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# **ATTACHMENT L**

Australian War Memorial Policy for use of  
Functions Facilities, May 2020

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## POLICY FOR USE OF MEMORIAL FUNCTIONS FACILITIES

(Post Development)

### Introduction

This document is intended for use by contractors engaged to deliver functions at Memorial sites. The Memorial is a shrine, a museum and an archive and the purpose of this policy is to ensure that only appropriate functions are held on-site to uphold the reputation of the Australian War Memorial. The clientele the Memorial approves to use its venues must be considered corporate clients of good standing, meaning that their goals and objectives align with the Memorial's purpose and mission.

### Function Spaces and Capacities:

FUNCTION SPACE	CURRENT CAPACITY	POST DEVELOPMENT CAPACITY	COMMENTS
Poppy's Café	150 internal 120 external	150 internal 120 external	Nil change – not included in development work.
Anzac Hall / Glazed Link	470 seated 610 standing	470 seated 610 standing	Current capacity affected by gallery layouts (variable) but not exceeding max stated. Functions are expected to be mostly held in Anzac Hall.
Anzac Hall Mezzanine	100 standing	0	Not anticipated as a function space.
New Southern Entrance Function Room / Captain Reg Saunders Gallery	190 standing	180 seated 250 standing	New Southern Entrance Function Room to replace functions currently held in Captain Reg Saunders Gallery. Captain Reg Saunders Gallery no longer used as a functions space.
OTHER SPACES OPERATED BY THE MEMORIAL/CONTRACTORS			
Glazed Link Café / Landing Place Cafe	80 internal 75 external	200 seated	Glazed Link Café to replace Landing Place Café. Operational 10:30am – 4:30pm

### Function Terms and Conditions

The Memorial is responsible for providing current function Terms and Conditions to the catering contractor. This includes gallery layouts for food preparation and services areas. Memorial preventive conservation staff will be responsible for delivering instructions and training on guidelines set out in the Function Terms and Conditions on an annual basis, or as required.

It is a Memorial requirement that all functions in collection areas adhere to the following terms and conditions. Any concerns of the client, must be raised with the catering company contact at least 24 hours prior to the function. The catering contractor will consult with the Memorial's catering

contract manager, *Head Retail and Online Sales (Head, ROS)* who will contact the *Preventive Conservation Officer (PCO)* if there are any potential risks to National Collection.

## **All Venues**

The Memorial expects that the catering contractor applies sound judgement when accepting a booking for any of its venues. The client's experience should be positive and memorable, but the function and its guests should at all times be respectful of the venue. The nature of the event and likely conduct of guests should be taken into consideration when reviewing booking enquiries and some events may not be appropriate for Memorial venues, such as 18<sup>th</sup> or 21<sup>st</sup> birthday celebrations or high school/university formals.

All functions that take place in the galleries may pose risks for the care and preservation of the National Collection, for example: environmental conditions, damage, and the importation or attraction of pests into Memorial buildings.

To ensure the success of a function held at the Memorial, at all times the contractor must:

- adhere to the policy in all venues that contain the National Collection;
- adhere to Responsible Service of Alcohol (RSA) and any other relevant standards; and
- seek clarification or approval for any function outside this policy through *Head, ROS*, prior to making any verbal or written commitments to potential clients.

## **Anzac Hall and Glazed Link**

This venue undergoes routine maintenance and cleaning each morning and must be available and open to the public by 10:00am daily. Due to the daily operational requirements of this space, breakfast functions will only be approved by the Memorial in exceptional circumstances. Its availability as a breakfast function space should not be advertised to clients.

Weddings or wedding functions are not permitted in either Anzac Hall or the Glazed Link. Live or recorded commemorative music is reserved for the Commemorative Area only. Live or recorded amplified music will be considered within Anzac Hall, subject to the event meeting the appropriate use requirements outlined above. However, live or recorded amplified music will not be permissible within the Glazed Link.

