



Foodservice Australia 2021



OPEN FOR BUSINESS

A framework for hosting
events in a safe environment.



SAFETY FIRST

At Foodservice Australia the health and wellbeing of everyone who visits our events is our number one priority. The objective of this document is to provide a framework for hosting events as safely as possible.

The implementation of these measures will provide our stakeholders with the assurance and confidence that health and safety is our number one priority.

Inclusions:

- Social distance management
- Assessments and planning
- Facilities
- Experience
- Training
- Your responsibilities





Assessment: Every event is different. Working in partnership with our suppliers we will assess the safety practices to meet the needs of each event.

Experience: Our aim is to minimise the impact on the guest experience, ensuring that expectations are set with everyone delivering the event.

Your responsibilities: There are responsibilities for everyone visiting the event to ensure they understand their role in keeping themselves and everyone else safe.

S.A.F.E.T.Y.

Social Distance Management: Social distancing will be managed taking into account the latest government advice. Relevant markers will be installed in public areas to help everyone keep a safe distance.

Facilities: We will plan with venues to ensure that events can run safely including cleaning regimes, improved air circulation, hand sanitiser stations, temperature checks, signage and one-way traffic flow where possible.

Training: Members of the teams involved in the event will be trained to deliver our new policy and procedures, to ensure they uphold the highest possible standards.

Guiding principles for hosting events safely

We will work in partnership with all stakeholders for each event. These guiding principles cover the major considerations that will be put into place for Foodservice Australia.



Risk assessment & planning:

- A risk assessment has been produced in partnership with the venue and key partners to determine the measures that will be put in place for the event.
- This includes planning, build-up, event days and breakdown, building access, queue management, event timing and use of technology to minimise touch points.
- The floorplan and any other shared space will be designed to ensure adequate aisle and stand space for any required social distancing and crowd density standards.
- All measures shall be based on current government guidance.
- The risk assessments will include an Emergency Response Plan.



Before guests arrive:

- All visitors and exhibitors must register online before attending the event.
- Travel advice, entry procedures and health guidelines are to be published on the event website and visitor communications
- Anyone with a high temperature or other flu-like symptoms, or who has been in contact with a confirmed case must stay at home.
- People in higher-risk categories should refer to the latest health advice before choosing to attend.
- Attendees must download and activate the COVIDsafe app on their mobile phone before arrival.





Social Distancing:

- Exhibitors and visitors will be scanned as they enter and exit the exhibition hall to monitor and cap crowd numbers
- Crowd density standards will be maintained throughout the venue in line with local regulations, currently allowing one person per 4m².
- Relevant markers and one-way systems will be installed in public areas, foyers, cafes, lifts and networking spaces to help everyone keep a safe distance.
- Social distancing including non-contact greetings will be encouraged using signage, printed reminders and marshals
- Exhibitors will be given additional time for the move-in and move-out. Loading dock arrivals will be scheduled to spread traffic.



Arrival & registration:

- Visitors and exhibitors will be required to register online before arriving at the venue.
- Arrivals and exits to the venue through multiple access points will be managed as safely as possible by venue staff in accordance with government advice
- Facemasks will not be compulsory but recommended. Attendees are encouraged to bring their own. Organisers will also have disposable masks available.
- Attendees are encouraged to pre-purchase anything possible including tickets, parking and food. Onsite payments shall be through cashless devices.



Cleaning & personal hygiene:

- Attendees will be encouraged to regularly clean their hands using sanitising stations placed through the halls.
- Exhibitors will be encouraged to scan badges and mail information instead of exchanging business cards and brochures.
- Additional cleaning has been organised using trained venue staff. They will ensure regular disinfection of all touch points.
- There shall be a dedicated team of cleaners for each set of bathrooms. Consideration will be given to quantity management.
- Exhibitors will be encouraged to regularly clean high contact areas on their stand. Cleaning products will be made available through the show hygiene & safety sponsor, [Saraya](#).

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Stand setup

In most cases you will be able to build your stand in a similar way to previous years. Here are some ways to increase safety:

- We will be increasing the time available to build stands. This will enable a greater separation of contractors and exhibitors.
- All deliveries to the loading dock will be scheduled with a time to reduce delays and crowding.
- Consider using the official freight forwarder to deliver and collect your stand materials and supplies.
- If you are a custom stand and want to reduce costs, then consider changing to shell scheme.
- Furniture and equipment hired from the official suppliers will be delivered and cleaned prior to your arrival.
- Make sure you have cleaning supplies and hand sanitiser available for your staff through the build and show.
- Once completed clean all hard surfaces with a sanitising spray and repeat throughout the event.



Stand management

In most cases you will be able to run your stand in a similar way to previous years. Here are some ways to increase safety:

- Schedule staff so you have a maximum of one person per 4m² of stand space at any time. Breaks should be taken outside the hall.
- Train staff to greet visitors without contact. This might be a wave, verbal greeting or elbow bump.
- It is better to use a badge scanner to record visitor details and send information rather than exchange business cards and brochures
- Try to limit conversations with each customer to ten minutes or less. This will also help you to see more people.
- Have cleaning supplies and hand sanitiser available right through the show hours.
- Clean common touchpoints on your stand through the day. Encourage regular hand washing by staff.
- Any staff experiencing a high temperature or flu-like symptoms are to be sent home immediately.



Sampling

Sampling of food and beverage products is an important part of the event and will be possible with close adherence to normal food safety procedures. It is important that exhibitors follow the [sampling guidelines](#), with particular emphasis on the following aspects:

- Wash and disinfect benches and storage areas regularly
- Ensure staff preparing and serving food are wearing a facemask and regularly washing hands
- Protect preparation areas and samples using physical space, barriers and sneeze guards
- Minimise the handling of ingredients and finished food products wherever possible
- You will need hand sanitiser and a handwash station on your stand. This can be a plumbed or portable unit
- Offer samples individually. They must be individually packaged or offered by a staff member using tongs
- Food sample size restrictions have been removed to reduce the amount of handling involved
- Follow all other food safety requirements. Appoint a food safety manager to monitor these throughout the show



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This framework has been designed to provide our visitors and exhibitors with confidence that we will run this event in a professional and safe manner. The framework will be updated as conditions and government health advice evolve.

These are unprecedented times and whilst every effort is being taken to protect the wellbeing of our guests, everyone should inform themselves of their own responsibilities before they visit. For further information visit: www.health.gov.au

For more information contact:
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