

4.2.2 Ushers

Ushers are required for all events within the Plenary. Depending on the nature of the event, ushers plus security staff may be required. Ushers are required to assist in managing seating arrangements for all patrons and also assist security staff in an emergency situation.

All ushering staff are provided by the MCEC, with costs on charged to the client. The ratio for ushering staff is 1 usher per 200 guests.

Your event planner will discuss the specific requirements for your event with you.

4.2.3 Security

The MCEC has 24 hours a day security presence. The security control room is located on the ground floor of the convention centre.

 *Convention Centre security control room: 9235 8333*

4.3 FIRST AID AND EMERGENCY

EMERGENCY CHECKLIST:

- ✓ First aid kits supplied
- ✓ Staff familiar with emergency maps and evacuation procedures
- ✓ Dial 6666 on house phone in an emergency

4.3.1 Event First Aid

Event security staff are required to provide first aid assistance during events and should have first aid kits available. When an injury has occurred within the area covered by your licence, an incident report must be completed by your event security staff and a copy provided to the MCEC security control room.

4.3.2 Emergency

In case of emergency you should contact MCEC's security control room. There are two types of emergency alarms:

- BEEP BEEP BEEP – alert alarm. Advises of possible danger. No action is required other than by fire wardens
- WHOOP WHOOP WHOOP – evacuation alarm. Everyone must leave the building and move to the nearest evacuation assembly points

MCEC's site induction process provides further information on the centre's emergency and evacuation procedures.

You should ensure that all your event staff and security contractors are familiar with the centre's emergency exits, fire fighting equipment and evacuation assembly points.