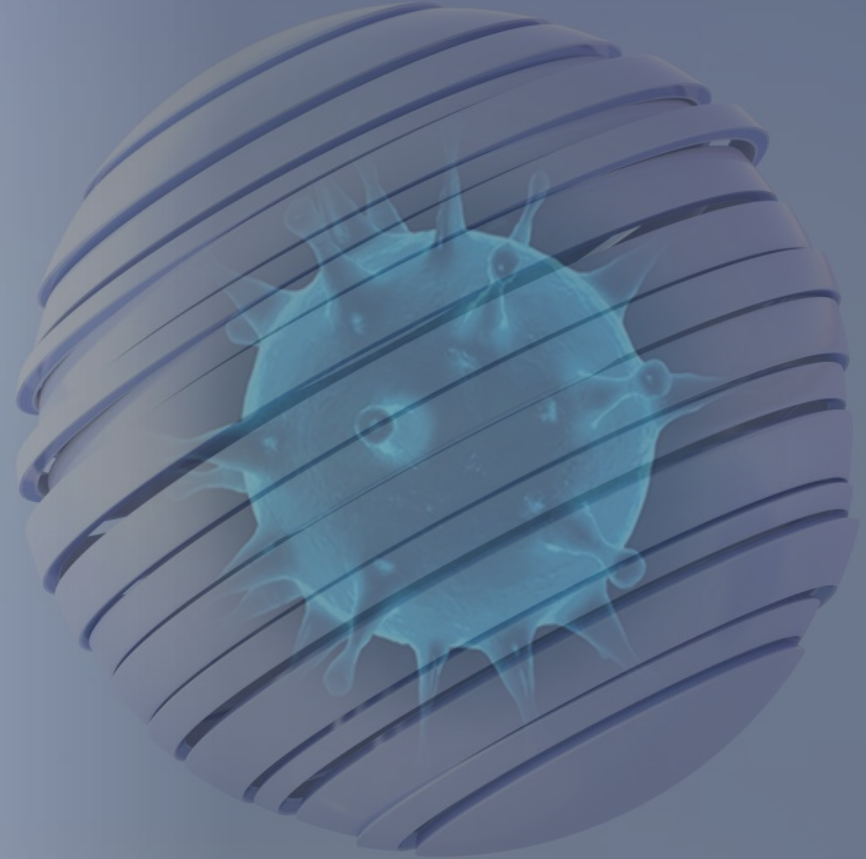


UH VENUES

Safe Meeting Policy



24/09/2020

To be reviewed:
24/10/2020

UHVENUES

Introduction:

Due to the Covid-19 pandemic UH Venues has taken proactive steps to ensure it is providing a safe and covid-secure environment. Our organisers, exhibitors and delegates should feel reassured and comfortable that UH Venues are taking measures seriously, lowering risk for our guests and staff, whilst trying to not compromise on service.

This document primarily relates to the Fielder Centre, our bespoke day meeting centre, though many of the same actions will be performed in our campus spaces.



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Important Dates:

- Immediately

Meetings and training for up to 30 people can take place.

- 1st August

Organiser and delegate show-rounds can begin to take place with a maximum of 30 attendees.

- 22nd September

Alert level rose from 3 to 4. Business meetings of up to 30 can still take place but it's unlikely this will be lifted on the 1st October as originally thought.

- 1st October

Unlikely but meetings, training, exhibitions and conferences were set to resume in accordance with government advice and social distancing measures.

UHVENUES

Risk Assessment Link

We have developed a covid-secure risk assessment. A copy of which can be found [here](#).

