

CCTvenues



Safety First Handbook

Updated September 2020



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We're Open!



A message from our CEO, Caroline Bull

Dear Valued Client,

It is a great pleasure to once again be operating CCT Venues and hosting business meetings and events for up to 30 people. All venues were prepared for reopening during the early summer months and we are very happy with the new safety measures we have in place.

The health, safety and well-being of our clients and staff will always be of paramount importance and I am determined to provide the safest possible environment and working practices. We have compiled this **CCT Venues Safety First Handbook** to detail the steps we have taken.

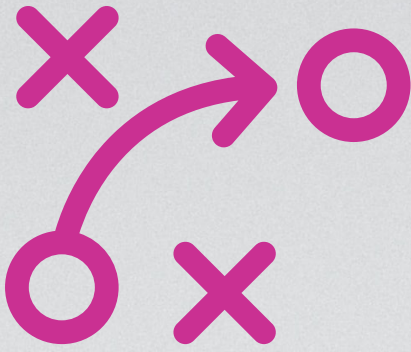
These Steps Include:

- Delegate safety, including hygiene and cleaning practices and social distancing measures;
- Operational Management with particular emphasis on safe entry, registration, movement, bathroom management, room set-ups and food and beverage provisions;
- Special packages and longer opening hours to allow additional flexibility;
- **Enhanced technology** and **hybrid events**.

Our Safety First approach has been designed with you in mind and we are committed to working with you to provide a safe and secure environment.

Best wishes,
Caroline Bull - Chief Executive Officer





An Overview of Our Approach

CCT Venues takes the health and safety of its clients, staff and partners very seriously, illustrated through stringent Health & Safety and hygiene practices, as per HSE guidance and best practice.

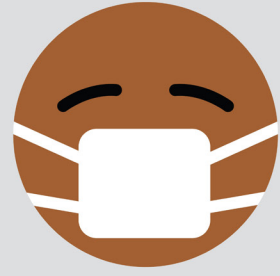
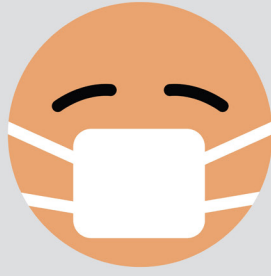
It is CCT Venues' intention to operate its venues in a way to ensure that the health, well-being and safety of our staff, clients and partners is paramount. This guide details what measures and options are available to our clients to enable them to run their events with the confidence that action has been taken to mitigate the risk of Covid-19.

Along with this guide, CCT Venues also have a full HSE policy, in addition to extensive policies and procedures relating to Food Hygiene and HACCP. CCT Venues have worked closely with our leading industry bodies and achieved 3 independent Covid Safety standards: AIM Secure accreditation, Covid Control certification from Navitas, and Visit England's 'We're Good to Go' standard.

CCT Venues operate in accordance with any specific conditions imposed by the UK Government and healthcare bodies, which are likely to change and vary throughout this period. This guide is regularly updated to accommodate new and additional advice and instructions made by the UK Government.

Safety First





Delegate Safety

Coronavirus Health & Safety Policy



General Statement

CCT Venues regards the health, safety and welfare of its staff, interested parties and customers who may be affected by its activities as being of prime importance. It will take all reasonable steps to ensure that its activities do not put anyone at significant risk of injury or ill health.

The purpose of this policy is to provide clear guidance during the coronavirus (Covid-19) pandemic and the steps that CCT Venues will take to limit the spread of the outbreak.

Legal Position

CCT Venues has specific responsibilities under the Health & Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002. Our employees may also be subject to action by the authorities arising under the Health Protection (Coronavirus) Regulations 2020.

Management Arrangements

CCT Venues recognises the risks associated with coronavirus and takes reasonable steps to ensure that it doesn't put the health, safety and welfare of its staff, interested parties or customers at an unacceptable risk. To achieve this, venues have the following requirements:

- On arrival: staff members are required to have their temperature checked. Where temperatures exceed 100.0°F/37°C, employees are discreetly offered a secondary screening. Where the secondary screening exceeds this, employees will follow the entry and screening guide.
- Staff who have client contact are required to wear masks at all times unless at a safe distance behind a Perspex safety screen. In the kitchen or food service areas, chefs and/or those who cannot always socially distance with ease, are provided with plastic visors.
- A plentiful supply of masks, visors, gloves, wipes and hand sanitisers are provided in all venues.
- Employees are required to wash their hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing their nose, or after being in public areas. Hand sanitiser should be used if there is no soap and running water. At a minimum, government advice is a minimum of 6 times per day.
- CCT Venues monitors and acts upon the latest official guidance produced by the Government and the World Health Organisation and will review and publish all relevant sources of guidance to the employees of CCT Venues.
- CCT Venues will work with their suppliers and industry partners to ensure their actions are in line with each other, in order to promote best practice.

