

# CCTvenues


## Safety First Handbook for Delegates


Updated September 2020




The health, safety and well-being of our clients and staff is of paramount importance to us and we are determined to provide the safest possible environment and working practices. We have worked tirelessly to ensure that we are following all Covid-19 Secure guidelines and are completely prepared. We have all the necessary policies and procedures in place to ensure the utmost health, safety and security for you. Below is a summary of the measures.

## Arrival Experience

 All guests attending an event are asked to agree to a specific arrival window so that queueing is prevented as much as possible.

 Anyone entering our venues will be temperature checked upon arrival. Non-evasive temperature checks are taken and if a person's temperature exceeds 100.0°F/37°C, they will respectfully be denied entry.

 We require anyone entering our venues to use hand sanitiser upon arrival and throughout the day using foot operated dispensers.

 Social distancing measures signage is in place throughout our venues and we have asked everyone to adhere to these guidelines.

# Cleanliness



CCT Venues staff are required to wear face masks or visors at all times, if not behind Perspex screens and in close proximity to other people.



CCT Venues staff are required to wash their hands at least once every hour, for at least 20 seconds, using soap and/or hand sanitiser.



Every meeting room has a supply of complimentary hand sanitiser.



Hand sanitiser is readily available in all public areas in non-touch dispensers.



Our venues are deep cleaned regularly and key touch points are cleaned at least once every hour.



Perspex screens have been installed at receptions to add an additional layer of safety and hygiene.



Senior management ensure that regular health and safety checks are carried out and recorded, and that health, safety and hygiene standards are maintained.

# Social Distancing



We have reduced our capacities to ensure there are never too many people in our venues, to enable us to enforce social distancing rules.



We ask that all visitors wear face coverings in all public areas.



In our meeting rooms, restaurants and coffee areas, all layouts provide 1meter plus, per person at all times.



Windows in most venues can be opened for additional ventilation. Please ask a member of our team if you would like windows opened.



There are staggered break and lunch times to reduce the number of people in an area at a time.



Clear floor markings ensure everyone maintains a safe distance from one another.











We have introduced flexible start and finish times tailored for your specific needs, so you can avoid travelling during peak times.



We have invested in and improved our technological capabilities, enabling you to have a virtual audience as well as an in person audience.

**If a Covid-19 case is suspected or confirmed, we will follow the steps detailed on the next page.**

# Handling Suspected Cases

-  The attendee will be provided with PPE and escorted to an isolation room.
-  Temperature screening will take place, if it reads above 37°C they will be asked to leave the premises and follow NHS guidance. CCT Venues will notify NHS 'Test and Trace'.
-  CCT Venues will then inform staff and clients who have had close contact and a secondary screening will take place. We will use the miaTrustedTrace online portal to contact the relevant people.
-  CCT Venues will then immediately close off the area and/or venue. Clients will be offered an alternative room for their event, or will be asked to leave the premises.
-  Depending upon the level of exposure and length of the time the infected person was present in the venue, and whether their contract time was confined to the conference room or entire venue, the venue will be thoroughly cleaned and this will most likely be with the engagement of a specialist third party cleaning contractor.
-  Where CCT Venues' management believe there is an outbreak or risk to public health and safety, clients and staff will be asked to leave the venue and the venue will be closed down until the above cleaning measures have been taken.
-  When appropriate, clients and employees will be moved to other CCT Venues locations.
-  CCT Venues will re-open when management have absolute certainty that the risk has passed and it is safe to return.

**For more information,  
please read our Safety  
First Handbook. Ask your  
Event Executive for a  
copy or if you have any  
questions, they're on  
hand to help!**

