



# NCIE Conference COVID Safe Response Plan

The NCIE Conference Centre is COVID Safe and we are approved to serve you under NSW Government COVID safe regulations. Please support us by ensuring that all attendees are COVID Safe. If anyone is unwell, please have them stay at home. Your safety, health and wellbeing are our priority. We also request all clients to maintain social distancing whilst onsite.

As a guest at NCIE we appreciate your loyalty and the trust you place in us as your event partner. Recognising the ongoing and increased uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the health and wellbeing of our conference guests and team members. We have made the following changes to our conference bookings in response to the outbreak:

## Cleaning and Sanitising

Our venue is required to adhere to comprehensive health and safety procedures, including all NSW Government directives. We have implemented additional COVID-19 cleaning and sanitising guidelines, training and information in line with our own high standards.

We have:

- Increased the frequency of cleaning and sanitising all public areas, particularly high touch-points throughout the facility including reception areas, door handles, lift buttons and public bathrooms.
- All team members have been advised and given training on cleaning products and protocols which are effective against viruses.
- We have revised our food service protocols with further more detailed information below.

## Arrival procedure

- A list of attendees must be sent to NCIE at least one week before arrival. This document also includes dietary requests.
- Entry point for conferences is the main door of the heritage building.
- Upon arrival, all attendees must sign in using the QR code at the entrance. This is a requirement of NSW Health.
- Hand sanitiser will be available on arrival and at various areas, including the conference rooms throughout the building.
- Temperature checks for attendees are available upon request for guests. They are not compulsory. Please discuss with your booking coordinator.



## Meals

- All main meals to be served downstairs in the dining rooms.
- Morning & Afternoon teas will be served in Covid safe individual packages in the Conference room.
- Conference organiser to provide NCIE with dietary requirement 1 week in advance.  
**Meals will be packed and prepared individually therefore we need to know of any requirements prior to arrival for serving/packing purposes.**
- Everything will be served and/or packed individually e.g. individual coffee and tea packets, individual bottles of water/juice, individual cutlery packets with napkins etc.
- Individual sandwich packs with side of fruit salad, instead of sandwich and fruit platters.
- Kitchen staff will serve hot food, behind Perspex sneeze guards while wearing gloves and face-masks.
- 1.5m stickers on the ground in the kitchen to ensure guests are keeping the appropriate distance while waiting to collect their individual meal.
- Round tables to be set up in the dining hall with max 6 chairs per table with the appropriate distance between each chair. Each table will go up 1 by 1 to collect their meals from the kitchen.

## Conference rooms

- Water stations will be set up with individual water bottles in a bowl with ice, instead of a water jug. Plastic cups will still be provided.
- Single use coffee cups will be provided.
- Tables, chairs, light switches, projector/TV remote etc. to be sanitised on the day of event prior to arrival.
- Room setup will be as requested by the booking client taking into consideration social distancing guidelines.
- Room will be sanitised again during breaks.
- Maximum revised capacity numbers (from Dec 1, 2020) for conference rooms are as follows: Bidjigal (Large) 50 people, Wangal (Small) 20 people and Gadigal Room 28 people

**We look forward to welcoming you back to NCIE!**