- CCT Venues will provide regular updates to identify the current risk levels and appropriate control measures.
- All management must follow the instruction of the board and other nominated senior management. Failure to do so will be treated as misconduct and company disciplinary procedures will be implemented.
- All management must ensure their staff, including agency staff, are aware of the risks and what to do if they believe they have been exposed to coronavirus or may be infected.
- Where job functions can be carried remotely they will be accommodated with a combination of remote and venue based working. All decisions aim to balance individual safety and business needs.



Where Work at our Premises can Continue:

- The Manager overseeing the cleaning of the premises will liaise with staff and/or contractors as applicable to ensure that appropriate routine cleaning, and where needed, deep cleaning arrangements are in place.
- Notices will be displayed describing rules for use of the premises, such as the use of hand sanitiser at entrances and social distancing measures.
- If anyone presents themselves for work or to complete their contracted duties and displays signs of illness, they will be sent home and ordered to stay at home for at least seven days.
- If a staff member reports that someone else in their household has coronavirus symptoms, they will be instructed to stay at home for at least ten days, and if they begin to display symptoms themselves, must stay at home for seven days from when the symptoms begin.
- For jobs which are not appropriate for home-working, staggered shift patterns and other measures will be taken to ensure service standards are maintained as much as possible, whilst maintaining social distancing.
- CCT Venues may implement staggered break times to reduce the number of staff in one area at a time, and may permit different start and finish times where this is convenient and helps staff to avoid the busiest times on public transport.
- Measures will be taken to ensure social distancing is maintained between staff and customers.
- The management team will ensure that regular safety checks are carried out and recorded if the person usually in charge of various duties cannot carry them out. These checks include; testing alarm systems, testing emergency lighting, checking fire doors, checking fire extinguishers and water hygiene testing.

Universal Measures:

- Statutory sick pay will be paid from day one, instead of day four, for employees who need to take time off work due to coronavirus or coronavirus related self-isolation. However, if at the time of departure on annual leave, an employee chooses to visit a country that is on a Government restricted list requiring isolation on return to England, the required quarantine period will be taken as unpaid or accrued annual leave.
- So far as practical, CCT Venues' management will encourage and enforce the application of the rules described in the "Employee Responsibilities" section below.
- The management team will plan to ensure that health, safety and hygiene standards are maintained.
- Risk assessments will be reviewed to take into account likely changes in the short term, e.g. short staffing, staff absences, the need to evacuate premises temporarily and lack of resources. Where venues cannot operate safely and with the required standard of emergency back-up, e.g. evacuation arrangements, confirmed case of Covid-19, fire safety and first aid, the activity will be stopped until alternative health and safety measures can be put in place.
- Where all or part of a premises must be temporarily shut down, management will put in place a plan for safely closing down and subsequent reopening.
- CCT Venues will review and amend other policies as required in line with government guidance and temporary legislation during the pandemic.

