 foyer, ASM and on the MCG Tour route, advising visitors of:

- Terms and conditions of entry
- Queuing requirements with displayed markers and policies:
 - Outside of the Gate 3
 - In front of the ASM reception desk
 - Outside of the ASM's Game On gallery
 - Other areas, as required, for temporary installations
- Occupancy restrictions for defined spaces, lifts, theatres, bathrooms and parents' rooms
- Entry and exit instructions
- Good hygiene and handwashing practices
- Physical distance obligation - patrons to remain 1.5 meters apart

f) Direction

Designated entry and exit points have been established across ASM and MCG Tour route. These points are overseen by front-of-house and in-gallery staff and volunteers to make sure that occupancy limits are not exceeded.

The MCG Tour is a guided tour and the route has been modified to ensure that groups move in a single direction and are unlikely to come in contact with each other.

The ASM has one entry point and two exit points. Visitors are encouraged to depart via the escalator to the MCG Shop where possible.

There are a number of 'one way' paths throughout the museum where the design and flow of information allows directional movement. These are clearly marked on floors and are observed thoroughly.

The following signage is used to direct visitors (See *Appendix 5 – COVID-19 Relaunch plans*, *Appendix 6 – Floor Distance Decals*, *Appendix 7 – Pull Up Banners*):

- Directional 'one way' arrows on the floor to guide movement through areas where visitors might otherwise find themselves 'boxed in' by another visitor, e.g.:
 - Horseshoe-shaped flow through Olympic gallery, Horse Racing gallery, Australian Football Hall of Fame

- One-way flow through the multiple entries/exits to the Pavilion
- Directional 'two way'/'keep left' arrows in pinch points where visitors may unexpectedly encounter someone coming the other way, e.g.:
 - Entry to Cricket Pepper's ghost
 - Entry to Footy Pepper's ghost
 - Entry/exit to elevator
- Direction arrows to indicate all staircases are 'keep left'.
- Target dots to indicate appropriate dwelling points for multi-user seating
- Target dots to indicate appropriate standing points for multi-user experiences, e.g. Hall of Fame touch tables
- Updates to wayfinding signage to indicate temporary closure of certain galleries
- Digital signage on welcome screen to assist visitors to understand the arrows and targets they will encounter in the museum
- Updates to visitor map to indicate temporary closure of Interchange 1 and Temporary Exhibitions galleries

g) Physical distancing

MCG Tour capacity has been capped at 10, which is significantly lower than the COVID capacity of any area that the tour passes through.

The COVID restricted capacity limit of the ASM is 525 persons, which is 75% of the capacity for the entire venue subject to the density quotient of one patron per 2 square metres.

To optimise physical distancing in a space and minimise direct contact between patrons, the following procedures have been implemented:

- Signage about social distancing around Gate 3 entrance, ASM reception desk and MCG Tour muster point.
- Marking standing areas in queues to encourage patrons to remain 1.5 metres apart.
- Limiting entry via timed tickets to ASM and MGC Tours.
- MCG Tour route modified to:
 - Ensure a single flow of traffic, reducing the possibility of 2 groups coming into contact with each other
 - Include more well-ventilated/open areas (e.g. using escalators and stairwells instead of lifts and limiting movement through narrow corridors).
- Decals in ASM to offer 'dwelling' locations and to warn visitors of probable close proximity (at blind corners, etc.)
- Contactless storing and distribution of sweatbands and styluses (sealed in containers and handed out with sanitised hands)
- Removal of all other takeaway material from ASM (Horseracing gallery colouring in sheets, etc.)
- Signage to demonstrate physical distancing on the floor and physical barriers to manage high traffic areas e.g. queuing areas (accessibility requirements have been accounted for when reconfiguring spaces and patron flow)
- Tables, seats and other furniture arranged in a way that ensures patrons are at least 1.5 metres apart

- Where situations arise that require staff to be within 1.5 metres of patrons, direct contact will be avoided, face-to-face time will be reduced and good hygiene practices will be implemented
- Limit visitor numbers
 - MCG Tour groups limited to 10 patrons
 - All lifts in MCG limited to 4
 - ASM Peppers Ghost theatres limited to 5 (Cricket) and 6 (Australian Football)
 - ASM Game On gallery limited to 75 patrons (due to requirements for cleaning, not density quotient)
 - Walk-in patrons limited by encouraging purchase of pre-booked tickets

h) Hygiene process / hand washing

Proper hand washing is necessary to reduce the risk of contamination. To reduce the risk of cross-contamination, good hand hygiene should be practised before all contact with patrons and after any activity or contact that could result in hands becoming contaminated.

Hands should be washed thoroughly for at least 20 seconds with soap and water. If soap is not available, disinfecting hands with hand sanitisers containing at least 60% ethanol or 70% isopropanol is provided.

Staff have access to handwashing facilities across MCG and must wash and dry their hands:

- On arrival at work
- Before handling food
- After smoking, coughing, sneezing, blowing their nose, eating or drinking, and using the toilet
- After touching hair, scalp, mouth, nose or ear canal
- After handling rubbish and other waste
- After handling bank cards or items from members of the public
- Before and after cleaning
- Before leaving work
- Before and after removing gloves (if used)

i) Physical adjustments

Whilst fresh air intake is recommended by *Industry Restart Guidelines Museum and Galleries (Indoor)*, there is a limitation for museums, where climate control is important for preservation of collections. Air Handling Units (AHUs) servicing ASM have UV-C lighting systems (Sterile Air™) to remove microbial activity. Whilst the system is not specifically certified for COVID-19 (no systems are at this stage), the units are expected to provide suitable additional controls to managing microbial load within the building.

