Welcoming, safeguarding and taking care of others is at the very heart of what we do and who we are. The health, safety and well-being of our guests and staff remains our top priority as the world goes through this unprecedented crisis.

Although we have always maintained high standards during this time we have taken steps to go even further with the implementation of additional hygiene and safety measures that draw on our long-standing experience and best practices. This is very much a work in progress, and we will be adding to this list on a regular basis.

Our mission is to protect guests and staff, and to ensure that you and your delegates will feel safe whilst visiting us.

Risk assessment

A full and thorough risk assessment has been carried out to minimise the risk of infection and this will be reviewed on a regular basis.

Cleaning

As mentioned, we have taken our high standard of cleaning and gone even further, cleaning has increased in all communal areas, including surfaces, such as door handles, fob readers, light switches, lift buttons, meeting room tables, seating areas, handrails by the entrance and on staircases, breakout areas, toilet facilities (taps, flush plates, door handles) etc, using appropriate cleaning products and methods. All our conference spaces and meeting rooms are deep cleaned on a regular basis.

Reception

When you enter the building you will notice a few changes, starting with reception. We have installed a screen to protect you, your delegates and our staff.

Registration

We have reduced the amount of person to person contact by simplifying our procedures, whilst still ensuring your safety and security.

Making your way through the building

Social distancing measures have been installed throughout the building to make it is easy for you to navigate your way through the centre as safely as possible. This includes a one-way system and waiting points to ensure social distancing. We’ve also installed additional door
guards in the corridors to keep fire doors safely open, this not only minimises the need to touch doors it still ensures the safety of all.

**Lifts**

We have restricted the use of lifts to one person at a time, however, if assistance is required, for example if a carer is accompanying a delegate, they too of course can travel in the lift together.

**Public Safety Information**

These are placed throughout the building to remind all to follow extra health and safety measures whilst using communal areas. These will be regularly updated to reflect government advise.

**Hand Sanitisers**

As soon as you enter the building you will find a plentiful supply of hand sanitisers, and this continues throughout with strategically placed stations at all key points including in all meeting rooms and key communal spaces, these will be regularly cleaned and replenished. You will also find that hand washing facilities are also widely available throughout the building.

**Toilets**

We still have plenty of facilities for you and your delegates to use safely, with marked out areas to ensure social distancing and waiting areas clearly defined. We've also taken the step to ensure that when washing your hands, you have plenty of space and for the moment we have turned off all hand dryers and replaced those with disposable paper towels.

**Guidelines**

We are currently working on a set of guidelines and these will be available as soon as we received further government advice.

Resource for London managed by the Ethical Property