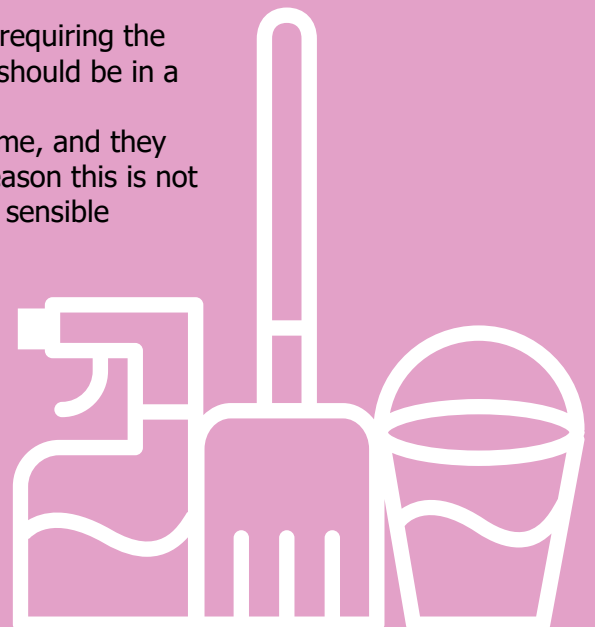
Employee Responsibilities

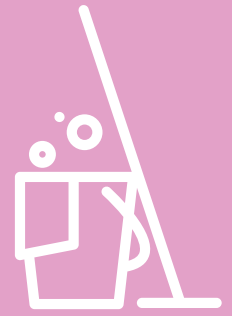
- All staff and visitors are to follow the Government's published guidance on hygiene.
- If anyone believes they have symptoms of coronavirus, however mild, they are to self-isolate for the recommended period of time. If they need clinical advice, they should visit NHS 111 online or call 111 if they don't have internet access. In an emergency, they should call 999. In addition, they are to contact their line manager/HR.
- If anyone believes they are infected, or infection is confirmed by a medical practitioner, they may not work or complete their contracted duties until they can confirm they no longer present a risk to others.

Employees have a vital role to play in the prevention of coronavirus spreading in the workplace.

To Achieve This:

- On arrival: staff members are required to have their temperature checked. Where temperature exceeds 100.0°F/37°C, employees will be discreetly offered a secondary screening. Where the secondary screening exceeds this, employees will follow the Entry and Screening guide.
- When staff are required to wear masks or visors these will be provided.
- Employees must wash their hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing their nose, or after being in public areas. Hand sanitiser should be used if there is no soap and running water. At a minimum, government advice is 6 times per day.
- When employees cough or sneeze, they should cover their mouth and nose with a tissue and throw the tissue away immediately, or sneeze into the crook of their elbow if they do not have a tissue. They should then wash their hands or use a hand sanitising gel. All offices, kitchens and receptions will be equipped with tissues and hand sanitiser at all time.
- If staff feel unwell or develop symptoms at work, they should immediately inform their line manager/HR who will send them home. If for any reason the individual cannot leave the premises immediately, they will be required to isolate themselves from others until they leave.
- If staff have symptoms of coronavirus, however mild, they must stay at home and not leave their house for seven days (if they live alone) from when symptoms started.
- If a staff member lives in a household where someone has symptoms of coronavirus, they must stay at home for at least 14 days, and if they begin to display symptoms themselves, must stay at home for seven days from when the symptoms begin.
- Staff should practice social distancing as much as possible.
- Office staff must frequently clean and disinfect objects and surfaces that are touched regularly, where they have been instructed to do so, using the materials supplied and in accordance with CCT Venues cleaning policy.
- All other staff must follow department cleaning guidelines as per food hygiene and general Health & Safety guidance.
- Offices will have social distancing guidelines implemented, requiring the desk opposite or adjacent to be vacant, i.e. office working should be in a diagonal manner.
- Where possible, employees may be asked to work from home, and they are expected to co-operate to make this work. If for any reason this is not possible, employees should discuss this with HR to reach a sensible compromise.
- Employees should follow government guidance at all times.
- All staff are required to wear name badges.





Cleanliness & Sanitary Policy

Cleaning Personnel:

All cleaning staff at CCT Venues are directly employed and are therefore trained according to CCT Venues standards and procedures. CCT Venues will from time to time use third party agencies to provide deep cleaning services as and when required, for example following a relevant incident such as a chemical spill, client or staff sickness, viral outbreaks, damage caused to the venues and where other specialist skills are required. Kitchens may also be deep cleaned as part of CCT Venues' requirements under relevant food safety laws and as required by insurers.

Cleaning personnel are employed and are in operation throughout the duration of client opening hours and complete other required tasks outside of client operating hours. CCT Venues' cleaners and cleaning procedures will not interrupt client events except in an emergency situation.

Cleaning Chemicals:

All cleaning chemicals are compatible with and suitable for the uses for which they are specifically designed. All staff are trained in person at their induction and through CCT Venues' online training portal as part of their employment in the correct use of chemicals as per COSHH (Control of Substances Hazardous to Health Regulations 2002). CCT Venues' cleaners are provided with relevant personal protection equipment.

Specific chemicals (including Sterile) will be employed during the Covid-19 pandemic, including high grade and high alcohol sanitiser gels. These contain complex polymeric biocide and virucide that is applied to the hands or surfaces for the purpose of removing common pathogens (disease-causing organisms) and viruses including coronavirus (Covid-19). It is non-hazardous, but kills 99.999% of bacteria in a broader spectrum and over a much longer period of time.