ASM ensure that toilets remain in good in working order with warm running water for the hand basins and sufficiently stocked soap and disposable hand towel dispensers or dryers.

Visitors are provided with a stylus pen to use on touch screen applications and button-activated exhibits. These are safely collected in drop bins and sanitised before re-use.

If necessary, additional collection care protocols will be implemented to remove the spread of potentially contaminated collections by COVID-19 and to ensure the integrity of the collections. Where required, separate advice will be sought from a hygiene expert to assist in managing these items or locations.

2.1.3 Workforce Strategy

The ASM observes the current Victorian Government's COVIDSafe Settings that came into effect from 6pm on Friday March 26.

If a staff member or volunteer works for different employers or organisations across multiple premises, they must advise their manager (in writing) and have this recorded on file for contact tracing purposes.

2.1.4 Outbreak management

All ASM staff are required to report illness with a COVID-19 related symptom to their line manager and MCC Safety and Compliance Manager. Staff are also required to report whether they have been tested for COVID-19 and the outcome of the test, when known.

The process for managing and reporting suspected and confirmed COVID-19 cases on all MCC sites is outlined in *MCC COVID-19 Health and Safety Management Plan*. The tasks listed below are additional to those outlined in the *MCC COVID-19 Health and Safety Management Plan*.

In the event that the museum is required to close, the following actions shall be taken within 6 hours of the decision being made:

- Volunteer Coordinator to coordinate communication to volunteers regarding key requirements for the following 1-14 day period including possible stand downs and all rostering updates and changes. In the event that the Volunteer Coordinator is not available, the Club Services Team Leader – Tourism should perform this task
- Club Services Team Leader – Tourism to notify all Tourism operational staff and reorganise rosters for next 1-14 day period. In the event that the Club Services Team Leader is not available, the Volunteer Coordinator should perform this task
- Museum Operations Manager to notify rostered Museum and Heritage Services staff and reorganise rosters for next 1-14 day period. In the event that the Museum Operations Manager is not available, the Manager, Museum and Heritage Services should perform this task
- Club Services Team Leader – Tourism to liaise with Systems team staff to ensure prompt processing of all relevant refunds. In the event that the Club Services Team Leader – Tourism is not available, the Volunteer Coordinator should perform this task
- Communications Manager to send a communication to all MCC staff
- Club Services Team Leader – Tourism to contact customers with upcoming bookings to offer a refund or booking deferment. In the event that the Club Services Team Leader is not available, the Volunteer Coordinator should perform this task
- Manager, Museum and Heritage Services to notify Epicure (for Paddock Café) and Playbill (for MCG Shop). In the event that the Manager, Museum and Heritage Services is not available, the Museum Operations Manager should perform this task

- Marketing Coordinator to update Australian Sports Museum and MCG websites and social media channels with appropriate messaging
- Marketing Coordinator to update LED sign outside of Gate 3

Please note: To manage reputation risks, all internal and external messaging and communication must be approved by the Communications and Stakeholder Manager.

2.2 Terms and conditions of entry

The following additional terms and conditions of entry apply to the Australian Sports Museum (**ASM**) and any tours of the Melbourne Cricket Ground (**MCG**) (noting that these conditions should be read in conjunction with the ASM and MCG's existing Conditions of Entry and the applicable COVID 19 Risk Management and Community Safety Plan):

1. By purchasing or accepting tickets to the Australian Sports Museum and / or for an MCG Tour, each patron acknowledges that, even with rigorous control measures in place, there remains an unquantifiable risk of transmission of viral illness, including COVID-19.
2. By attending the Australian Sports Museum and / or partaking in an MCG Tour, each patron acknowledges that they have considered the health risks associated with their own personal circumstances, including any health condition or vulnerability that the patron may have, and the circumstances of persons with whom patrons may potentially be in close contact during attendance at the Australian Sports Museum and / or the Melbourne Cricket Ground for an MCG Tour.
3. Patrons acknowledge that, for some groups of people, COVID-19 has very serious health consequences.
4. The Australian Sports Museum Limited and the Melbourne Cricket Club expressly relies on patrons to bring the health issue waiver (as described in paragraphs 1-3 above) to the attention of any guest(s) of the patron. The Australian Sports Museum Limited and the Melbourne Cricket Club will rely on this health issue waiver and proceed on the basis that all patrons who attend the Australian Sports Museum and / or the Melbourne Cricket Ground for an MCG Tour acknowledge and accept these risks.
5. If a patron:
 - a. is a confirmed case of COVID-19;
 - b. is feeling unwell;
 - c. is currently exhibiting or has any of the possible symptoms of COVID-19;
 - d. has travelled overseas in the past 14 days;
 - e. has been in contact with a confirmed COVID-19 case in the past 14 days;
 - f. has attended a location which is currently listed as a high risk exposure site (as defined on the Department of Health and Human Services' website) in the past 14 days;
 - g. has travelled to or from an area that is currently designated an Orange or Red zone (as declared by the Victorian government);
 - h. has undertaken a COVID-19 test recently with results pending; or
 - i. has otherwise been directed by the Department of Health and Human Services to quarantine or self-isolate,
 that patron must not seek to obtain entry to the Australian Sports Museum and the Melbourne Cricket Ground.
6. The Australian Sports Museum Limited and the Melbourne Cricket Club strongly recommends that all patrons install the Australian Government COVIDSafe App on their mobile device, with Bluetooth activated, prior to, and during, the patron's

attendance at the Australian Sports Museum and / or partaking in an MCG Tour at the Melbourne Cricket Ground.