## **New Southern Entrance Function Room and**

These venues are available for bookings during the Memorial's opening hours, however all audio and event noise levels must be kept to a minimum so not to disturb the general visitor experience. Events booked during Memorial opening hours must be assessed against the appropriateness of the function and time. There shall be no service of alcohol during opening hours, and no personal commemorative functions, e.g. memorial services or wakes.

At no times are weddings, wedding receptions, live or recorded music permitted in this venue.

## **Poppy's Café**

Wedding receptions are permitted after opening hours, subject to assurance from the contractor that appropriate behaviour and respect for the site and surrounding grounds will be demonstrated at all times.

Wedding photography is not permitted on the front steps of the Memorial, in the Commemorative Area, on the Memorial forecourt or parade ground, or in front of objects in the Sculpture Garden.

Live music will be considered, however due to the proximity of neighbouring residences, it must be acoustic only with no amplification.

## **Access and use of the Commemorative Area**

The Commemorative Area is a sacred space and comprises the Pool of Reflection, the Eternal Flame and the Hall of Memory, which contains the Tomb of the Unknown Soldier. This location also includes the Roll of Honour, which lists the names of more than 102,000 Australians who have given their lives in war and other operations over more than a century. Each evening, a moving Last Post Ceremony honours the story of one of these 102,000 names.

To ensure the integrity of the Commemorative Area, the following must be adhered to at all times:

- any events involving any commemorative aspect or access to the Commemorative Area must be discussed and confirmed with the Memorial before any advice is provided to the client;
- laying of wreaths is restricted to official Memorial ceremonies only;
- no alcohol or other hospitality services;
- bookings in the Commemorative Area must be booked to include a Memorial guide to provide an appropriate interpretation of the area for guests;
- music is limited to official Memorial ceremonies or endorsed commemorative activities only; and
- if the Commemorative Area is accessed during opening hours, total capacity rules (1,200) must be observed and enforced.

## **Access and use of the Museum/Galleries**

During operational and non-operational hours, bookings can be made for paid guided tours.

If the client elects not to book a guided tour but has incorporated a visit to the Commemorative Area prior to their event, the galleries must not be used as a thoroughfare for guests to reach the function destination.

Guests must exit the Commemorative Area and make their way to the function space via an agreed path:

***Anzac Hall and Glazed Link:***

Exit via front steps/new Southern Entrance hall via the front steps and make their way to the function entry (west Glazed Link) via the venue's external doors.

***New Southern Entrance Function Room:***

Use the internal stairs/lift connecting the Commemorative Area to the new Southern Entrance hall.

## **Access and use of approved Function Spaces**

Any areas where doubt exists for any aspect of this policy must be referred to *Head, ROS* prior to the contractor's confirmation of any details with prospective clients.

### ***Cleanliness***

- Cleanliness of food and beverage preparation areas, service, and consumption in collection areas will minimise the risk of these activities leading to pest infestation and damage. This approach applies both inside and outside of all Memorial buildings.

### ***Food preparation areas***

- All food preparation (full preparation) by the contract caterer on the Memorial's site is restricted to the Glazed Link Café kitchen and Poppy's Café kitchen.
- The new Southern Entrance reheat kitchen is to be used solely for food finishing and service to the adjacent function room and theatre.
- Cooking of any sort is not permitted in galleries or near air-conditioning intake units to prevent greasy smoke captured by the air-conditioning system circulating throughout the building and depositing on the National Collection.

### ***Transporting food through the galleries***

- Food and beverages should not be transported through main gallery spaces. Where this cannot be avoided, care should be taken to maintain a minimum of 1 metre distance between the trolley and exhibitions.
- Food transport routes should be planned to ensure they are clear of obstacles and with sufficient space to manoeuvre.
- Trolleys must be used to transport food through collection areas to minimise risk of potential spillages. Food being transported through the galleries must be covered.
- Foods to be served in Anzac Hall and Glazed Link will be primarily prepared in Glazed Link Café kitchen. Food prepared in the Poppy's Café kitchen (supplementary) will be transported to the Glazed Link through the east external doors (mezzanine level) and the adjacent lift.