Properties of Sterile:

- Kills up to 99.999% of germs within 1 minute.
- Kills a broad spectrum of bacteria and viruses.
- Sterile was developed to meet the requirements of the food, catering and hospitality industries.
- Quick acting, non-tainting, food safe alcohol hand rub approved by both BS EN 1500 and BS EN 1276.
- Built in skin conditioners prevent the skin from drying out, whilst not leaving any sticky residue.
- Sterile is equally suitable for frequent use in medical and care service applications.

Touch Points:

Key touch points, such as door handles, doors, reception desks, bannisters etc. will be cleaned every hour with anti-bacterial chemicals. Touch points such as desks and chair arms in conference rooms can be cleaned more regularly at client request. Desks and chairs are to be cleaned at the end of the day to not interrupt client events.

Personal Hygiene Points:

Throughout the venues and in key places such as receptions, lobbies and food and beverage areas, personal hygiene points are available and staff and clients are highly encouraged to use these whenever they pass one of these points. These points include either hand washing facilities or anti-bacterial hand-gel which is alcohol based.

Conference and Events Spaces:



Cleaning Schedule as detailed below will be completed daily. Touch points will be attended to with additional diligence. Appropriate specific chemicals will be used depending on the task required.

- Conference rooms free from odours and smells.
- Flooring hoovered, swept and cleaned daily.
- Clocks wiped daily and dust free.
- Skirting boards wiped and dust free.
- Glass windows cleaned and wiped inside. Window seals dust free.
- Blinds wiped and dust free and in good working order.
- Chairs and arms (touch point) wiped down daily.
- Tables clean, wiped free from coffee marks and stains and wiped down with anti-bacterial spray twice daily or as required.
- Data projectors wiped and dust free.
- Trainer stationary boxes (touch point) wiped daily.
- Flip charts (touch point) wiped daily.
- White-boards (touch point) wiped daily.
- Coat hooks (touch point) wiped daily.

Public Areas:

Cleaning Schedule as detailed below will be completed daily. Touch points will be attended to with additional diligence. Appropriate specific chemicals will be used as per the task required. Key touch points, such as door handles, doors, reception desks, bannisters etc. will be cleaned hourly with anti-bacterial chemicals.

- Public areas must smell fresh, feel inviting and welcoming. To be kept clean and free from clutter.
- Carpets and floors must be cleaned regularly throughout the day.
- Blinds cleaned and wiped.
- Pictures and paintings cleaned and wiped.
- All chairs, furniture and sofas must be clean (touch point) and wiped regularly throughout the day.
- Windows should be clean inside.
- All areas should be vacuumed regularly and spot free.
- Surfaces, including coffee tables and reception desks must be sprayed with anti-bacterial spray at least once every hour.
- Mirrors cleaned and wiped.
- Paintwork and skirting wiped.

Toilets:

Cleaning Schedule as detailed below will be completed hourly. Touch points will be attended to with additional diligence. Appropriate specific chemicals will be used as per the task required. Key touch points, such as door handles, doors, reception desks and bannisters etc. will be cleaned hourly with anti-bacterial chemicals. In toilets, all points are considered as touch points. A full toilet clean will be conducted hourly.

- All surfaces including toilets and sinks should be spotless at all times. To be cleaned hourly with relevant chemicals.
- Mirrors cleaned and wiped every hour.
- Bins emptied hourly.
- Toilet areas must smell fresh.
- Door handles, other handles and doors sprayed hourly with anti-bacterial spray.
- Floors swept, mopped and cleaned hourly with appropriate chemicals.

Notices informing everyone to wash their hands will be displayed. Adequate soap and anti-bacterial hand gel to be available in each toilet.



Special Packages & Longer Opening Hours

Social Distancing Room Layouts

As referenced in the Conference & Meeting room section of this document, CCT Venues will take whatever steps necessary to ensure we constantly adhere to government guidelines with our room set-ups. While we are guided by government rules on social distancing, we will adjust the capacities and layouts of our conference rooms to comply with this guidance.

Please enquire with a member of the sales or venue team to discuss your events and the layouts and rooms that will work best for you. Prevailing social distancing regulations will be adhered to in all room layouts.

