

COVID-19 RESPONSE & REOPENING DETAILS

WORKING DOCUMENT

Issue 1. Dated 26/06/2020



GROCERS'
HALL

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INTRODUCTION

The safety of our clients (event organisers), members, and staff is of the utmost importance.

We are monitoring the development of the Coronavirus outbreak and associated risk carefully, following guidance from the UK Government (<https://www.gov.uk/coronavirus>) and Public Health England (PHE).

In response to the current pandemic, we have put together this working document to outline the measures we are putting in place, to provide a safe environment to host events when we fully reopen.

The Grocers' Company will continue to respond to changes to government guidelines, to ensure the continued safety of clients, members, and staff.

This document has been issued with the **2-metre Social Distancing Rule** in mind as currently directed by the Government.



ENSURING THE HALL IS SAFE

Our team has been volunteering throughout lockdown to provide meals for NHS workers which has given us an opportunity to put new and safe methods of work into practice.

- We have ensured that our air conditioning meets legislation, and is certified as safe to use
- We have installed a Perspex screen at our main reception, with additional screens available for registration desks and catering stations
- Social Distance signage is displayed throughout the Hall
- 'Catch it, Bin it, Kill it' posters are exhibited in the restrooms to emphasise the importance of correct hygiene measures
- Event organisers should encourage guests to wash their hands when entering the venue, and before eating - especially if they have come via public transport
- Hand sanitiser stations are available upon entering the venue, and outside our main rooms

Due consideration will be taken on any other enhanced safety measures required by the client



Chefs preparing meals for NHS Livery Kitchens

CLEANING

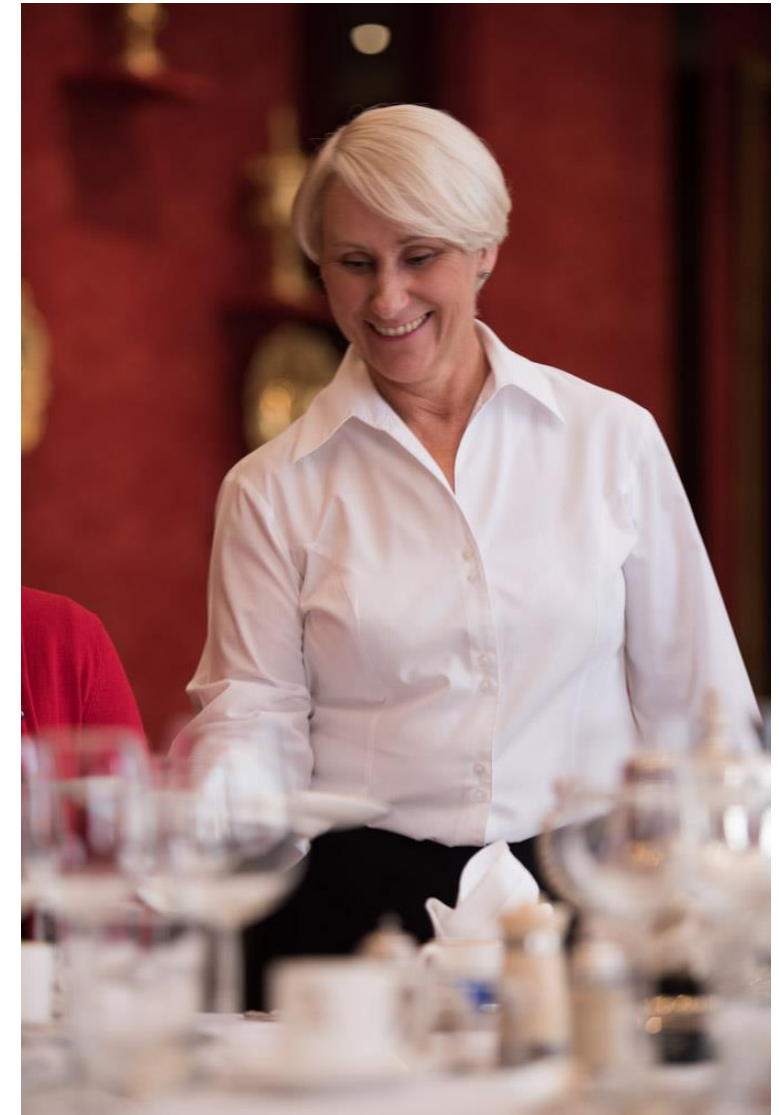
Grocers' Hall already maintains a thorough cleaning schedule, however, we have enhanced this with the following additional measures:

