Event Organiser’s Guidelines
Contents:

1. General guidance Covid 19
2. Venue show-arounds
3. Arrival and registration
4. Distancing and capacity
5. Cleaning and disinfection policy
6. Symptoms and potential infection
7. Risk assessment
8. Contact tracing
## Covid-19 General Guidance

<table>
<thead>
<tr>
<th>Image</th>
<th>Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="mask.png" alt="Mask" /></td>
<td>We recommend that you still wear a face covering in all communal areas.</td>
</tr>
<tr>
<td><img src="wash_hands.png" alt="Washing Hands" /></td>
<td>Wash your hands regularly with soap and water.</td>
</tr>
<tr>
<td><img src="hand_sanitizer.png" alt="Hand Sanitizer" /></td>
<td>If it is not possible for you to wash your hands, please use hand sanitiser.</td>
</tr>
<tr>
<td><img src="avoid_contact.png" alt="Avoid Contact" /></td>
<td>Avoid contact with objects touched by other people, for example do not share pens.</td>
</tr>
<tr>
<td><img src="dispose_tissues.png" alt="Dispose Tissues" /></td>
<td>Please dispose of any used tissues.</td>
</tr>
<tr>
<td><img src="symptoms.png" alt="Symptoms" /></td>
<td>If you show symptoms or if a member of your household shows symptoms – coughing, temperature, etc. – please do not come into the centre.</td>
</tr>
<tr>
<td><img src="social_distance.png" alt="Social Distance" /></td>
<td>We ask people to be considerate of each other and to remember that some people may still prefer to social distance.</td>
</tr>
</tbody>
</table>
Venue show-arounds

If in person viewings are not possible, we have implemented some alternatives to face-to-face show-arounds.

We offer virtual tours!

We can hold show-around meetings via a digital platform such as zoom or Microsoft Teams

OR

If a physical show-around is preferred, it will be conducted with consideration towards our customers.
Arrival and registration

- We ask clients to be considerate of each other and remember that some people may still prefer to social distance.

- At reception and the rear entrance, you will find the NHS track and trace QR code, a RFL track and trace QR code and a sign in sheet requesting details. Please continue to sign in to one of these options on arrival to the building. We will not store these details for more than 21 days.

- Resource for London’s receptionist will be protected by a screen to avoid any risk of cross-contamination.
- A hand sanitiser station will be placed by the reception area for everybody entering the building,

- We recommend groups remain socially distanced upon arrival.

- Sign in to be facilitated by receptionist or event organiser depending on the size of the event, delegate details will be checked against an attendance list.

- Keys to be disinfected before and after use.

- Staff will sanitise their hands regularly when dealing with guests.

- We encourage the use of contactless payment systems if possible, as an alternative to cash payments on the day.
Distancing and capacity

Capacities have been carefully recalculated in consideration of the guidance on social distancing and our sales team will be happy to talk you through what will be able to offer you based on your individual event requirements.

As social distancing is no longer a requirement, it will be at the discretion of the event organisers to decide if standard capacities should be set up for an event or the capacities with 1m or 2m social distance in place.

| ✓ | Hygiene posters are found throughout the building to remind conference users to follow health & safety advice while using communal areas. |
| ✓ | The one way system will no longer be in place, however waiting points will be highlighted for busy and congested areas. |
| ✓ | Hand sanitiser stations have been placed within the reception area for use as people enter the building. Further stations will be found within meeting rooms and other throughout the communal areas. |
| ✓ | Additional door guards have been installed so that fire doors can be safely left open minimising touch point. Please do not prop doors open. |
| ✓ | Room occupancies and layouts have been recalculated to accommodate social distancing if organisers prefer to keep this in place for their event. |
| ✓ | Social distancing signage will be taken down, however we will replace these with signage advising people to be considerate of others in common areas. |
Cleaning and disinfection policy

As part of our preparations we have developed a comprehensive cleaning and disinfection policy, some of the key features can be found below while the full document is also available on request.

Cleaning standards

To ensure effective cleaning, Resource for London’s cleaners will be using the 6 stage disinfection procedures used in food safety. All cleaning products and chemicals have been specially selected and are compatible with and suitable for those tasks. Specific chemicals will be employed during the Covid-19 pandemic, including high grade and high alcohol sanitiser gels. These are non-hazardous but kill 99.999% of bacteria in a broader spectrum and over a much longer period of time.