7. Ensuring the health and safety of the community is of the upmost importance. Patrons acknowledge that if a patron appears to be unwell and exhibits any symptoms of COVID-19 or any other symptoms that may place persons at risk, or endanger or impact public health, that patron will be refused entry to, or may be evicted from, the Australian Sports Museum and the Melbourne Cricket Ground immediately by an Authorised Person (being, either Australian Sports Museum Limited and the Melbourne Cricket Club's management, staff (including contractors), officials, representatives, officers or volunteers).
8. Patrons must adhere to the following COVID Safe requirements while attending the Australian Sports Museum and the Melbourne Cricket Ground:
 - a. practice physical distancing, where patrons can stay at least 1.5m away from others;
 - b. carry a face mask and wear it in accordance with the requirements and directions issued by the Victorian Government and / or Chief Health Officer;
 - c. implement hygiene practice and process (including, washing hands or using sanitiser regularly);
 - d. cough or sneeze into the patron's elbow and dispose of tissues responsibly;
 - e. comply with the "Rules of Play" released by the Australian Sports Museum Limited, the COVIDSafe Plan accessible at https://www.mcg.org.au/ /media/files/mcg/things-to-do/asm_mcg-tours_covidsafe-plan.pdf?la=en and conditions of entry otherwise displayed at the Australian Sports Museum and the Melbourne Cricket Ground; and
 - f. comply with any health directions issued by the Victorian Government and / or the Chief Health Officer's in regards to COVID-19.

Patrons acknowledge that any failure to adhere to the above requirements may result in that patron being refused entry to, or evicted from, the Australian Sports Museum and the Melbourne Cricket Ground.

9. Each patron authorises the Australian Sports Museum Limited and the Melbourne Cricket Club to record, collect and store that patron's Personal Information (within the meaning given in the *Privacy Act 1988* (Cth)) and data, and share it at any time with relevant authorities for the purposes of contact tracing.
10. If a patron has a medical certificate exempting them from the health directions issued by the Victorian Government and / or the Chief Health Officer, please contact Australian Sports Museum Limited and / or the Melbourne Cricket Club one day prior to the day of the Product, so that Australian Sports Museum Limited and / or the Melbourne Cricket Club (as applicable) is able to confirm and facilitate that patron's entry to the Australian Sports Museum and the Melbourne Cricket Ground on the day.

Collection and delivery of tickets

The Australian Sports Museum and the Melbourne Cricket Ground are operating as 'cashless' venues during current COVID-19 restrictions. Please be advised that cash is not accepted throughout the Melbourne Cricket Ground precinct.

Refunds

Australian Sports Museum Limited and the Melbourne Cricket Ground will offer a refund or exchange of an admission ticket if, on the date of the Product:

1. a patron, or a close contact (as defined by the Department of Health and Human Services) of that patron:
 - a. contracts the COVID-19 virus;
 - b. has travelled overseas in the past 14 days;
 - c. has been in contact with a confirmed COVID-19 case in the past 14 days;
 - d. has attended a location which is currently listed as a high risk exposure site (as defined on the Department of Health and Human Services' website) in the past 14 days;
 - e. has travelled to or from an area which is a designated Orange or Red zone (as declared by the Victorian government);
 - f. has undertaken a COVID-19 test recently with results pending; or
 - g. feels or appears to be unwell in any way and / or exhibits any symptoms of COVID-19 or any other symptoms that may place persons at risk, or endanger or impact public health; or
2. the Australian Sports Museum or the Melbourne Cricket Ground is closed or has suspended its operations due to biosecurity measures, restrictions or directives imposed or given by the Federal Government, the Victorian Government, the Chief Health Officer, the Melbourne Cricket Club or the Australian Sports Museum Limited.

Alternatively, patrons may, in the event of paragraphs (1) or (2) above and, in their absolute discretion, elect to reschedule the Product in lieu of applying for a refund or exchange.

Patrons must apply for a refund or exchange or inform the Australian Sports Museum Limited or the Melbourne Cricket Club (as applicable) that the patron wishes to reschedule the date of the Product within a reasonable time. Proof of purchase may be required for any refund, exchange or rescheduling.

Record keeping and collection of Personal Information

Patron's contact details are required to be provided by each patron attending the Australian Sports Museum and / or the Melbourne Cricket Ground in order for the Australian Sports Museum Limited and the Melbourne Cricket Club to satisfy their record keeping requirements and support contact tracing. The following steps have been implemented by the Australian Sports Museum Limited and the Melbourne Cricket Club:

- patrons must provide their first name, a contact phone number, date and time of attendance;
- patrons are also required to check-in via a QR code system;
- the Australian Sports Museum Limited and the Melbourne Cricket Club ensures transparency in collection, use and storage of personal data, including privacy obligations and securely destroying records after 28 days
- Personal Information is only to be used for contact tracing unless the patron explicitly opts-in; and
- Australian Sports Museum Limited and the Melbourne Cricket Club reserves the right to refuse entry to any patron that refuses to, or does not provide contact information for that patron.