- We have ensured that our air conditioning meets legislation, and is certified as safe to use
- High-touch points such as door handles, light switches, stair rails and lift buttons will be cleaned on a continuous sequence throughout the event
- Furniture will be wiped down after each event with antibacterial cleaning products
- Regular washroom checking and the cleaning down of surfaces will be implemented throughout the event. Taps in our washrooms are set to a sensor. Individual, disposable towels are provided for hand drying



STAFF AND CONTRACTORS

- Our staff and contractors are fully briefed on the most up-to-date social distancing and hygiene measures
- All staff and contractors will sign a disclosure at the start of each shift to confirm they are asymptomatic and to the best of their knowledge have not been in contact with anyone showing symptoms or currently diagnosed with COVID-19
- Staff and contractors will be required to notify Grocers' Hall immediately if a member of their household starts to show symptoms of COVID-19 and will be required to self-isolate for 14 days, or until they have been tested and proved negative
- All staff will be supplied with the latest Personal Protective Equipment (PPE) in line with current government guidelines



PLANNING YOUR EVENT

- We would appreciate a 10-working day lead-time on full event details to include confirmed numbers, timings and menu choice. This will give our team enough time to put relevant safety measures in place and organise appropriate staffing levels
- We would ask each event organiser to contact delegates to complete a health declaration 3-working days before their event. This declaration must confirm that:
 - they are healthy and are asymptomatic
 - if they start showing symptoms once the health declaration is signed, they will inform the organiser and will not attend the event
 - they have not been in contact with anybody showing symptoms or has had the virus within the last 14 days
 - they give consent to the organiser to add their contact details to a notification list, which will be used in the event of an infection at the venue
 - if they show symptoms, or are diagnosed with COVID-19 within 14 days of visiting the Hall, they will notify the event organiser immediately, who must then notify Grocers' Hall