Cleaning personnel

All cleaning staff at Resource for London are directly employed and are therefore trained according to Resource for London’s Venues standards and procedures. Resource for London will from time to time use third party agencies to provide deep cleaning services as and when required. Cleaning personnel are on site and in operation throughout the duration of our client opening hours and also complete additional tasks when the building is closed to the public. Resource for London’s cleaners and their cleaning procedures will not interrupt client events.

Touch Points

Key touch points have been identified as light switches, entry buttons, door handles, door push plates, reception desk, bannisters, air conditioning controls, and lift buttons. These will be cleaned daily with anti-bacterial chemicals.

Personal Hygiene Points

Throughout the venue and in key places such as receptions, lift lobbies, and hallways, personal hygiene points are available. Staff and clients are highly encouraged to make use of these whenever they pass one by. These points include either hand washing facilities or alcohol based anti-bacterial hand-gel. Touchless dispensers are located in lift lobbies and the entrances/exits to Resource for London.
Conference and Events Spaces cleaning schedule

Below is a detailed specification of the daily cleaning tasks of our team within our Conference and Event spaces;

- Flooring hoovered, swept and cleaned daily by cleaners
- Tables clean, wiped free from coffee marks and stains and wiped down with antibacterial spray daily or as required by cleaners
- High touch points, will be cleaned daily by cleaners
- Chairs and arms wiped down after set up by cleaners
- Data projectors wiped after set up by facilities staff
- Microphones wiped after set up by facilities staff
- Laptops wiped after set up by facilities staff
- Additional cables and controls disinfected after set up by facilities staff
- Flip charts wiped after set up by facilities staff
- White-boards wiped after set up by facilities staff
- Coat racks wiped after set up by facilities staff

Public Areas cleaning schedule

Within public areas the additional measures below will also be completed;

- High touch points, will be cleaned daily with anti-bacterial chemicals by our facilities staff
- Public areas to be kept clean and free from obstructions, to be checked regularly by our facilities staff
- Surfaces, including tables to be cleaned after use
- All equipment with water connections is thoroughly flushed through to remove the risk of Legionnaires weekly by on site facilities staff, and monthly by a water treatment contractor

Toilets cleaning schedule

The Toilets Cleaning Schedule detailed below will be completed;

- Full clean of toilet daily by cleaners
- All high touch areas, including door handles, taps, soap dispensers, toilet seats, toilet door handles, will be wiped down periodically by facilities staff
- Notices promoting thorough hand washing are displayed. Adequate soap and anti-bacterial hand gel to be available in each toilet.
- All equipment with water connections is thoroughly flushed through to remove the risk of Legionnaires weekly by on site facilities staff, and monthly by a water treatment contractor
Symptoms and potential infections

- As a preventative measure all delegates are required to self-assess before commencing their journey to Resource for London and should not travel or attend if they are displaying symptoms or are unsure.

- Event organisers are required to bring to the attention of the Resource for London team anyone displaying known symptoms of COVID-19 on arrival or developed during an event so that we may take appropriate action.

- An isolation room will be provided should a delegate display symptoms that require immediate medical attention.

- We will treat every situation sympathetically in order to minimise embarrassment for the individuals and others potentially involved.

- Resource for London has implemented a procedure for responding to a potential outbreak.

- If delegates or organisers report infection symptoms after an event, then delegate information will be used to contact other delegates, see contact tracing section below.

- Secure the meeting room.

- Arrange for a full professional deep clean.
Resource for London has developed full and thorough risk assessments for both the building and the conferencing operation. We have utilised these to evaluate and minimise the risk of infection and these documents are reviewed on a regular basis. Copies of these documents can be provided to event organisers upon request.

Event organisers are encouraged to carry out an event risk assessment for their event. We have produced a template to help you identify the key considerations within the areas that need to be assessed and our team will be happy to discuss this with you in more detail.

It is the responsibility of the event organiser to contact Resource for London ahead of an event in order to discuss any areas of concern highlighted within your event risk assessment, in order that mitigations may be considered.
Contact tracing

We all have a part to play in helping to stop the spread of COVID-19.

- Resource for London is utilising the Meeting Industry Associations (MIA’s) Trustedtrace tool to record delegate data.

- The information stored within the tool may subsequently be provided to the Governments track and trace service, so it is very important that it is accurate.

- Event organisers will receive a link produced by the tool which they can in turn forward on to delegates to access the tool and provide their information.

- This is not mandatory but we encourage all organisers to make use of it in order to help protect our staff and customers.

- After 21 days, the data will be automatically deleted from the tool in-line with GDPR regulations.