2.3 Managing egress and emergency evacuation

Emergency and evacuation procedures described in the ASM Emergency Evacuation Plan and are not impacted by this Plan.

The ASM Emergency Evacuation Plan will be activated in the event of an emergency evacuation and will take precedence over this Plan.

Staff rosters provide for at least one Evacuation Warden to be onsite during all public opening hours.

2.4 Staff practices

ASM employee responsibilities are outlined in the *MCC Covid-19 Health and Safety Management Plan*.

Occupancy of offices is capped at 75% as per the current Victorian Government's COVIDSafe Settings.

Vulnerable and non-essential staff will continue to telecommute as required under Victorian government restrictions in accordance with the *MCG COVID-19 Health and Safety Risk Assessment*.

Protocols for staff working on site are outlined in COVID-19 Safe Working in MCC Offices.

The ASM has provided personal protective equipment (PPE) including gloves and face coverings for all staff. More detailed information regarding PPE is covered in the *MCC Covid-19 Health and Safety Management Plan* and MCC procedure "Face coverings".

2.5 Staff Training and COVID-19 Awareness

All staff, contractors and volunteers have been trained in the control measures outlined in this plan and the COVID-19 risk assessment to reduce the spread of coronavirus (COVID-19) and ensure the health and safety of other staff and patrons.

ASM ensures that all workers under its supervision, including contractors, hirers and volunteers, are informed about the risk of coronavirus (COVID-19) and their responsibility for protecting themselves and others from those risks through emails, verbal discussions and posters.

Posters advising risk control requirements, such as covering coughs, maximum number of people in a room and not coming to work if unwell, have been displayed.

Further details regarding training and awareness are provided in the *MCC Covid-19 Health and Safety Management Plan*.

2.6 Visitor Monitoring and Internal Reporting

Visitor shadowing (monitoring a group of visitors through entry and galleries) has been implemented and explained to staff. The purpose of this is to learn visitor behaviours and to improve controls or cleaning (areas, frequency etc.). This should take place at least once daily with observations provided to management in the daily reports.

All operational staff are required to provide a daily written report for ASM management. Significant concerns will be resolved immediately. Less significant concerns will be resolved in priority order.

2.8 Complaints/Feedback

Any concerns regarding COVID controls from staff, visitors, contractors and members of the public are recorded and provided to the appropriate section for actioning and resolution.

2.9 Engaging stakeholders

Regular updates regarding the operation of ASM and MCG Tours are communicated to stakeholder groups and organisations.

3.0 LEGISLATION AND DIRECTIONS

The ASM and MCG Tours COVID-Safe Plan is based on *Industry Restart Guidelines Museums and Galleries (Indoor)*, *Industry Restart Guidelines Tourism – Tours and Transport* and *COVIDSafe Summer – How we live in Victoria* issued by the Victorian Government, and best practice guidelines published from time to time by contributing members of:

- Asia Pacific Network of Science and Technology Centres and Museums
- Council of Australasian Museum Directors
- International Council of Museums
- Museums and Galleries Services Australia
- Australian Museums and Galleries Association (Victoria branch)

As a live, iterative document, the ASM and MCG Tours COVID-Safe Plan is updated regularly in response to best practice advice, relevant legislation and directions including but not limited to:

1. [Privacy and Data Protection Act 2014 \(Vic\)](#)
2. Latest Victorian health advice and restrictions published by the Department of Health and Human Services
3. [Museum Act 1983 \(Vic\)](#)
4. [Victorian Chamber of Commerce and Industry](#)
5. [Safe Work Australia](#)
6. [WorkSafe \(Vic\)](#)
7. [Occupational Health and Safety Act 2004](#)

The ASM COVID-Safe Plan is publicly available on the ASM website. Hard copies can also be provided upon request.

4.0 REVIEW AND RISK MANAGEMENT


This plan and MCC COVID-19 Health and Safety Risk Assessment (Part 3 – Australian Sports Museum) have been reviewed for compliance by an external health and hygiene consultant. Recommendations from the review have been incorporated as required. It has also been reviewed by staff from the relevant team in the Victorian Government's Department of Jobs, Precincts & Regions.

Risks are managed in accordance with mitigation strategies outlined in individual risk assessments.

ASM have implemented the following review, control and reporting measures:

- Tailored communication to stakeholders (visitors, members, partners etc.) advising changes to Conditions of Entry, processes etc.
- Public updates on site-specific websites and social media.
- Review of cleaning practices as described in *Appendix 3 – ISS COVID Safe Plan*
- Daily reporting of attendance, full sessions, visitor complaints and refused/removed guests.
- Daily all-staff report providing a situation report, concerns, current measures in place and new strategies to be implemented.
- Regular reports based on the analysis of all daily staff reports, with results communicated to relevant stakeholders
- Review and completion of the *COVID-Safe Checklist (Appendix 1)*:
 - Before ASM opening
 - Once ASM opened
 - Before MCG Tours
 - Once MCG Tours opened

5.0 STATEMENT OF COMPLIANCE

BUSINESS NAME	Australian Sports Museum Melbourne Cricket Ground, Brunton Ave, Melbourne VIC 3000
DATE COMPLETED	2 March 2021
DATE OF REVIEW	29 March 2021
AUTHORISING REPRESENTATIVE	TANYA GALLINA.
SIGNATURE	
DATE	29.03.2021

6.0 APPENDICES

Reopening my business



Please note that the checklists below outline the restrictions and requirements that apply as at publication of this guideline.

