



COVID-19 Procedures Policy

Updated August 2021

Contents

| | |
|--|-----------|
| <i>1. Introduction</i> | <i>3</i> |
| <i>2. Policy</i> | <i>4</i> |
| <i>3. Implementation</i> | <i>5</i> |
| <i>4. Monitoring.....</i> | <i>5</i> |
| <i>5. Review.....</i> | <i>5</i> |
| <i>6. Safe Working Practices</i> | <i>6</i> |
| <i>7.Training.....</i> | <i>6</i> |
| <i>8.Posters & signage.....</i> | <i>6</i> |
| <i>9. PPE.....</i> | <i>7</i> |
| <i>10. Social Distancing – front of house.....</i> | <i>7</i> |
| <i>11.Social Distancing – back of house.....</i> | <i>7</i> |
| <i>12. Hand wash facilities.....</i> | <i>8</i> |
| <i>13. Public Spaces and Communal Areas.....</i> | <i>8</i> |
| <i>14. Reception.....</i> | <i>8</i> |
| <i>15. Health & Safety.....</i> | <i>9</i> |
| <i>16. Food & Beverage.....</i> | <i>9</i> |
| <i>17. Suppliers.....</i> | <i>9</i> |
| <i>18. Cashless.....</i> | <i>10</i> |

1. Introduction

At Keele University the health and safety of our team, customers and clients is of paramount importance.

During the period whilst we have been closed, we have worked on preparing the venues and bedrooms and are now operational in a safe manner.

We are supported all year round by expert Health and Safety Colleagues who offer proactive assistance in the form of regular updates on legal and best practice guidance from all aspects of Health and Safety.

This plan sets out what we are doing to keep everyone safe and details the specific measures that are being taken. Given the ever-changing nature of this situation this plan will keep changing and evolving to ensure it remains up to date, relevant and effective.

It will mean we have to do things differently and some of our usual standards and styles of service will be temporarily amended but rest assured we will still be putting our customers first, doing whatever we can to make your time with us as enjoyable as possible. In addition, we will ensure our hard working and extremely dedicated colleagues are safe.

The purpose of this policy is to establish the management arrangements required for ensuring that our venues have measures in place for the protection of our guests and visitors, team members and others who are not in our employment (suppliers etc.) and for the purpose of demonstrating this to others as part of due diligence processes.

Keele University has implemented a five stage system (similar to the Government's alert system) that will define what the activity at Keele will be like for the coming year. The stage that we are at will dictate which facilities and services will be open, and to what extent. The current level of operation will be updated and published to the Keele University website; www.keele.ac.uk/coronavirus/operations/.

2. Policy

So far as is reasonably practicable and in-line with current UK government advice, we are committed to reducing the risk of exposure to COVID-19 to our team members, members of the public and others (guests, visitors, and suppliers.)

The Department of Health and Social Care and Public Health England publish their guidance online at www.gov.uk/coronavirus.

This information and links to other relevant Government guidance is the primary source of information upon which this policy and guidance documents are based.

For the purpose of compliance with health and safety law, the content of this document is designed to meet the functional requirements of the following legislation:

- The Health and Safety at Work etc. Act 1974.
- The Management of Health and Safety at Work Regulations 1999.
- The Personal Protective Equipment Regulations 2002.
- The Control of Substances Hazardous to Health Regulations 2002.
- The Workplace (health, safety and welfare) Regulations 1992.
- The Food Safety Act 1990
- Food Standards Agency guidance

Keele University Events and Conferencing have in preparation to reopen post COVID-19 followed the advice of the following bodies and gained accreditations relating to their COVID-19 documents and procedures:

- World Health Organization (WHO) guidance
- Government advice of working safely and reopening of venues
- Meetings Industry Association - [AIM Secure](#)
- Quality In Tourism - Safe, Clean and Legal
- Visit Britain Good to Go

3. Implementation

This policy and guidance document, along with all revisions, will be issued to all operations managers across our campus.

Each Manager is responsible for:

- Implementing this policy and operating standards within the Venue under their control and for maintaining the standards in place at all times through regular checks that must include enforcing regular handwashing, provision of the appropriate antibacterial spray/cleaning agents and regular cleaning schedules.
- Providing operational feedback to assist with improvements to this policy and/or operating standards to the Head of Events Delivery.

4. Monitoring

In addition to estates team leads reviewing daily updates, The Government and World Health Organization websites will be monitored regularly to ensure our current procedures follow the most up to date guidelines. This will be carried out by the Head of Catering, General Manager, Head of Accommodation, Head of Events Delivery, Executive Chef, Customer Service Manager and Head of Events Business Development.

Any significant changes that affect this policy or operating standards will be communicated to the operational heads and Customer Champions within normal business hours. Any changes and updates will be discussed and amended within 2 working days.

During the course of the outbreak the Senior Management Team will have weekly calls and virtual meetings to ensure that we proactively update any procedures to reflect the government and WHO guidance accordingly to the alert stage we are at.

5. Review

The Head of Events Delivery is responsible for making any agreed changes and for issuing updated versions of this document, saving it to the central document drive and republishing this on the Keele Events & Conferencing web site. Staff will be updated of any changes at the

daily briefings and the client/delegate event pack information will be updated and communicated to clients hosting upcoming events.

6. Safe Working Practices

The University campus venues are now open.