UHVENUES		School/SBU/ Department: UH Venues	Assessor Name: Jo Baker				
ACTIVITY TITLE/DESCRIPTION: Training and Meetings at the Fielder Centre		Date: August 2020					
IDENTIFY HAZARDS		WHO COULD BE HARMED & HOW		EVALUATE THE RISK AND DECIDE ON CONTROLS		RECORD YOUR FINDINGS AND IMPLEMENT THEM	
<p>Hazards associated with the activity/task/Event?</p> <p>What are the significant hazards with the potential to cause harm?</p> <p>Review the activity, location & people involved.</p> <p>Check equipment or manufacturer instructions.</p> <p>Check UH, Sector or HSE guidance.</p>	<p>Who could be harmed?</p> <p>Who is at risk from harm: Students, Staff, Visitors and/or Contractors?</p>	<p>How could they be harmed?</p> <p>Types of injury: Major or Minor injuries from Lifting/Handling, Slips/Trips/Falls or Ill Health Effects.</p>	<p>How would you rate the level of risk?</p> <p>Risk = Likelihood X Consequence:</p> <p>High Medium Low</p>	<p>What controls are currently in place and what further action is necessary to reduce the risk?</p> <p>What is already in place to reduce the likelihood of harm and/or impact of harm occurring?</p> <p>What further actions or additional controls are required to reduce the remaining risk?</p>	<p>Remaining Actions?</p> <p>Actions by Who and by When?</p>	<p>How will these be reviewed</p>	
<p>Covid Secure Environments – This section addresses additional C-19 measures introduced for both catering and meeting room use.</p>							
<p>Bringing groups outside your usual households/bubbles -other</p>	<p>UH Venues Staff, Delegates, Organisers</p>	<p>Increased exposure to virus</p>	<p>High</p>	<p>The Fielder Centre has opted to follow PHE advice and keep two metre distancing as the priority. Room capacities have been reduced</p>			
<p>Review Date: 1st September 2020</p>	<p>Signed by Communications and Events Manager</p>		<p>Jo Baker</p>				
	<p>Signed by UH Venues Manager</p>		<p>Simon Freeman</p>				

Our aim is to reduce the need for PPE in meeting spaces where possible by adhering to the two metre social distancing guidelines. As such our Risk Assessment has been written in line with this.

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Sales and Show-rounds

- Initially enquiries will only take place over the phone or via email
- We discourage visiting the venue for small tasks such as simple measurements or photography we could do for you
- Where a visual is necessary you will be offered a digital guided walk-around first via Microsoft Teams

Coming Onsite

- Where clients do come onsite organisers will be expected to keep a 2m distance and wear a facemask
- Sanitisation stations are to be utilised upon entry to the building and gloves can be provided if deemed necessary



UHVENUES

Bookings and Contracts

Contracts will be treated flexibly and with attention given to changing dates, times and circumstances.

Where possible organisers will be encouraged to push meetings to a later date in the year rather than cancel altogether.

Relevant T&Cs Clause - 24. Events outside our control

Except as set out in this Clause 24, we shall not be in breach of our contract with you nor liable for any failure or delay in performance of any obligations under our contract with you arising from or attributable to acts, events, omissions or accidents beyond our reasonable control (“**Force Majeure Event**”), including but not limited to any of the following: (i) Acts of God, flood, earthquake, windstorm or other natural disaster, (ii) terrorist attack, civil commotion, sit-in or riots, (iii) any law or government order, rule, regulation or direction, or any action taken by a government or public authority, (iv) fire, explosion or accidental damage, (v) adverse weather conditions, (vi) any labour dispute, including but not limited to strikes, industrial action or lockouts, (vii) non-performance by suppliers or subcontractors, (viii) collapse of building structures, failure of plant machinery, machinery, equipment, computers or vehicles, **(ix) epidemic or pandemic**, and (x) interruption or failure of utility service, including but not limited to electric power, gas or water. If we are subject to a Force Majeure Event that we believe is likely to affect your booking, we shall use every effort to notify you as soon as is reasonably practical, and if we believe we have no alternative but to cancel your booking (in whole or in part) our sole liability to you shall be to refund you any money you have paid in advance towards your cancelled booking.

UH Venues encourages pre-meetings and contract discussions take place via video meeting or phone call rather than face-to-face.

UHVENUES

Bringing Groups Together

Our focus is on physical distancing not social distancing; UH Venues wants you to feel safe bringing your team back together.

- All rooms will be set to a 2m distancing standard. This cannot be rearranged unless discussed and risk assessed beforehand
- We have not introduced a one way system in general, though individual events may wish to do so. We are asking guests to respect 2m physical distancing, follow signage guidance and avoid creating pinch-points
- Face coverings are to be worn by staff, delegates and organisers in all public spaces except where food and drink are being consumed
- Where you would like to pursue a 1m+PPE policy we will work with you to accommodate it if we believe it can be managed safely for your team and our staff. This will involve an alternative risk assessment




UHVENUES

On Arrival

- At the entrance there is a sanitisation station
- We have based our team on the 2nd floor mezzanine that over looks the main reception. From here UH Venues staff will still meet and greet delegates from a safe distance and direct them to the right meeting room
- Delegates will also be directed to their dedicated refreshment area and made aware of any further safety guidance for their day

