

COVID SECURE STANDARD

AUSTIN

BIRMINGHAM

COURT

At IET Venues we know it's important to give re-assurance to staff, members and delegates that we have a thorough cleaning plan in place. **However, the fight against the Coronavirus is a joint effort so it is also down to individuals to also take responsibility to reduce the risk of spreading the virus.**

ACTION TO BE TAKEN BY THE VENUES TEAM:

VENUES FROM: 

PRIOR TO REOPENING THE BUILDING

- Risk assessments will be completed for all areas of the venue to minimise risks
- Fogging disinfection will be carried out by specially trained GCC operatives in all high-risk areas – Offices, Toilets, Members Business Centre
- There will be social distancing markings on the floor through the building at all reception and waiting areas
- Perspex screens will be in place at the Reception desk
- Staff and support services colleagues will be trained on social distancing and hygiene

DURING OPENING HOURS

- There will be additional cleaning to all touch points within the building - door handles, coffee machines, tea points, meeting room telephones, lift buttons, banister rails, toilet cistern handles or buttons, etc
A schedule will be put in place so that these touch points are cleaned
- All staff will be required to wear face coverings (subject to Government guidelines)
- All staff will be required to wash their hands more frequently ie hourly or more
- Sanitiser gels (more than 60% alcohol based) will be located near main entrances, reception/concierge desks and offices
- A one-way system will be implemented throughout the building:
 - One staircase designated up
 - Once staircase designated down
 - Lifts – maximum 1 person per lift with floor markers outside lifts and where to wait
- There will be a supply of sanitiser, hand wash soap and paper towels for the toilets, reception and Members Business Centre
- Special bins will be provided for the disposal of PPE equipment. These will be clearly marked
- There will be peddle bins with lids in reception, toilets and on all floors and in main meeting rooms
- Reception teams will have access to sanitiser wipes for their phones
- There will be signage in toilets, on the digital signage screens to remind staff, members and delegates of:
 - Catch it, Bin it, Kill it
 - Don't touch your eyes, nose and mouth
 - Wash your hands frequently
 - How to wash your hands
 - more than 20 seconds
- All visitors to site will be pre-booked through the day to spread out arrival times. On arrival everyone will confirm they are symptom free and haven't been in contact with anyone with symptoms in the past seven days
- Opening hours will be reduced to daytime events only 8am – 5.30pm. More sociable evening events will only be allowed once Government advice permits
- Staff rotas will be created to allow for social distancing and minimise travel times at rush hour. Where possible staff will work alternate weekly rotas to reduce cross over of team members
- The hot desk area will be closed for use
- All staff radios to be sanitised regularly through the day
- Contact free access to a duty manager throughout your event via dedicated phone number
- A dedicated isolation room will be available on site

EVENT SPACES

- Capacities will be reduced to allow for physical distancing
- Catering stations will be located at a minimum of 2 metres from delegates, with direct access to main door for staff, without having to pass delegates
- Staff will wear gloves during room set ups
- All rooms will be set up to enable the screen to be used for video conferencing with a clients preferred provider
- Teleconference facilities will be available in all conference rooms
- Full selection of Hybrid event packages will be available including streaming by our in-house team
- There will be pre-allocated seating in lecture theatre to ensure social distancing
- The AV teams will provide sanitiser wipes to clean microphones, laptops and control panels
- If lapel microphones are being used, the AV team will talk the speakers through how to attach them to minimise contact
- The Venue will provide hand sanitisers throughout the venue

CATERING

- Catering staff will all wear PPE when setting up water bottles, glasses and delivering catering into the meeting rooms
- Water bottles will be allocated at one per person to remove the need to share
- Catering will be brought into the room and left on a station 2m from the meeting tables. Dirty cups etc will only be removed from this table. Staff will not come within 2m of delegates
- All coffee stations will be cleaned and sanitised after every refresh. Additional napkins will be available to prevent direct contact
- Only wrapped biscuits will be served
- Menus will be limited to meals that can be served in individual portions that delegates can collect from one point in the room and take back to their seats to consume ie Bento box or packed lunch
- Menu selection will be linked to the day of the week to ensure social distancing in the kitchen by streamlining the selections available each day
- We will review all items to provide wrapped and packaged items where possible

WHAT WILL BE EXPECTED OF EVENT ORGANISERS

- All organisers will need to share their risk assessment for the registration and movement of delegates through the day to maintain social distancing requirements
- We will need confirmation from organisers that all delegates have confirmed they are symptom free from COVID-19 and haven't been knowingly exposed in the past seven days
- We will need confirmation that requirements for PPE for travel and social distancing practises have been communicated to all attendees
- Organisers will need to confirm that contact details for every delegate have been collected for tracing purposes if required
- If organisers wish to check the temperature of their delegates, we can provide a thermal non contact temperature gun



SEAN SPENCER
HEAD OF IET VENUES
AND FACILITIES

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