

# QEII Centre policy

## Prevention of the spread of Covid-19

In response to the current pandemic we have put a number of safety measures in place in order to provide a safe environment for our clients, staff and contractors when we are able to resume operation. We have enhanced cleaning practices, upgraded web-streaming options to facilitate hybrid events, taken measures to try to ensure that only healthy people come in to the Centre, incorporated physical distancing procedures in to our event planning and revised our food and drink operation to minimise contact.

The QEII Centre take the health and safety of our clients, staff and partners very seriously. We follow the regular advice from the UK Government and Public Health England and will update our policy and act accordingly as advice changes.

### Precautions

In conjunction with our partners, we are taking additional precautions to reduce the risk of spreading the virus.

### Registration and arrival

We advise all clients to operate a 14-day advance online registration for their event. This will allow the Centre and Client to plan capacity, reduce in-person transactions, gain contact information, send links to download apps or access mobile-friendly websites. It is recommended that a few days before the event, an e-mail or text is sent asking the delegate to complete a health declaration. This declaration will confirm that they are healthy and give consent to add their e-mail address to a notification list in the event there is an infection at the Venue (to allow for contact tracing). This procedure will indicate to delegates that both Venue and Client is doing everything prudent to provide a safe environment.

Thermal cameras will be located at the entrance to the Centre; all visitors will be expected to use hand sanitiser units located at the entrance where a camera will collect thermal imaging to assess body temperature. If the unit detects a fever (We define a fever as a temperature over 100.4 F, 38.0 C. Normal body temperature is 98.6 F, 37 C.) we will not permit access to the Centre. We will work with our Clients to manage visitors who show signs of fever. Immediate advice would be sought from the emergency services and a record of the Client plus any staff or delegates having contact with them will be maintained. Clients are asked to advise delegates of this procedure in advance of their arrival.



These thermal cameras have the ability to read QR codes and can be utilised as an entrance system for pre-registered delegates; this will assist the venue with traffic flow and control in the main foyer.

We have a stock of free - standing sneeze screens available for registration desks.

Our cloakroom will safely place each item in a poly garment bag to ensure there is no contact with another item. Clients should ask their delegates to 'travel light' to the Centre and avoid bringing large bags or cases if possible.



Sanitising stations with dispensers are available in reception, cloakroom, lavatories areas plus all lift lobbies.



'Catch it, Bin it, Kill it' posters are clearly displayed around the building including in all lavatories, public and back of house areas. These posters emphasise the importance of individuals washing their hands regularly.



## Moving around the building

Whilst physical distancing rules remain in place we will;

- Give priority use of lifts to those with mobility needs; lifts will be limited to carry one person. Delegates will be encouraged to use the stairs.
- Have clear markers on the floor to assist with distancing
- Digital signage around the venue will remind delegates to remain socially distanced
- Stagger arrival, break and end times across the venue to reduce numbers in shared areas
- Operate a fill from the front and exit from the back routine in all of our event spaces

## Staff and contractors

Our staff are fully trained on all our revised health and safety and physical distancing procedures to ensure a safe environment for all delegates.

Staff and contractors will have their temperatures taken on arrival at work using a dedicated thermal camera at the staff entrance.

Staff will be required to notify the Centre of any international travel arrangements and will be required to quarantine for 14 days on arrival back in the UK under current arrangements.

If staff, or a member of their household, exhibit any symptoms of Covid-19 they will be required to self-isolate for 7 days.

## Enhanced cleaning procedures

The QEII Centre has always had a robust cleaning schedule in place, however, an enhanced schedule will be maintained as follows:

Regular Clorox® room disinfections will take place in between events, including furniture and equipment. More than 4,300\* U.S. hospitals rely on Clorox Healthcare disinfectants.

High touch points such as door handles, push plates, stair rails and lift call buttons will be cleaned on a continuous cycle throughout the day.

Disposable keyboard covers will be supplied with all of our laptop hires and replaced between each use. All microphones are sanitised and where possible the sharing of microphones will not occur.



\*Source: Clorox Answers Shipment report July 2018

## Physically distanced room layouts

We will be guided by the Government on physical distancing policies for organised events and our Event Management team will work with our clients to adapt their event to work within these frameworks. Our team have created a library of room capacity and layout plans based on the current 2m distance current Government advice and also the 1m current WHO advice.

## Hybrid events

The team at QEII Live are encouraging our Clients to make use of the enhanced live streaming facilities we are able to offer to stream the event to delegates who are unable to travel to the Centre in person. We have invested in our technical facilities so that all our spaces are now able to deliver high quality streaming. This is an ideal way to reduce the number of delegates on site whilst allowing for maximum attendance. The ability to increase international attendance at events by using live streaming is now a reality at the Centre and the team look forward to working with Clients and reacting positively to changing situations.

## Touch free food offering

### **Compass Group response (QEII Taste who deliver the catering at QEII Centre are part of the Compass Group.)**

The team at QEII Taste look forward to discussing a range of options with Clients that takes in to account the current situation as detailed by the UK Government.

In particular, open buffets, coffee service and close-contact table service at events has been reconsidered and we look to replace with frictionless methods of food and drink provision. For example, our high-quality bento boxes are a smart and hygienic alternative to traditional plated meals and buffets in catering areas and self-service coffee stations.

Compass Group UK & Ireland has a robust policy for Pandemics which can be found on the HSE website. Like QEII, they closely monitor guidance provided by Public Health England and we will keep you informed of any action to take should it be required