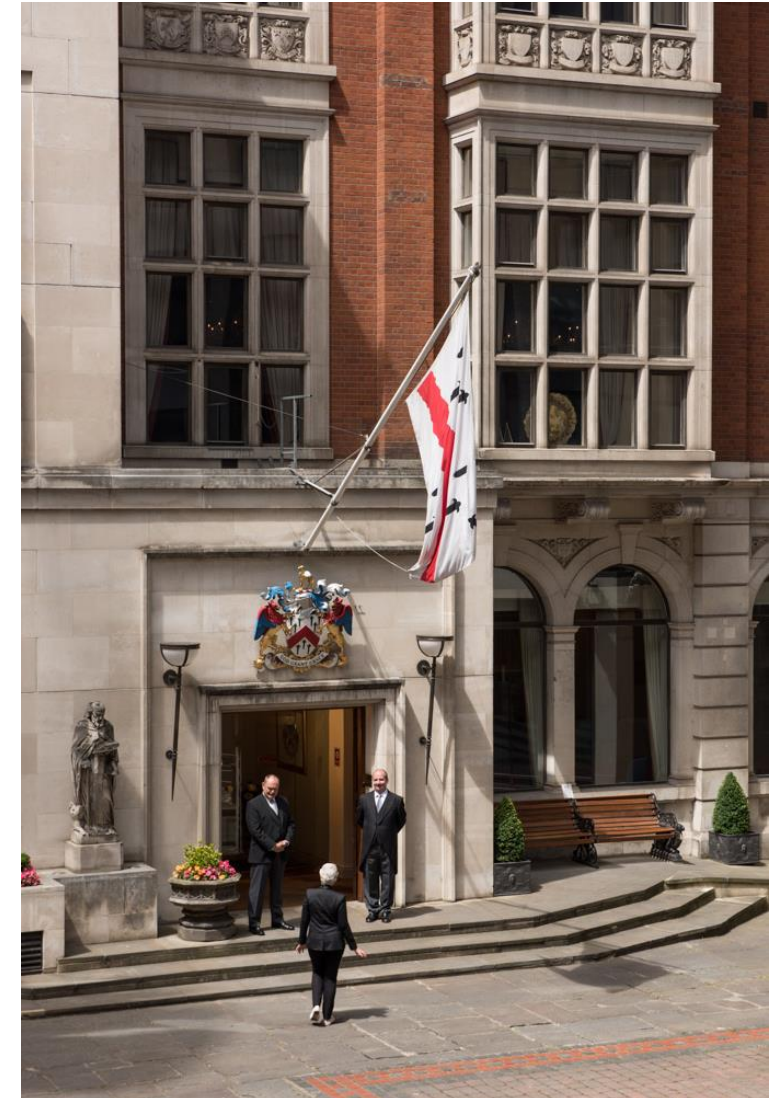
PLANNING YOUR EVENT CONTINUED

- The event organiser must ensure all guests have face coverings before entering the Hall. Should a guest arrive without a face covering, they will not be permitted into the building
- We are continuing to be flexible with our rescheduling and cancellation terms should the government continue to advise against large gatherings



GUEST ARRIVAL, REGISTRATION AND NETWORKING

- Sneeze screens will be available at registration desks
- Our cloakroom will be temporarily closed to comply with social distancing. Instead, coat rails will be available at the back of the Livery Hall and Piper Room. Dividers will be available for guests to place their coats in between to limit cross contamination with another guest's item
- Event organisers should ask guests to travel light, and avoid bringing large bags or cases where possible
- Due consideration will be taken on any other enhanced safety measures required by the client



MOVING AROUND THE VENUE

- A traffic light system for one-way guest flow will be in place. This will be monitored by Grocers' Hall staff during events in areas to include:
 - the main entrance to the venue during registration
 - at the top and bottom of each floor to ensure that guests are walking in one direction at any one time on stairwells
 - at the entrance to the bathrooms during allocated breaks
- The lift will given priority to guests with limited mobility
- The lift will be limited to one guest at a time
- Event organisers and Grocers' Hall staff to operate a 'fill from the front and exit from the back' system in the main conference room



CATERING AND SERVICE

- We are proud to have retained our 5-star hygiene rating in October 2019, as awarded by the City of London's Environmental Health Officers
- In order for us to have catered for NHS staff throughout lockdown, our operation methods have been re-validated by Environmental Health Officers to ensure safe working practices are being met
- We will work with individual client requirements to provide the highest quality food, beverage, and service, whilst still adhering to government guidelines
- Catering will be held in a separate area to the main conference to allow more space
- Any cutlery required will be delivered to the guest by our serving team, rather than guests helping themselves



ROOM SET-UPS

- Grocers' Hall has always provided Exclusive Hire to our clients, which limits the amount of people to a safe number in the building at any one time
- We would recommend using the Livery Hall for your main event, with additional catering located in the Piper Room. The Pitt Library can still be used as an Event Organiser's office or additional meeting space
- Maximum numbers in the Livery Hall, using **2-metre Social Distancing** is currently **30 guests** set up in Theatre, Boardroom and Classroom styles



AUDIO VISUAL AND HYBRID EVENTS USING TECHNOLOGY

- Grocers' Hall has long-standing partnerships with our preferred AV suppliers who each have an extensive working knowledge of the Hall
- Grocers' Hall has Fibre Optic Broadband to facilitate web-casting. If social distancing measures mean that we need to scale down your event, we will still be able to reach wide audiences through technology
- Our preferred audio visual suppliers can provide branded backdrops with sponsor logos, holding slides, incorporate video and much more to help enhance your event
- Additional hygiene measures are in place with our preferred audio visual suppliers. We can put you in touch directly with them to discuss their safety measures in further detail



IF A GUEST BECOMES UNWELL

- If a guest starts displaying symptoms of the virus or becomes unwell, we would ask them to leave immediately and advised to self-isolate. If the guest shows acute symptoms, has breathing difficulties, or their life is at risk, we would seek medical help immediately
- Following the event, if a client becomes aware that a guest has contracted COVID-19, they are to inform Grocers' Hall immediately
- If an infection has been suspected or confirmed at the Hall, the Company will follow government advice on how to deal with areas safely and notify all relevant previous and future event organisers immediately



CONTACT DETAILS

FOR VENUE HIRE **QUERIES**, please contact
Melanie Uttley, Events Manager
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FOR MEMBER COMPANY EVENT **QUERIES**, please contact
Matthew Betts, Beadle
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