Pricing for Changed Capacities

If you book a day delegate package (DDR), rooms allocated will have new maximum numbers based on the social distancing rules with the layout required. As these new maximum numbers will be low, they will also represent the new minimum number that can be booked on a DDR package. Whilst we will not charge for the missing delegate numbers, a supplement of £10 per delegate may be added to the usual rate. This supplement will make a small contribution to the additional space and our boosted health and safety measures. Where room hire charges apply and bigger rooms are required for pre booked events, the venue will only impose 50% of the additional cost for the larger rooms.

Adapted Opening Hours

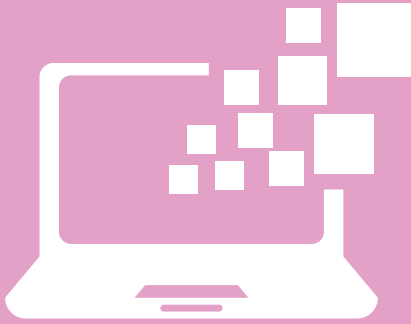
As we are all being encouraged to avoid travelling in peak periods and many of us need to use public transport, CCT Venues want to help our clients stay safe by offering staggered delegate days. In addition to encouraging our clients booking rooms to start and finish either earlier or later than previously, we are offering two new DDR time slots for clients, in the form of the Dawn Breaker Package and the Sun Downer Package.

Dawn Breaker Day Delegate Package

Available from approximately 7am to 3pm. Guests are invited to arrive from 7am, or earlier by arrangement, for registration. All the usual refreshments will be provided (see details in the Food & Beverage section), but on an earlier period, with lunch for example at 12pm and events finishing by 3pm in order to allow earlier travel home.

The Sun Downer Day Delegate Package

Available from approximately 11am to 7pm. For this package, guests are invited for a later start and finish. Once again, all refreshments will be provided but on a later period, keeping delegates away from Dawn Breaker groups and preventing the need to travel in peak periods. CCT Venues are committed to remaining flexible, whilst prioritising the health and safety of our clients and staff. We will work with you to find the right room, the best set up and the perfect timing to create your next winning event.



The Role of Technology & Other Services

Virtual and Hybrid Events

It might be the case that you have to think about how to run your event differently if your delegates cannot attend on-site, for whatever reason. However, you can still use CCT Venues and it might be with internal space restrictions or if you want to achieve a professional finish, CCT Venues will be able to achieve your event goals, just a little bit differently than usual.

Of course, we believe that face to face events and training will always be the best. Personal interaction is what we do, but we understand that this has changed for some organisations in the short term. However, **virtual and hybrid events** open up new possibilities that can make your event a success. These can be delivered on their own or linked to an existing event. Virtual events enable you to use technology to get your event to anyone in the world without sacrificing the interaction and engagement that make events so worthwhile. It can also be used if you have social distancing in a venue and need to communicate to multiple rooms instead of people's homes. A virtual/hybrid event is a combination of designed content, excellent production and sophisticated technology. Like any event, it is all in the details and to get the best out of it, you do need to think clearly about what you want to achieve. Once you have a brief, we can help you deliver it.

If you want your virtual event to achieve a professional look, it is useful to think of a TV production, bringing together (virtually or on site) speakers, sponsors, content and images. You need excellent lighting, direction and production. This is where CCT Venues can assist, as to make this work effectively you will need space to maintain social distancing and the ability to create back drops, staging and facilitation. This also means that you no longer need to think a 5* hotel is your only option for hosting your event. You can make any room look like this if you are doing your event virtually and it is a different way of thinking about your budget. CCT Venues have a reputation for outstanding customer service and we will work with you to deliver success.

CCT Venues have partnered with their award-winning, professional and experienced event production and management agency based in London. We have worked with them for many years and they have the skills and experience to deliver everything you might need.

The Possibilities are Endless:

- Webinars;
- Video conferences;
- Virtual training activities;
- Webcasts;
- Online conferences;
- Team Building activities;
- All the traditional formats can be converted to the virtual world.

 [View our Hybrid Event Packages](#)

AV & IT Services Safety Policy

This policy sets out the procedure carried out by CCT Venues during installation and de-rig of all AV and IT equipment. This is to ensure that the safety of clients, visitors and employees is not put a risk through the transmission of Covid-19 through the handling of AV/IT equipment provided by CCT Venues.