Registration

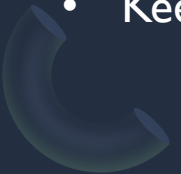
- A record of all attendees should be kept by the organiser
 - The organiser will be our main point of contact for track and trace purposes
 - As with all events, accurate numbers of attendees should be provided to the venue before arrival to account for catering and fire risk
 - We discourage the use of a registration desk on arrival. Registration should either take place digitally or once in the meeting room. This is to avoid queues and bottlenecks in public spaces.
- 

UHVENUES

Organiser Expectations

- Organisers to keep a record of all attendees' contact details for at least 14 days after a meeting has taken place
- Organisers to provide UH Venues with accurate numbers before the day of the meeting
- Organisers to agree to the risk assessment provided by their Events Coordinator or work with the Events Coordinator to produce another agreed assessment
- Organisers to remind and encourage all attendees to wear masks in public spaces, ensure track and trace sign-in and support UH Venues in removing delegates from the building if it is felt they are acting unsafely

UH Venues Expectations

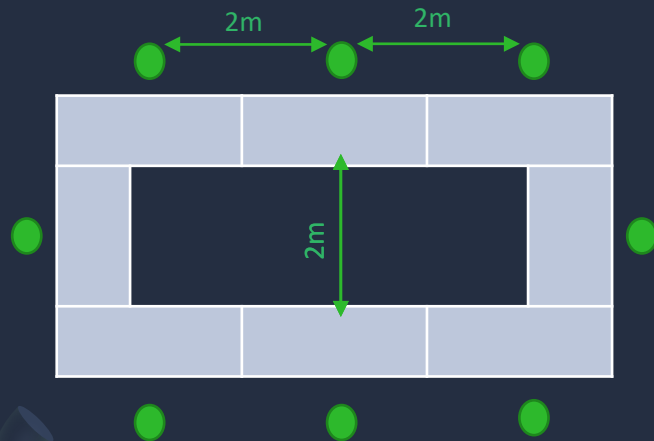
- Provide a safe and covid-secure working environment
 - Ensure Organisers and delegates feel comfortable and able to ask questions
 - Inform Organisers of any restrictions that may affect a part of their meeting
 - Keep Organisers and delegates safe and distant from other meetings taking place in the building
- 

UHVENUES

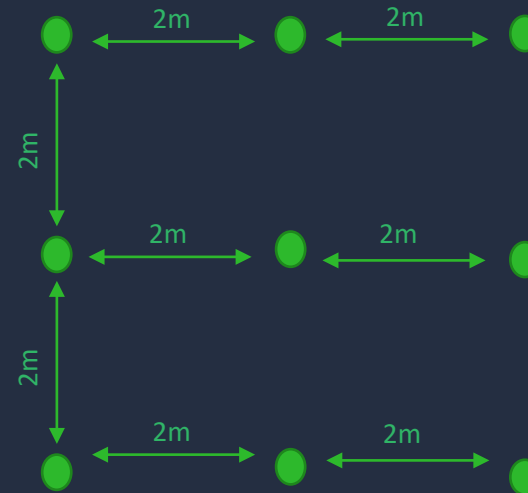
Capacity Changes

To ensure distancing can be achieved safely we have modified our room capacities and layout options. As standard rooms will be set:

