

Birch

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COVID 19 Event Safety Principles and Protocols

General Principles

Birch's top priority is the health and wellbeing of all our employees, customers and third parties. To minimise the spread of COVID-19 and to ensure that the venue is a safe place to visit, we are undertaking a number of additional safety measures, these include:

- Enhanced cleaning and sanitising regimes
- Provision of additional hand washing facilities and sanitising stations
- Safe distancing measures implemented across the business
- COVID-19 illness reporting procedures for staff, customers and contractors
- Enhanced provision of personnel protective equipment (PPE), where appropriate
- Delivering a full COVID-19 staff training program across the business
- An ongoing review and verification of our procedures via our own system of internal audits and those of our environmental health partners
- All guests will need to 'check-in' via our onsite QR track and trace codes

As a business we will continue to adhere to regional and central government advice and industry guidelines and will work hand in hand with event organisers, companies and delegates to ensure that their event is delivered beautifully, considerately, consciously and safely.

Control Measures

Control Measure - General

Full COVID 19 property risk assessment in place and mitigative measures are in place across the whole operation and include:

- Social distancing
- Regular and effective sanitisation of surfaces
- Good personal hygiene standards
- Regular hand washing/ sanitising
- Implementing an effective sickness reporting system
- Isolation of persons with symptoms or having a high risk of being positive for COVID- 19

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- Ensuring a good understanding of the requirements of controls and implementation through rigorous training and testing
- All guests will need to 'check-in' via our onsite QR track and trace codes

All staff fully trained in COVID 19 safety protocols and a documented training record exists

Daily Opening and Closing CoVID 19 checklists are in place

Weekly CoVID 19 safety audits are completed by the property team

Control Measure – Staffing Levels and Wellbeing

Forward planning to ensure consideration is given to minimal numbers of staff required onsite to operate the hotel safely.

1 designated member of staff for every 100 attendees to ensure social distancing is achieved. If alcohol is served 1 member of staff for every 50 must be allocated

Preventative measures in place to ensure that no staff are working with symptoms, to include temperature testing on arrival at work and “checking in” forms, recorded daily

Control Measure - Hand hygiene

Hand hygiene procedures are key in minimising the risk of surface contamination.

Hand sanitising stations are located at the entrance and exit areas of all main thoroughfares.

Specific event sanitiser stations are also in place in the ratio of >1 station for every 30 attendees

Only one person to use each sanitising station at a time and safe distancing to be practised

Sanitisers contain >60% alcohol content

Rigorous hand washing procedures operate across the venue

Control Measure - Respiratory Etiquette

Staff are trained in and follow good respiratory etiquette when coughing or sneezing

Delegates/attendees are asked to follow the venue's respiratory etiquette guidelines

Control Measure – Payment Methods

All payments should be made by contactless payment. Cash payments are not accepted

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Control Measure – Use of PPE

The use of any PPE is based on risk assessment. Currently for COVID-19 there is no clear cut rule on the use of PPE, but there may be an expectation by guests and customers in seeing employees wear certain types of PPE

As such, PPE is in use in the venue for specific and relevant tasks only, based upon the site specific risk assessment

Delegates may choose to wear face masks, or other PPE at their discretion and may request the designated service staff to the event to adhere to the same PPE guidelines upon request

Control Measure – Safe Distancing

Safe distancing is practised across the venue, to include, but not limited to:

Safe check in processes for individual check in

Alternative, dedicated check in areas and processes for groups

Managed and coordinated arrival times to avoid unnecessary queues within the venue but also recommendations on arrival times that will avoid queues en route, for example avoiding peak traffic and transport periods

Safe allocation of seating and seating areas

Control Measure – Sterilisation and Cleaning

Rigorous and regular cleaning protocols are in place across the venue

Tables and chairs are sterilised at least twice daily and after each sitting

Door handles, railings and lift buttons are sterilised at least once every two hours

Control Measure – Record Keeping

Attendance must be recorded and a list of all attendees, with contact details, must be maintained by event organisers for 14 days after the event.

A list of all on-site staff, with contact details will be in place for 14 days after the event

Control Measure – Delegate Screening

Delegate checks to be run by the event organiser to ensure that no delegate arrives to the venue with symptoms

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Control Measure – Delegate Displaying Symptoms

Any delegate displaying symptoms whilst in the venue will be isolated

Covid 19 Illness reporting forms will be filled out and logged as appropriate

The venue will facilitate the safe departure of the delegate at the appropriate time

The appropriate cleaning processes detailed in the venue's cleaning arrangement will be followed after the guest has departed

All guests will need to 'check-in' via our onsite QR track and trace codes