### ***Open flames***

- Open flames are not to be used in any Memorial buildings with the exception of Sterno® gel for bain-maries during food service in Anzac Hall.
- Sterno® gel are not to be used within 5m of the aircraft in the *Over the Front* gallery of Anzac Hall. The aircraft are highly flammable. It is vital that all staff and contractors maintain an awareness of the risk to these aircraft.
- Likewise, no open flames, including Sterno® gel are to be used in Aircraft Hall due to enclosed nature of the space and proximity to collection. This includes preparation area in the south east of the space.

### ***Food and Beverage Service***

- All food and beverage service is to be restricted to the approved locations, as outlined in this document.
- Where this is not possible, service is restricted to a minimum distance of 1.5 metres from any collection materials, including from artworks on wall. Please note that heat/steam station and plating station that used to be allowed in the space where Mephisto was located, is now undertaken in the Function Catering Kitchen.

- Food scraps are to be scraped into a bin and the plates rinsed in kitchen or back of house areas only. Crockery must not be rinsed in Anzac Hall. Plates should not be stacked so as to pose a risk of falling or splashing onto collection.
- For dinner functions it is recommended that last drinks are served 30 minutes prior to proposed function end date to ensure a punctual function finish.
- Functions must end punctually to give the contracted cleaners a full hour to clean the space. Spotless must have access to the space for the full hour after guests have departed; if more time is required the extra cost is to be met by the client.
- Placement of bain-maries and stations for the serving of foods and beverages are restricted to locations indicated on the maps in Appendix 1.

### ***Cleaning and removal of rubbish***

- The Memorial's cleaning contractor provides cleaning services following the departure of guests and catering staff at the conclusion of each function. Their cleaning duties include only the floors and carpets, railings and balustrades, standard gallery seating, walls, and bathroom facilities. Any particular issue (such as a spill affecting a wall) should be pointed out to the cleaners.
- Catering contract staff are to undertake a comprehensive clean of the food preparation areas (i.e. kitchens) to ensure they are hygienic and will not act as attractors for pest and mould activity.
- All material associated with the function will be cleaned and removed and all rubbish disposed of immediately after the conclusion of the function. Under no circumstances are food scraps and other debris to be left until the following morning.
- Cleaning staff must be given at least one hour to complete this cleaning after guests have left the building.

### ***Decorations***

- Balloons or streamers are not permitted at any Memorial venue.
- Draperies, ribbons, and silk flowers are all suitable. Preparation of these items requiring the use of solvents and paints must be done prior to installation in the galleries.
- Balloons, confetti, glitter and body paint are not permitted.
- Displays incorporating the use of fresh flowers from a *florist* are acceptable.
- *Wild* flowers, leaves, gumnuts, farm produce, soil, seed pods, hay, bark and wood may contain pests and may not be used in floral displays.

### ***Special effects***

- Thick fog, smoke, mist, and haze clouds are not permitted (i.e. dry ice).

### **Collection Safety**

Strategies are in place to reduce risks to the collection associated with functions in museum spaces. Potential threats include:

- Fire: the use of open flames, candles, and high heat in the vicinity of vulnerable (highly flammable) collection items;
- Water damage: sprinkler systems, ice, spilt beverages;
- Pests: introduced in flower arrangements, attracted by food and beverage scraps;
- Placement of function-related material, including but not limited to: tables and chairs, temporary staging and hired audio-visual equipment; and

- Damage to collections resulting from behaviour of visitors attending functions.

Each of these can be avoided by carrying out the proper preparation and following guidelines set out in this policy.

## Security

The Memorial will provide Security staff for all functions and cleaners for the function spaces as part of the agreed function cost. Memorial Security staff are responsible for restricting food and beverage consumption to areas specified in the National Collection Management Function Terms and Conditions (in collaboration with function point of contact and other function staff). They are also responsible for ensuring guests do not wander from the function area to other areas of the gallery.