Checklist for business owners/managers

☐ Prepare your COVIDSafe Plan

- ☐ Every business is required to have a [COVIDSafe Plan](#) that is regularly updated in order to reopen their workplace.

☐ Ensure workplace is set up to adhere to relevant limits and density quotient

- ☐ Workplaces must adhere to the relevant capacity limits and density quotients for their industry (see [current restrictions table](#))
- ☐ all seating is spaced so that workers are at least 1.5 metres apart if/when seated

☐ Prepare a cleaning schedule

- ☐ Business must regularly clean shared spaces and areas accessible to the public using a surface disinfectant.
- ☐ Establish new processes and schedules for cleaning and sanitising to maintain good hygiene, including frequent cleaning of high touch points (see our [Cleaning and Sanitising Fact Sheet](#)).

☐ Signage requirements

- ☐ Display signage for workers and customers in appropriate, high visibility locations, to include:
 - At workplace entrances to advise of the maximum number of customers allowed
 - Information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
 - Hygiene and physical distancing practices.
 - Face mask restrictions [where required](#).
- ☐ Promote physical distancing, including between workers and customers, with floor or wall markings or signs. Use physical barriers where appropriate (e.g. installation of sneeze guards).

☐ Establish your record keeping

- ☐ Record the contact details of any worker or customer who attends your workplace for longer than 15 minutes (this includes contractors and delivery workers) including: first name and a contact phone number to support contact tracing. Retain for at least 28 days following the visit.
- ☐ Recommend collecting Staff Coronavirus (COVID-19) Health Questionnaires from workers at the start of each shift.
- ☐ Set up a roster to ensure workers do not work across multiple sites unless impractical to do so. For those who do work across multiple sites employers should keep records of these workers.

☐ Consult with workers

Employers must, so far as is reasonably practical, consult with workers and HSRs (if any), on matters related to health or safety that directly affect, or are likely to directly affect them.

Reopening my business



Checklist for business owners/managers cont.

☐ Worker and management policies, practices and training

- ☐ Ensure you as the operator or manager understand your obligations under the Occupational Health and Safety Act and have reviewed the coronavirus (COVID-19) guidance from WorkSafe Victoria available at [here](#).
- ☐ Encourage workers to complete [free infection control training](#) and download the COVIDSafe App. It is the Government's expectation that:
 - at least one worker at every workplace will have completed the training
 - workers should make themselves familiar with these guidelines
- ☐ Consider appointing a worker to be your COVID Marshal to ensure policies and practices are being followed, workers are trained, and records are kept. More information on the roles and responsibilities of COVID Marshals is available [here](#).



Additional resources

For additional information about creating a COVIDSafe workplace, please refer to the following guidance:

- WorkSafe: [Industry obligations](#)
- WorkSafe: [Managing COVID-19 risks – face coverings in workplaces](#)
- DHHS: [Preventing infection in the workplace](#)
- DHHS: [Preparing for a case of coronavirus \(COVID-19\) in your workplace](#)
- DHHS: [Cleaning and disinfecting to reduce COVID-19 transmission](#)
- WorkSafe: [Other relevant industry specific guidance](#)

Returning to work



Please note that the checklists below outline the restrictions and requirements that are effective as at publication of this guideline.

Checklist for workers



☐ Complete free infection control training (optional)

All current workers are encouraged to complete [free infection control training](#). Any new workers being engaged are also encouraged to complete this training.



☐ Avoid carpooling with other colleagues, unless they are from the same household



☐ Adhere to current face mask restrictions (see Current Restrictions page at the start of this document). You must also adhere to specific face mask or other PPE guidelines for your industry.



☐ Practise good hygiene

- ☐ Be rigorous in maintaining the new cleaning and sanitising schedule (for example, touch points such as tables and counters need to be cleaned and sanitised before and after use by customers).

☐ Wash your hands thoroughly with soap and water for at least 20 seconds at the very minimum:

- ☐ On arrival at work
- ☐ Before preparing or delivering food and/or beverages to tables
- ☐ After collecting/clearing used food and beverage items
- ☐ Before returning to food or beverage preparation areas
- ☐ At the start and end of each meal break
- ☐ Before and after touching a customer or their belongings
- ☐ After handling money
- ☐ Before leaving work
- ☐ After blowing your nose, coughing, sneezing, or using the toilet.



☐ Avoid interacting with colleagues in enclosed spaces where possible



☐ Avoid working across multiple work sites where possible



☐ Stay home if unwell

- ☐ If you have symptoms, get tested for coronavirus (COVID-19). Stay in isolation at home until you get the result and it is negative for COVID-19.
- ☐ Do not come to work if you have a fever (a temperature of 37.5C or greater), or if you have any symptoms.

Appendix 2: Changes to ASM galleries

PROPOSED UPDATES TO THE AUSTRALIAN SPORTS MUSEUM at 17.11.2020

In order to reduce the risk of virus transmission in the Australian Sports Museum, the following changes to exhibition areas are proposed.

Please note, a full 'one way' path through the museum is not proposed as the space is large enough to accommodate visitors following their own interests. However, managing visitor flow in certain areas that might pose an elevated risk of visitors finding themselves unexpectedly in close proximity to others is proposed.

This document only covers structural changes to the museum, and does not include other changes being made to operations such as provision of styluses, caps on visitor numbers, introduction of timed visits etc.