Policy Safety Measures:

- AV IT Technical support staff will wear PPE as appropriate during the installation and de-rig of all the equipment.
- AV IT Technical support staff will wear PPE as appropriate when communicated or offering advice or assistance to CCT Venues customers.
- All provided equipment, such as laptops, speakers, clickers, microphones, etc. will be disinfected with disinfectant spray once in place and ready for use for the client.
- All the cables available, (VGA, HDMI, etc.) will be disinfected with disinfectant spray once in place and ready for use for the client.
- In all cases the AV/IT technician will wear disposable gloves when handling CCT Venues equipment.
- All the charging stations for mobile devices available will be disinfected at regular intervals.
- A sufficient number of international adapters are available for multiple customer requests and will be disinfected before taking to the room.
- Surge protected extension leads are available on request and will be disinfected once in place in the room.
- Phones, including conference call phones are available to be placed in rooms on request and disinfected once in place in the room.
- New flip charts with packaged pens are available and remain the organiser's property after use and should be removed by the organiser or disposed of.
- Assistance will also be provided in the same way for AV requests. If clients require business centre services, such as printing or photocopying, papers will be left outside their room for collection. All keys and credit card terminals will be thoroughly cleaned before client use.
- External AV / IT providers will be asked to provide a COVID-19 risk management policy before the day of the event and they will be monitored during the event by a CCT Venues member of staff.



On Arrival & Reception Services



CCT Venues acknowledge that reception provide one of the most important services at CCT Venues, enabling clients to get to their rooms expediently and to make sure that client events are run with success. However, this area of the venue has the potential to be the busiest and where social distancing may be more difficult to manage.

This section should be read in conjunction with the Entry Screening section of this guide.

Clients should be aware in advance that reception will not run as quickly as 'normal', as health and safety measures must be taken and queuing is to be expected. Where there are receptions in the venues, floor markings will be outlined on the floor to enforce social distancing. In some cases, clients may be required to queue outside of the venue. CCT Venues will strive to reduce all queues as quickly as possible and below you will find ways that any queues will be mitigated. For the protection of CCT Venues staff, receptions will have Perspex screens installed.

Lifts will operate with reduced capacity and will be clearly marked with maximum passenger numbers. Staircases are available at all venues and these are actively encouraged, except CCT Venues Bank Street, where we are located on levels 29 and 32. Lift priority should be given to those who are unable to use the stairs. In venues where CCT Venues operate in shared buildings, CCT Venues are required to comply with any conditions that building management may impose that protect the wider tenancy of the buildings. However, CCT Venues have good working relationships with all of the building management and will work with them to find the most workable solution. Where specific instructions are imposed, these will also be communicated in advance.

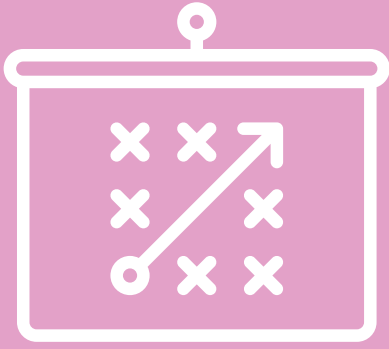
Social Distancing and Queue Mitigation Measures:

- Each reception will have a reception greeter to manage reception capacity. As above, you may be asked to wait outside to enter.
- Guests will also be advised on the entry screening procedures.
- To help prevent queues, all guests will be provided with an event arrival time. Please ensure this communicated to your delegates.
- To enable clients to avoid peak times on public transport, CCT Venues opening times will be extended in both the morning and evening. CCT Venues, on client request, will also open on weekends. Please ask us for more details if a specific opening time will help you run your event.
- Guests will not be required to sign in. Clients will be sent the MIA recommended Trusted Trace online registration tool allowing remote registration that can be used for track and trace purposes in the event of a suspected coronavirus case. The reception team tick or scan delegate names, or write it down if not provided. Delegate numbers are confirmed and signed by the trainer/event host during breaks to confirm attendance.
- For the health and safety of CCT Venues staff, the number of reception staff are reduced to help maintain social distancing.

Client Requests:

We anticipate that clients will need usual levels of assistance throughout the day. If a client has a specific request, they should ask reception in the normal way. However, we ask clients to maintain social distancing at all times. For example, where rooms are required to be reset or altered in anyway, clients will be asked to leave the room whilst this takes place. Clients will be actively discouraged from resetting a room in a way that compromises social distancing.

Assistance will also be provided in the same way for AV requests. If clients require business centre services, such as printing or photocopying, papers will be left outside their room for collection. All keys and credit card terminals will be thoroughly cleaned before client use. Please refer to the cleaning section of this guide.



Operational Management

Entry Screening & Case Reporting

If a staff member or visitor believes they are displaying flu like or other Covid-19 associated symptoms or have an elevated temperature, they are instructed not to come to a CCT Venues location.