Whilst closed, our maintenance and security teams have been onsite to ensure all our venues remain secure and fully maintained in line with health and safety requirements.

7. Training

All team members will be required to complete COVID-19 Policy training prior to returning to work.

Once returned and prior to completing any tasks the team will be required to complete a departmental training programme which will cover the process for safe working within the department. This training will cover specific processes for each department and as a minimum the following will be covered:

- COVID-19 awareness
- Social distancing
- How to wash your hands correctly and when
- The importance of personal hygiene
- Cleaning and disinfecting the work area
- Regular review and updates
- COVID-19 Breach Policy

8. Posters & signage

Clear signage will be situated in all our venues for customers and visitors in addition to all offices, staff rooms and back of house areas relating to the current government operating guidelines We will provide clear instructions to all conference and event planners in advance of arrival to our venues to ensure all visitors have an understanding of the venue.

9. Personal Protective Equipment

Personal Protective Equipment (PPE) will be provided to team members where appropriate and this is to be detailed in each of the departmental Standard Operating Procedures (SOP). The decision to wear PPE will be decided by each department head, following a risk assessment, and training will be provided on how to safely apply, remove and dispose of the PPE. Each department will be provided with facilities to sanitise/wash their hands regularly.

Guests are advised to wear face masks on entering a campus building and whilst using indoor public areas/corridors in line with government advise, but is not a legal requirement.

10. Social Distancing – front of house

Guests are required to practice social distancing in line with the latest UK government guidelines. Key areas that have been identified where social distancing will be closely monitored are standing at reception, in the bar, at food and beverage service points, in queues and waiting for lifts. Guests who have not travelled together should always maintain social distancing in accordance with the UK government guidelines for the safety of all. Restaurant tables, lounge areas, bar areas and other physical layouts will be arranged to ensure appropriate distancing or maximum capacities are introduced.

11. Social Distancing – back of house

Team members will be trained to practice social distancing in accordance with government guidelines. Team meetings will be conducted online or in an environment that allows for safe social distancing measures according to UK government guidelines. Team members will be encouraged to bring their own food, additional space for team members to take their breaks have been introduced and team members will be encouraged to eat in outside areas or to take their food back to their desk for consumption.

Where possible team members from a department should not be in the breakout room at the same time as other from a different department.

12. Hand wash facilities

Hand sanitiser stations will be placed at all staff and guest entrances and main exits and all areas where guests or team members are required to be present in any volume. These will include reception, restaurant, bars, and meeting rooms. There will also be prompts to remind guests and team members to sanitise their hands when they arrive and leave the building.

13. Public Spaces and Communal Areas

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including but not limited to, reception desks, bar areas, lounge areas, meeting rooms, public toilets, offices, lifts, door handles, room keys and locks, stair handrails, dining surfaces and seating areas. Hand Sanitising stations will be placed at all entrances and main exits of buildings across campus.

In house meeting room equipment will be cleaned in-between events and sanitising equipment will be provided in the meeting room should there be a change of speaker during an event to clean the equipment.

14. Reception

Screen guards and hand sanitising stations will be present at all reception areas.

Clients will be asked for a full list of delegates/visitors attending their event to support monitoring of movement within the buildings and provide the NHS Test and Trace system with data if requested. We will keep a temporary record of our customers and visitors for 21 days in line with data protection regulations.

The delivery of items from a client for an event/conference will be received, signed for and stored with prior agreement, however the client will be responsible for the packing and unpacking of the items.

During this time, we will not be providing an enhanced conference registration service for our clients. We ask that as much information and the registration process is provided to delegates before arrival to reduce contact time and queuing time.

15. Health & Safety

Risk Assessments are in place for each building and events type

In the event of a guest feeling ill when on campus they should follow the latest government guidance and seek medical advice via NHS 111 or the Coronavirus web site. We will ask them to leave the venue immediately and return home.

Qualified first aiders, first responders and security staff are on campus and will have the required PPE to administer basic first aid. Under the latest government guidance, they will not be able to perform mouth to mouth resuscitation.

16. Food & Beverage

Social distancing measures will be introduced as per the most recent UK government guidance and best practice. Tables and seating will be arranged accordingly, and capacities will be introduced to limit the number of people in any space. A safe table service will be in place for meal services, if required by government guidelines. Where buffets are required, a one-way system will be introduced. Food will be served by a member of staff who will work from a safe distance to control the distribution of the buffet and avoid the number of guests coming into contact with the buffet. At 30-minute intervals all serving utensils will be replaced, the server will wash their hands thoroughly and change their PPE if required.

Delegates should only collect food for their own consumption and wrapped cutlery is provided. Refreshment points will be organised to minimise contact.

We will allocate each event staggered lunch and break times to minimise the volume of delegates in central areas at any one time.

17. Suppliers

As part of our due diligence, we have reviewed supplier procedures and policies for disinfection, distancing and hygiene. We ensure that our suppliers know they must communicate with us if staff become ill that have been on our premises and adhere to the current requirements on distancing etc. Suppliers will be asked to sign in and out to support our policies on tracking

18. Cashless

To reduce the risk associated with transferring the virus we will be requesting that card payments only are accepted. As such guests will be required to pay by contactless means for any goods / service purchased on site. All guests will be notified of this policy change prior to arrival to campus

19. Contact

For any queries relating to this policy you can contact Kathryn Cannell, Head of Events Delivery via email at k.j.cannell@keele.ac.uk.