Throughout:

- Hand sanitiser stations at six locations through the museum
 - Near the glass lift in orientation
 - Near the toilets
 - Near the footy mural
 - Near the 'Sport in Pop Culture' interactive in Sporting Nation
 - Near the threshold to the Racing gallery
 - Near the text ticker in Coast to Coast
 - At the entrance to the Game On gallery and 2 other locations in the gallery
- Directional 'one way' arrows on the floor to guide movement through areas where visitors might otherwise find themselves 'boxed in' by another patron, e.g:
 - Horseshoe-shaped flow through Olympic gallery, Horse Racing gallery, Australian Football Hall of Fame
 - One-way flow through the multiple entries/exits to the Pavilion
- Directional 'two way'/'keep left' arrows in pinch points where visitors may unexpectedly encounter someone coming the other way, e.g:
 - Entry to Cricket pepper's ghost
 - Entry to Footy pepper's ghost
 - Entry/exit to elevator
- Directional signage to indicate entry and exit to Game On gallery.
- Direction arrows to indicate all staircases are 'keep left'.
- Target dots to indicate social distancing for queue outside of Game On gallery and other areas, as required, for temporary activations.
- Target dots to indicate appropriate dwelling points for multi-user seating
- Target dots to indicate appropriate standing points for multi-user experience, the Hall of Fame touch tables
- Updates to wayfinding signage to indicate temporary closure of certain galleries
- 'Pull up' banners to provide information about:
 - Target dots and directional signage
 - Hand sanitiser stations
 - Requirement to queue for timed entry into Game On gallery
- Capacity signage has been installed outside areas that are defined as closed spaces, e.g:
 - Toilets

- Parent's Room
- The lift
- Pepper's Ghost theatrettes
- Hear It, Feel It
- Small gallery spaces

Orientation

- Digital signage on our welcome screen to assist visitors to understand the arrows and targets they will encounter in the museum
- Updates to visitor map to indicate temporary closure of Game On, Interchange and Temporary Exhibitions galleries

Amenities

- Adaptation of the drinking fountain to remove the bubbler and only have the bottle-filler

Olympic gallery

- Reupholster large furry wombat sculpture with vinyl that is easier to sanitise

Racing gallery

- Removal of colouring-in activity and associated scanning booth.
- Removal of chairs and tables, and replacement with modular 'snake' couch (currently located in The Interchange).

Cricket gallery

- Removal of middle bench seat in Pepper's Ghost theatrette to increase patron spacing, reducing capacity to 5. Addition of digital signage outside the theatrette to advertise room capacity.

Australian Football gallery

- Removal of middle bench seat in Pepper's Ghost theatrette to increase patron spacing, reducing capacity to 6. Addition of digital signage outside the theatrette to advertise room capacity.

Game On

- Closure of Sherrin Climbing Wall.
- Removal of foam blocks in You Make the Rules.
- Reupholster hobby horse head in Internet of Sports 1 with a vinyl that is easier to sanitise.
- Equipment racks installed outside of Internet of Sports 2, Pressure Cooker and You Make the Rules for sanitised equipment. This is clearly signed.
- Equipment bins installed outside Internet of Sports 2, Pressure Cooker and You Make the Rules for used equipment that needs to be sanitised. This is clearly signed.

COVID Safe plan

Guidance on how to prepare your COVID Safe plan is available [here](#).

Our COVID Safe Plan

Business name: **ISS Facility Services**
 Site location: **MCG**
 Contact person: **Miguel Rodriguez**
 Contact person phone: **0419 345 155**
 Date prepared: **05 Aug 2020**

Guidance	Action to mitigate the introduction and spread of COVID-19
Hygiene	
Provide and promote hand sanitiser stations for use on entering building and other locations in the worksite and ensure adequate supplies of hand soap and paper towels are available for staff.	<ul style="list-style-type: none"> ISS staff are regularly supplied reminders on the importance of hand hygiene. Hand sanitiser is available Rubbish bins are available to dispose of paper towels Adequate supplies of soap and sanitiser are available Information on how to wash and sanitise hands correctly has been communicated to all staff using the WHO guidelines.
Where possible: enhance airflow by opening windows and adjusting air conditioning.	<ul style="list-style-type: none"> Where possible, air flow is optimised.
In areas or workplaces where it is required, ensure all staff wear a face covering and/or required PPE, unless a lawful exception applies. Ensure adequate face coverings and PPE are available to staff that do not have their own.	<ul style="list-style-type: none"> PPE is available to all staff where they do not have their own. Guidance on the use of PPE has also been provided. ISS has an ongoing supply of masks via its global supply chain.

Guidance	Action to mitigate the introduction and spread of COVID-19
Provide training to staff on the correct use and disposal of face coverings and PPE, and on good hygiene practices and slowing the spread of coronavirus (COVID-19).	<ul style="list-style-type: none"> All staff have been sent regular reminders on hand and cough hygiene, including how to wash and sanitise their hands correctly This is also included in the ISS COVID online learning module. Staff are reminded to not attend the workplace if unwell, and to get tested. Staff are provided information on the use of face coverings and PPE. <p>These communications are distributed via email, tool box talks and via the MyISS app.</p>
Replace high-touch communal items with alternatives.	<ul style="list-style-type: none"> Guidance on workplace requirements has been supplied to all managers for implementation in workplaces. This information included removing shared coffee, condiments and alike No touch amenities such as dispensers are provided where possible. All staff must avoid sharing of equipment such as phones, desks, headsets, offices, tools or other equipment. And if not possible, equipment is to be wiped before reuse.