Clients will be sent the MIA recommended Trusted Trace online registration tool, allowing remote registration that can be used for track and trace purposes in the event of a suspected coronavirus case. The reception team tick or scan delegate names, or write it down if not provided. Delegate numbers are confirmed and signed by the trainer/event host during breaks to confirm attendance.

Hand Sanitiser

High grade hand sanitiser will be available at all entry points and located throughout the venues. Visitors and staff are required to clean hands before entry into the venues and encouraged to regularly use hand sanitiser or wash their hands significantly more than normal and after touching surfaces that may have been touched by someone else.

Entry Screening

Digital thermometers will be placed at each main entry point and reception at CCT Venues. Everyone who arrives at the venue, will be screened at this point. Any person (client, staff, supplier or visitor) displaying a cough, shortness of breath or other known symptoms of Covid-19 or a temperature above 100.0°F/37°C will be discreetly offered a secondary screening.

Secondary Screening

The person displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with personal protection equipment (PPE).

CCT Venues' team members using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature. If the person refuses the secondary reading, they will be denied entry to the venue.

Visitors with Elevated Temperature

If the secondary reading confirms that the visitor has a temperature above 100.0°F/37°C, the visitor will be denied entry to the venue and be directed towards medical care and provided with resources and recommendations based on governmental and health authority guidelines.

Reception

For the health and safety and well-being of CCT Venues' staff, receptions will have Perspex screens installed at the front and reception staff will be provided with PPE.

CCT Venues on-site Client/ Staff Member

If a current client or staff member is deemed to have an elevated temperature, and not in medical distress, they will be asked to self-isolate in a separate room. They will be provided with appropriate PPE (if not already wearing) and escorted directly to the room. They will then be asked to undergo secondary screening as above and if positive will be asked to leave the premises and to follow the guidance as detailed by the NHS.

CCT Venues will notify staff members and clients who have had close contact with the person with elevated temperature. The full secondary screening protocol will be followed beginning with a secondary screening for all those who have had close contact with the individual.

Transportation

Staff members or clients who are displaying the symptoms of Covid-19 will be directed not to use public transport.

Confirmed Case of Covid-19

Where people have had close contact with a person with a confirmed case of Covid-19 they will be notified and will then be required to follow the relevant government advice. Anyone attending an event at our venues will be required to submit their personal contact information via the [MIA Trusted Trace](#) online tool. This will allow us to quickly and effectively contact the relevant people. After 21 days, the data will be automatically deleted in-line with GDPR regulations.

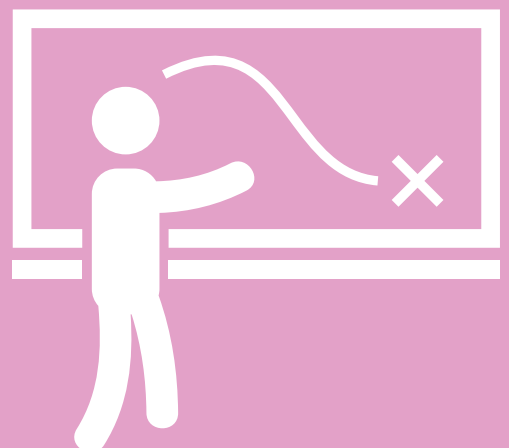
CCT Venues will then immediately close off the area and/or venue and it will be thoroughly cleaned, which may include the engagement of a third party cleaning contractor.

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 relevant risk has been dealt with.

CCT Venues will re-open when management have absolute certainty that the risk has passed and it is safe to return.

Internal Reporting

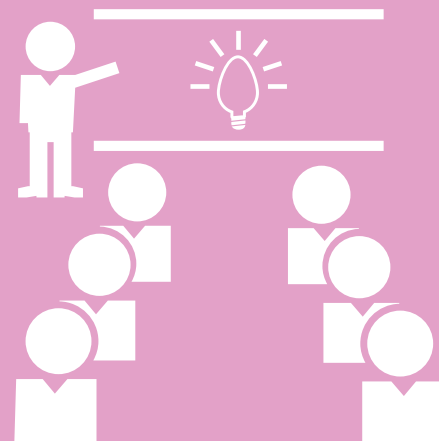
An incident report will be compiled where applicable. At a minimum, the incident report will include the visitor's name, company name, room name, if the temperature reading(s) was above 100.0°F/37°C and if the visitor was taken into medical care. The incident report will be updated as new information is available and when/if the visitor returns to the property.