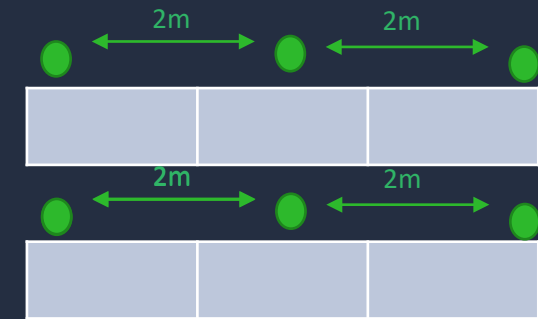
Boardroom



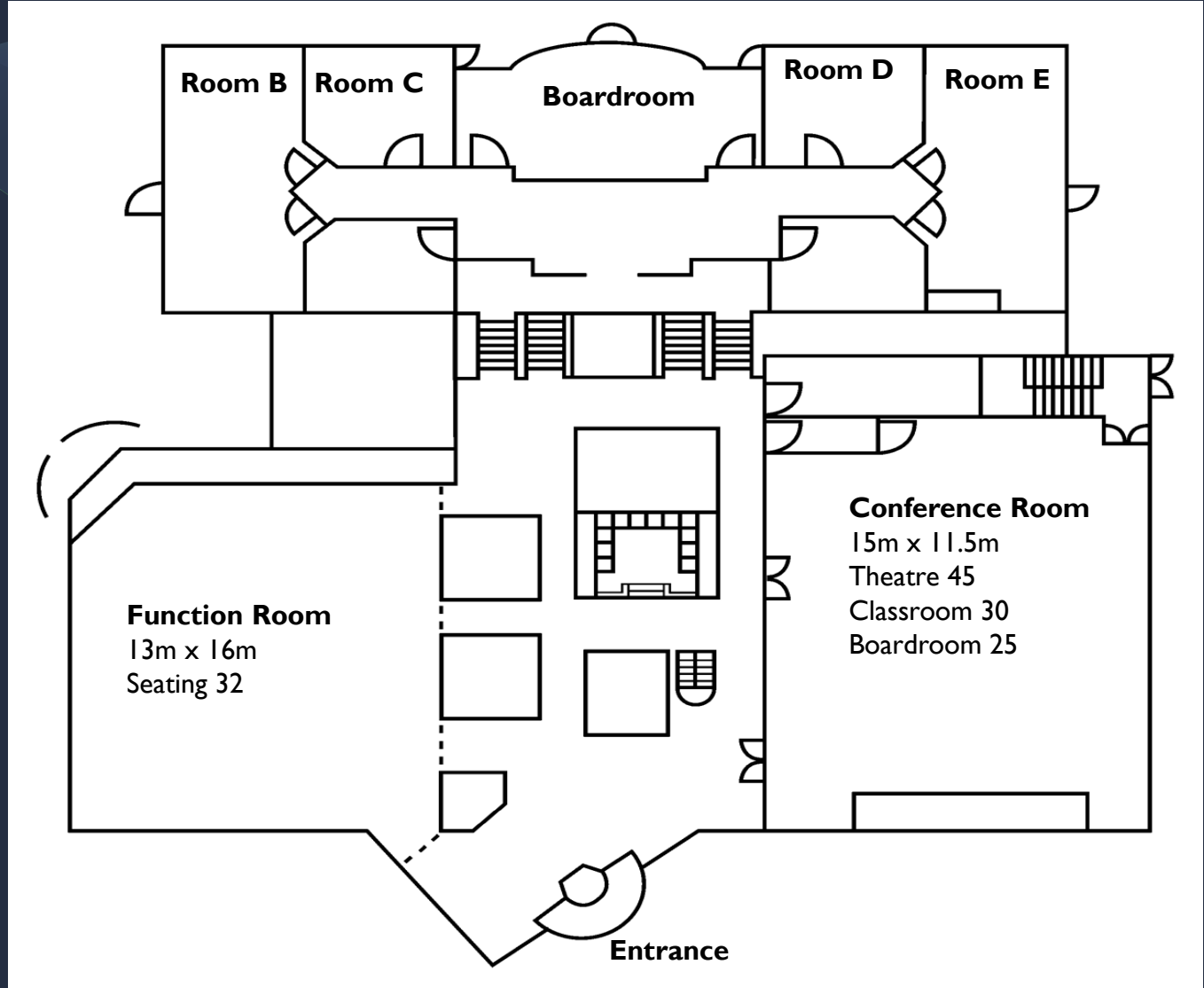
Theatre



Classroom Style



Variations on these styles are achievable (i.e classroom style pods) but would need to be discussed and risk assessed with your Events Coordinator.



Room B (7x12m)

- Theatre 20
- Classroom 12
- Boardroom 10

Room C (4.5x6m)

- Theatre 4
- Classroom 2
- Boardroom 4

Boardroom (10.5x5m)

- Theatre 10
- Classroom 8
- Boardroom 8

Room D (6x6m)

- Theatre 4
- Classroom 2
- Boardroom 4

Room E (5.5x12m)

- Theatre 18
- Classroom 12
- Boardroom 8

Function Room
13m x 16m
Seating 32

Conference Room
15m x 11.5m
Theatre 45
Classroom 30
Boardroom 25

Entrance

UHVENUES

Catering

UH Venues has made multiple changes to its catering provision in light of C-19. The need to operate this safely for both our staff and delegates is paramount. Catering will be the only public space in which masks can be removed.

