

## Peter Rowland Group

### Induction & Heritage Training Process

#### Abbotsford Convent Foundation (ACF)

Peter Rowland Group recognises that Abbotsford Convent is a nationally heritage-listed precinct of cultural, architectural and community significance. All staff operating onsite will undertake a structured induction and heritage training process prior to commencement.

Our objective is simple: **every team member understands they are custodians of place.**

#### 1. Pre-Commencement Compliance

Before working at Abbotsford Convent, all staff must complete:

- Valid Food Safety certification (as applicable)
- Responsible Service of Alcohol (RSA)
- OH&S induction
- Code of Conduct acknowledgement
- Equal Opportunity & Workplace Behaviour module

Documentation is verified and recorded within PRG's HR compliance system.

#### 2. Abbotsford Convent Site Induction

All staff assigned to ACF will complete a site-specific induction covering:

##### Heritage Awareness

- Overview of Abbotsford Convent's history and cultural significance
- National Heritage Listing responsibilities
- Understanding heritage-sensitive surfaces, fixtures and infrastructure

##### Operational Protocols

- Approved access routes (including Gate 2 vehicle protocols)
- Bump-in / bump-out procedures
- Noise management and "Please Leave Quietly" policy
- Waste management and sustainability requirements
- Restrictions on affixing, drilling or altering heritage fabric

##### Risk & Safety

- Emergency evacuation procedures
- Incident reporting processes
- Crowd management considerations
- Contractor supervision protocols

Induction completion is signed off and logged prior to roster allocation.

### **3. Heritage Protection Procedures (Operational Controls)**

On event days, the following controls apply:

- Designated equipment zones pre-approved within heritage spaces
- Protective floor coverings where required
- Supervised contractor access
- Strict prohibition on wall fixings or structural interference
- Event Manager sign-off pre- and post-event to confirm site condition

Function Managers complete a post-event checklist to ensure heritage integrity is maintained.

### **4. Cultural & Community Sensitivity Training**

All supervisors and event leaders undertake additional training in:

- Operating within cultural institutions
- Respectful engagement during commemorative or artistic events
- Understanding mixed-use precinct dynamics (public, NFP, commercial)
- Indigenous acknowledgement protocols

This ensures service delivery remains contextually appropriate and aligned to ACF's values.

### **5. Ongoing Training & Review**

- Quarterly refresher sessions for ACF-based teams
- Incident review workshops (if required)
- Annual compliance audit
- Continuous improvement feedback loop with ACF stakeholders

### **Leadership Oversight**

A designated Venue Lead will be responsible for:

- Ensuring 100% induction compliance
- Monitoring adherence to heritage protocols
- Liaising with ACF management on operational matters
- Conducting periodic heritage-awareness refreshers

### **Commitment**

PRG understands that operating within Abbotsford Convent is a privilege.

Our induction and training framework ensures every staff member acts not only as a hospitality professional — but as a respectful custodian of heritage, community and place.