Conference & Training Rooms

We understand that conference rooms are a particular concern to event planners. CCT Venues have put the following in place to impose social distancing in conference and training rooms and provide an enhanced cleaning service to give peace of mind of our clients. This section should be read in conjunction with the CCT Venues cleaning policy contained in this guide.

The layout of your conference and training room is an important consideration in terms of social distancing. Therefore, we would strongly advise against cabaret set-ups where people are directly facing others in close proximity. We would highly recommend classroom, U-shape or open board rooms where a desk can be allocated per delegate. Theatre can also be considered for higher numbers or where this style suits the event and exam style can also be accommodated, but with larger spaces between desks.



Social Distancing and Capacities

We are guided by government rules on social distancing and we will adjust the capacities and layouts of our conference rooms to comply with this guidance.

Safety and Control Measures

The cleaning policy outlines specific steps taken in the regular cleaning of the training rooms which will be increased significantly.

Where Possible we also Advise:

- Separate entrance and exit of rooms that will be signposted if an event is in a larger room.
- One-way direction of movement indicated in rooms where appropriate.
- Sweets have been removed from rooms. However, we are happy to provide these on client request.
- Take regular breaks from the meeting and training room.
- Hand sanitiser and anti-bacterial wipes will be made available in each of the rooms.
- Bottles of water will be provided on the basis of one per person.
- There is signage in all meeting rooms reminding clients of social distancing rules.
- We recommend that facemasks be worn in all public areas in particular toilet areas and cloak rooms.



Food & Beverage Services

Food and beverage is a key pleasure of attending an external event and CCT Venues have a reputation for providing exceptional catering. All of our catering is prepared in house by our dedicated and creative team and this enables us to provide maximum flexibility in providing high quality catering and maintaining social distancing. If you have a specific request that you think would enable you to host your event, please ask us and we will work with you.

CCT Venues have incredibly high standards and are proud to consistently achieve outstanding status by the FSA and 5 star food hygiene ratings at all venues. We have extensive policies and procedures in place to maintain a healthy food service. To enhance our high standards from July 2020, there will be a designated hygiene supervisor responsible for monitoring the food service areas at every break. Other specific precautions were introduced from July 2020 to enhance client safety, include:

Coffee Breaks:

- Clients are asked to serve their own coffee. Hand sanitiser are provided at all service stations.
- Anti-bacterial wipes are provided so that clients can wipe down buttons on coffee machines along with other items such as milk jugs, before use.
- CCT Venues team members will conduct a thorough clean of the coffee machines and surrounding areas after each break.
- Social distancing will be outlined on the floors around coffee machine. Taped barriers and queues will be put in place.
- Disposable cups will be available. These will be fully biodegradable and plastic free.
- All break items will be pre-packed. This includes breakfast items, such as yoghurts and cereals.
- Furniture will be reduced and restricted in coffee zones to ensure social distancing is maintained.

Lunch Service:

- Restaurant furniture has been reduced and re-arranged to allow for social distancing. This limits capacity of the restaurants and catering areas.
- Lunch times are agreed with clients and staggered as required. This may result in multiple shorter meal sittings.
- Clients are asked to abide to their designated lunch times so numbers can be kept low for their safety and the safety of other groups. If a client is unable to stick to their pre-arranged meal slot, they may be required to wait until all other groups have been served.
- All tables are sanitised with the appropriate chemicals before and after each use. Clients are advised not to sit down at tables until this is complete.
- Hot food will be pre plated are served to tables by CCT Venues staff.
- Salads and desserts are provided in covered bowls/containers and are available for collection at counters.
- All condiments are provided in disposable sachets.

Catering Options for Client Consideration

CCT Venues work with clients to deliver safe catering options and clients are encouraged to discuss ideas on what catering will work for their event. We have flexibility to deliver most client needs. Some options that clients might like to consider if they do not want to eat in the restaurant:

- 'Grab and Go' lunch options. Clients can then take items off site and sit outside in local parks and outdoor spaces.
- Lunch served to rooms. Such as sandwich lunches, working lunches, indoor picnic and Pronto boxes.
- All items will come covered and individual's plates will be fully covered.
- Staffing will be allocated to room service only to prevent potential contamination with other areas.
- If in room catering is provided, sanitiser and wipes will be provided.
- Social distancing inside the room should be maintained.