Guidance	Action to mitigate the introduction and spread of COVID-19
Cleaning	
Increase environmental cleaning (including between changes of staff), ensure high touch surfaces are cleaned and disinfected regularly (at least twice daily).	<ul style="list-style-type: none"> High touch surfaces are cleaning in accordance with the GHSET-052 <i>ISS Cleaning for Coronavirus (non-health care setting)</i> guidelines developed by our ISS Cleaning Excellence team. High touch surfaces (lift buttons, door and cupboard handles, kitchen counters, touch screens, shared work equipment) are routinely cleaned in accordance with Client requirements. All cleaning products are used in accordance with the products Safety Data Sheet.
Ensure adequate supplies of cleaning products, including detergent and disinfectant.	<ul style="list-style-type: none"> Via its global supply chain, ISS has had a continuous supply of cleaning products and COVID critical supplies. This includes detergents, disinfectants, hand sanitiser. All cleaning products are identified in the GHSET-052 <i>ISS Cleaning for Coronavirus (non-health care setting)</i> guidelines

Guidance	Action to mitigate the introduction and spread of COVID-19
Physical distancing and limiting workplace attendance	
Ensure that all staff that can work from home, do work from home.	<ul style="list-style-type: none">• Due to the onsite nature of ISS's services, operational roles are to be performed on site.• Managers are regularly assessing where administration or planning activities can be performed from home.
Establish a system that ensures staff members are not working across multiple settings/work sites.	<ul style="list-style-type: none">• ISS is reviewing and adjusting rosters to ensure employees are not working across multiple sites where possible.• ISS will develop a form for use by employees to declare that they have not worked across multiple worksites or settings.
Establish a system to screen employees and visitors before accessing the workplace. Employers cannot require employees to work when unwell.	<ul style="list-style-type: none">• ISS follows the screening requirements set by the Client's workplace• All staff are actively encouraged to not attend the workplace when unwell, and to stay home and get tested. Staff must not attend the workplace until test results are known.• Procedures for positive case management are contained within GHSET-051 <i>Managing Coronavirus Guidelines</i> and GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i>.
Configure communal work areas so that there is no more than one worker per four square meters of enclosed workspace, and employees are spaced at least 1.5m apart. Also consider installing screens or barriers.	<ul style="list-style-type: none">• Physical distancing requirements have been adopted in ISS workplaces.• Regular reminders are also communicated to staff• Workspaces have been reconfigured to adopt the requirement distancing requirements in consultation with the Client.• ISS has provided information and tools to Clients including floor markers and signage.
Use floor markings to provide minimum physical distancing guides between workstations or areas that are likely to create a congregation of staff.	<ul style="list-style-type: none">• ISS's Back to Work recommendations to Clients includes information on floor markers and signage.• This guidance included floor marking in areas such as lifts, kitchen areas, printer collection areas• A copy of this is available from the Key Account Manager.
Modify the alignment of workstations so that employees do not face one another.	<ul style="list-style-type: none">• Managers are to ensure workstations are adequately spaced from each other. Where this is not possible, alternative controls are in place.
Minimise the build up of employees waiting to enter and exit the workplace.	<ul style="list-style-type: none">• ISS's Back to Work recommendations to Clients includes information on queuing and managing entry and exit.
Provide training to staff on physical distancing expectations while working and socialising (e.g. during lunchbreaks).	<ul style="list-style-type: none">• ISS actively encourage all managers and staff to practice changes to maintain physical distancing.• Complacency has been highlighted all managers, and our obligations to remind continually remind each other of these requirements.

Guidance	Action to mitigate the introduction and spread of COVID-19
Review delivery protocols to limit contact between delivery drivers and staff.	<ul style="list-style-type: none"> Where required, delivery protocols have been established to limit contact. This requirement is included in the Back to Work recommendations.
Review and update work rosters and timetables where possible to ensure temporal as well as physical distancing.	<ul style="list-style-type: none"> ISS is reviewing and adjusting rosters to meet distancing and gathering requirements.
Where relevant, ensure clear and visible signage in areas that are open to the general public that specifies maximum occupancy of that space, as determined by the 'four square metre' rule.	<ul style="list-style-type: none"> Where access to an area is open to the general public, where required ISS has assisted its client to calculate and provide signage to these areas.

Guidance	Action to ensure effective record keeping
Record keeping	
Establish a process to record the attendance of customers, clients, visitors and workplace inspectors, delivery drivers. This information will assist employers to identify close contacts.	<ul style="list-style-type: none"> ISS maintains up-to-date contact details for all staff ISS follows the protocols set by within Client workspaces. ISS has developed a contactless system for its service support offices using a QR code and our Whispir communication platform. Manual forms are also in place for visitors and employees GHSE-049 COVID-19 Pre-Screening Declaration – Visitors GHSE-068 COVID-19 Screening Questionnaire - Employee <p>Records are stored confidentially.</p>
Provide guidance to staff on the effective use of the workplace OHS reporting system (where available).	<ul style="list-style-type: none"> Robust reporting procedures are in place to manage these requirements. This process is started by staff immediately advising their supervisor/ manager and contacting the Incident Reporting / Care Hotline Australia: 1800 720 264 New Zealand: 0800 227 347 The GHSE-056 <i>Managing a Positive COVID-19 Case</i> Checklist includes all mandatory reporting obligations

