

# Health & Safety Procedures

## COVID-19

This document serves to outline the full extent of all measures being taken at our venue, to ensure the safety of all entering One Great George Street; including all staff and visitors.

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## The Building

Thorough maintenance and deep cleaning of the building has been carried out in preparation for re-opening. The following specific measures have also been taken:

- The function of the ventilation system has been increased in all rooms to maximise the amount of air changes.
- A one-way system, including clear signage, has been implemented throughout the building to facilitate appropriate social distancing; and direct movement of individuals through the venue.
- Screens have been installed on the reception desk & Member Resource Hub.
- All door release buttons have been replaced with infra-red swipes.
- Foot-operated hand sanitisers have been placed at entrances.
- Hand sanitiser and wipes are available in every function room.
- Face masks have been made available to all entering the building.
- An increased cleaning frequency checklist created for our on-site cleaners (Julius Rutherford) under the following areas:
  - General housekeeping
  - Waste and recycling
  - Entrance, reception, offices & corridors
  - Stairs and lifts
  - Meeting and conference rooms
  - Toilet / shower areas
  - Staff kitchen / kitchenettes
  - Cleaners cupboards
  - High frequency touchpoints
- All cleaning staff have completed a course entitled “Enhanced Touchpoint Cleaning during COVID-19”

## The Kitchen

In order for the catering facilities of One Great George Street to re-open, our Executive Chef has put together the following plan, which will be carried out in the lead-up to re-opening the building in October for functions.

We will take methodical steps, to ensure the operation is clean, sound and thoroughly tested. This will ensure that our customers can have complete confidence in our systems and catering offering.

- Pest control checks – a thorough inspection of the operation for signs of pests, including an inspection of all fly traps.
- Deep cleaning of all kitchen areas by our cleaning contractors, the week before re-opening.
- Regular reviews and updates of cleaning procedures - on an ongoing basis.
- Consultation of our hygiene specialist contractor for expert advice and updated cleaning monitoring forms for previously unmonitored areas; such as door handles, taps, & push bars etc.
- Thorough review of the Food Safety Management System is required to ensure that all procedures, documentation, and monitoring forms are up to date and compliant with any new Government regulations. Re-training will be required on the Food Safety Management System for all staff on their return to work following furlough.
- Water based equipment - all dishwashers, pot washers and ice machines will be checked, thoroughly cleaned, and run through on a weekly basis to ensure they are working correctly and are free from water borne diseases.
- Review of working space in kitchen - this will ensure that all kitchen staff can work safely together at the required distance. If it is not possible to socially distance, then the appropriate PPE will be worn.

- Our cleaning suppliers products will be reviewed for suitability on a regular basis to ensure products continue to be fit for purpose, in addition we will also be maintaining up to date COSHH (Control of Substances Hazardous to Health) records.
- Review of allergens - dishes on the menu are likely to change due to availability, therefore a full review of allergens will be completed before re-opening.
- Communication of COVID-19 delivery controls with suppliers - a new system of packing food away will be in place to make sure that any stored food will remain COVID-19 free.
- Timely ordering - food supply chains are still in the process of recovering, so we will communicate a longer lead time on our orders to allow for punctual delivery.

# The Staff

For all One Great George Street staff the following will take place:

- Staff will be contacted to ensure their safe return to work, and will be informed of the changes that have taken place to their working environment/ job role. This will include different shift patterns and restrictions on the amount of people that can work in a space at one time.
- Staggered shifts and rotas will be issued, allowing staff to travel out of peak times.
- Health declaration - staff will be asked to fill in a health declaration before returning to work, to ensure it is safe for them to do so.
- In-set training - on the first day of staff returning to work, they will be required to have a 'return to work' meeting with their line manager and undergo COVID-19 training.
- Ongoing online training- staff have been given access to various health and safety modules, as well as COVID-19 specific courses.
- First Aider training - supplementary & updated mental health training for conditions such as anxiety etc.
- Additional health checks for any agency staff used, with the possibility of temperature checks.

# The Service

From a Front of House point of view, alongside the Kitchen checks, the following will take place:

- A review and update of all risk assessments, considering the use of PPE for staff, and area assessments for when staff cannot socially distance. Staff will be consulted in these reviews.
- Supplier consultancy - a stock take and review of laundry will be carried out. A contingency plan has also been created with our Staffing Agencies.
- All external suppliers must provide their COVID-19 safety work procedures.
- All machinery will be inspected, and cleaning/maintenance carried out – dishwashers will be flushed through weekly, water filters changed, coffee machine re-start programs ran; and ice machines deep cleaned before use.
- Items deemed below standard will be discarded & recycled safely. These may include, but not be limited to: food probes, utensils, food containers, uniform, PPE etc.
- All food/drink items will be date checked and disposed of if out of date.
- An enhanced touch-point cleaning rota will be produced for all customer areas.

Various function catering options have been considered; and several options are available to allow for the client's desire & required catering needs.

COVID-safe grab bags, breakfast bags and Bento box menus have been created.

All catering offerings will follow MIA guidelines, using disposable packaging. All items will be individually packaged, including all cutlery/napkins and salt & pepper.

All catering will be pre-placed at tables for guests to dine at, while hot beverages will be served from a socially distanced buffet; all while filtering guests through a specific route.

All staff will wear the appropriate PPE while serving guests.

All scenarios allow for appropriate social distancing, the measurement of which will be in accordance with the most current government guidelines.

## Accreditation

One Great George Street is officially recognised by Visit England as being fully compliant with government guidelines, in regards to health & safety, hygiene and social distancing.

We are also proud to be accredited by The Meetings Industry Association as AIM Secure (Assurance of Excellence in Business Meetings & Events) .

These accreditation's serve to give you full assurance of our commitment to an outstanding quality of service, regardless of size or circumstance.



An assurance of excellence in business meetings and events

**Service. Safety. Health. Responsibility.**