Memorial Audio Visual staff are responsible for running the sound-and-light shows. They are not responsible for anything else unless it has been discussed and approved prior to the function. Memorial AV staff are not responsible for providing external AV contractors with equipment and services to enable them to comply with Memorial regulations unless this has been approved by AWM AV staff at least 24 hours prior to the function. AWM AV staff can be contacted at [audiovisual@awm.gov.au](mailto:audiovisual@awm.gov.au).

The caterer is responsible for adhering to all requirements as stipulated in the National Collection Management Function Terms and Conditions and most importantly for ensuring the minimum safe distance of 1.5 metres is maintained between the collection and function furniture, lighting, and food/drink services areas. Lighting rigs and barriers must be set up at least 1.5 times their height away from the nearest collection material.

The caterer is responsible for restricting food and beverage preparation, consumption, and service to areas identified as appropriate in the Function Brief. The caterer is also responsible for adhering to preventive conservation requirements as outlined in the National Collection Management Function Terms and Conditions, including approved decorations and proximity of service areas to the collection. At the conclusion of the function, the caterer is responsible for the total removal and cleaning of all material, equipment, rubbish and food residues from the kitchens, gallery, and storage areas.

### **External Access**

- Doors to the exterior of the building should remain closed when not directly in use, and should not be locked or propped open.

### **Incidents**

- While Security will monitor inappropriate attendee interaction, all staff (caterers, contractors and Memorial staff) are required to monitor attendees' behaviour and interaction with the collection. Functions staff **are required to** advise guests that sitting on showcases or resting glasses on cases is not permitted.
- *Collection is not to be handled by anyone other than Collection Services staff, even where a relic has been involved in an incident or damage.*
- If there is an incident involving collection material, Security staff must be notified and will take appropriate action.

## Fire Safety

The ACT Fire Safety Standards dictate that a museum or exhibition space requires 4m<sup>2</sup>/person, and 1m<sup>2</sup>/person for a restaurant or café. Fire safety regulations stipulate the maximum numbers for the following function areas:

<b>Poppy's Café:</b>	75-150 (max) internal 120 (max) outside
<b>Anzac Hall and Glazed Link:</b>	450 (max) seated 600 (max) standing
<b>New Southern Entrance Function Room:</b>	180 (max) seated 250 (max) standing

All exit points **must** remain clear of material (i.e. hot boxes and serving stations) at all times.

## Audio Visual Set Up Anzac Hall and Aircraft Hall

Audio Visual (AV) contractors and the catering contract manager are required to actively participate in the preservation of the National Collection, by employing strategies to reduce risks to the collection in the function space that are posed by AV equipment. The risks include toppling of equipment onto collection, contractors or equipment contacting collection during set-up and pack down and hot lights or other equipment coming into contact with collection. By adhering to the requirements below, risks to the collection are minimised.

- Provide sound and lighting equipment and their installation and de-installation.
- Ensure all electrical equipment is tested and tagged prior to use.
- Tape down all leads to eliminate trip hazards.
- Contractors are not to cross barriers with collection behind them to plug in any equipment. AWM Audiovisual staff must do this.
- Ensure function furniture and sound and light equipment is set up at a minimum safe distance 1.5 metres from collection and exhibition furniture where possible, and is always weighted down to minimise risk of damaging collection if they fell. In no circumstances can AV equipment be touching collection items.
- Use LED lighting if possible. Lighting rigs of particular concern are those that generate heat, high-intensity light or high-intensity ultra-violet light, all of which pose a risk to the National Collection.
- Ensure that all lighting rigs and speakers brought on site are weighted to avoid a risk of toppling over onto collection. The catering company contact for the event is responsible for ensuring that this requirement is undertaken – AWM staff do not provide weights.
- Ensure that speakers are not stacked so as to avoid toppling over onto collection if they were to fall.
- Memorial AV staff are not responsible for providing external AV contractors with equipment and services to enable them to comply with Memorial regulations unless this has been approved by Memorial AV staff at least 24 hours prior to the function. Functions at venue capacity or with non-standard configurations will require negotiation of alternate audio-visual set up with the Memorial and the Preventive Conservation Officer prior to the event.