Guidance	Action to prepare for your response
Preparing your response to a suspected or confirmed COVID-19 case	
Prepare or update your business continuity plan to consider the impacts of an outbreak and potential closure of the workplace.	<ul style="list-style-type: none"> All ISS Key Accounts have an ISS/Client Business Continuity Plan in place. It includes a specific pandemic plan for managing key dependencies and risks. It also includes a list of critical services delivered to the customer. This is available from the Key Account Manager.
Prepare to assist DHHS with contact tracing and providing staff and visitor records to support contact tracing.	<ul style="list-style-type: none"> ISS has established processes to ensure readiness to provide records to DHHS and contact relevant staff members, including rosters and employee details. ISS has an "Assessing Close Contact" checklist that assists managers to identify staff that meet the Federal Government definition of Close Contact These processes have been successfully deployed in a number of scenarios.
Prepare to undertake cleaning and disinfection at your business premises. Assess whether the workplace or parts of the workplace must be closed.	<ul style="list-style-type: none"> ISS established protocols for cleaning and disinfection for its Clients. This includes high-touch point cleaning. These guidelines are available for review GHSET-052 <i>ISS Cleaning for Coronavirus</i> (non-health care setting) guidelines have been developed by our ISS Cleaning Excellence team and adhere government published best practice.
Prepare for how you will manage a suspected or confirmed case in an employee during work hours.	<ul style="list-style-type: none"> Robust guidance is in place to manage these requirements. Procedures are contained within GHSET-051 <i>Managing Coronavirus Guidelines</i> and GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i>. All suspected cases must be reported to the ISS Incident Reporting / Care Hotline Australia: 1800 720 264 New Zealand: 0800 227 347 The GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i> includes all mandatory reporting obligations
Prepare to notify workforce and site visitors of a confirmed or suspected case.	<ul style="list-style-type: none"> ISS maintains the contact details and date of attendance to its workplaces. Procedures are contained within GHSET-051 <i>Managing Coronavirus Guidelines</i> and GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i>. For a confirmed case, ISS informs impacted staff, customers, clients, visitors and workplace inspectors who are close contacts and direct them to stay in self-isolation. ISS has an "Assessing Close Contact" checklist that assists managers to identify staff that meet the Federal Government definition of Close Contact
Prepare to immediately notify WorkSafe Victoria on 13 23 60 if you have a confirmed COVID-19 case at your workplace.	<ul style="list-style-type: none"> Procedures are contained within GHSET-051 <i>Managing Coronavirus Guidelines</i> and GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i>.
Confirm that your workplace can safely re-open and workers can return to work.	<ul style="list-style-type: none"> ISS has defined procedures and requirements that employees must follow before returning to the workplace. Procedures are contained within GHSET-051 <i>Managing Coronavirus Guidelines</i> and GHSE-056 <i>Managing a Positive COVID-19 Case Checklist</i>.

I acknowledge I understand my responsibilities and have implemented this COVID Safe plan in the workplace.

Signed _____

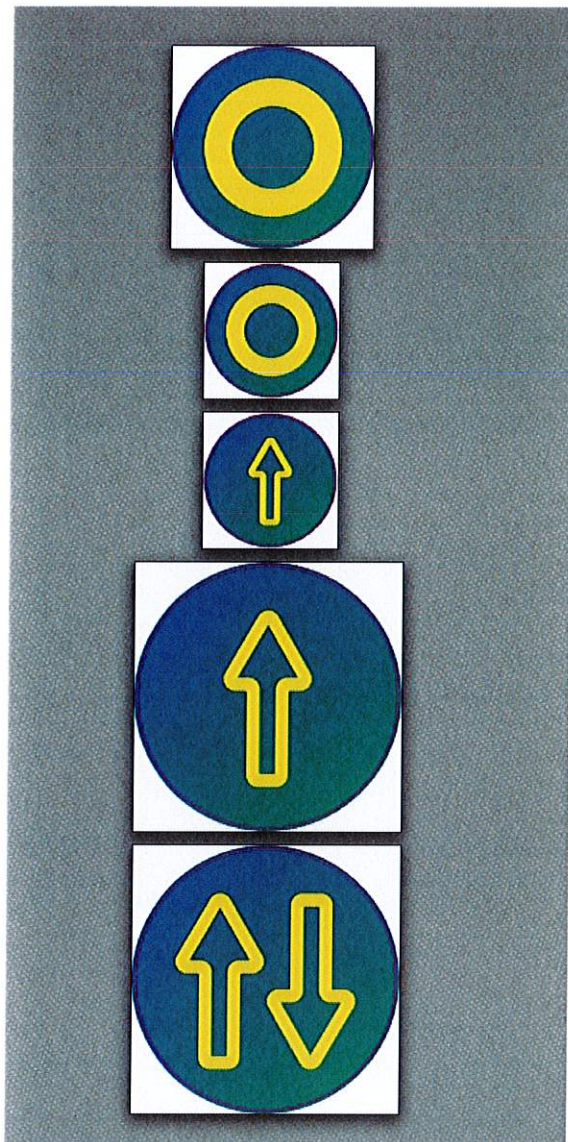
Name _____

Date _____

Appendix 4: COVID-19 Relaunch plans



Appendix 5: Floor Distance Decals



Appendix 6: Pull Up Banners