- The Function Room has a reduced seated capacity of 32 to ensure 2m distancing
- All individual catering is served either individually wrapped or individually plated
- Coffee Machines
 - Hand sanitiser is available and signed to encourage use before and after touching the screen
 - Pouring coffee will currently not be available
 - All coffee machine screens are wiped down with anti-viral spray as standard after each break
 - Only disposable cups will be available
- Breaks
 - Arrival pastries are individually plated
 - Whole fruits available
 - Bottled water and individual cartons of juice available
 - Individually wrapped biscuits will be plated by type/flavour to increase visibility and reduce touch

UHVENUES

Catering

- Lunch Service
 - Meals are individually plated based on dietary requirements
 - Contents of the plate are clearly signposted and a member of staff will be safely available to answer questions
 - Tables will be made available for customers to leave used plates and cups
- Notable changes
 - We are not currently offering a full menu and standard buffet options will not be available
 - Break times will need to be more strictly adhered to ensure the safety of other delegates and our staff
 - If more than one group is operating in the building tables will be signposted and segregated to ensure reduced contamination
 - Tables will be wiped down after each group has eaten



UHVENUES

Cleaning

- The building is entirely cleaned at the end of each day. This includes:
 - All tables wiped down and sanitised
 - Door handles and banisters sanitised
 - Bins emptied
 - Floors cleaned
- During the day
 - All coffee machines are cleaned and sanitised after each service
 - All catering tables are cleaned and sanitised after each service
 - Doors are propped open during the day to avoid touch points on door handles. If doors are requested to be closed a cleaning regimen would be put in place
 - Meeting rooms are currently not serviced during the day by our staff. Tables will be made available outside meeting rooms on which to place used mugs or collect fresh water



UHVENUES

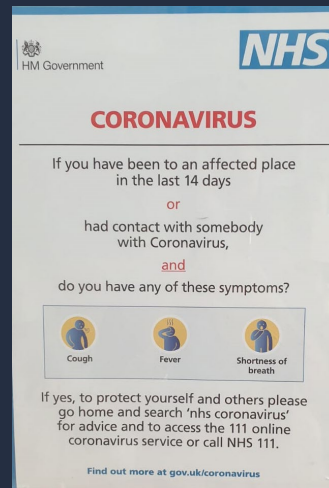
Signage

When working together over a long period of time it can be easy to forget that things are not quite operating as standard. Please pay close attention to the signage around the Fielder Centre. There's a few designs to be aware of



UHVenues

These will generally be building/area specific and inform you of an action to undertake.



NHS/Gov

These will generally be current safety guidelines and general to current life.



University of Hertfordshire

These will be guidelines operated by the University of Hertfordshire and will generally relate to track and trace.



Please respect social distancing



UHVENUES

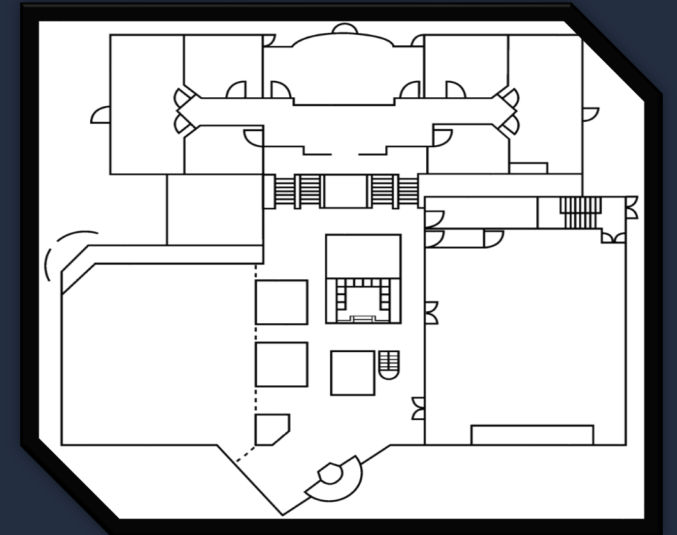
Moving Around the Venue

UH Venues has opted to not introduce a one-way system. Although the layout of the building would lend itself to one very effectively this also means it is simpler for delegates, staff and organisers to use common sense, avoid oncoming traffic and avoid bottle necks in high priority areas.

If an organiser wished to introduce a one-way system around the venue this could be discussed with your Event Coordinator and implemented if safe.

Please find a link below to a floor plan on which a one way system could be devised.

BASIC FC FLOOR PLAN



UHVENUES

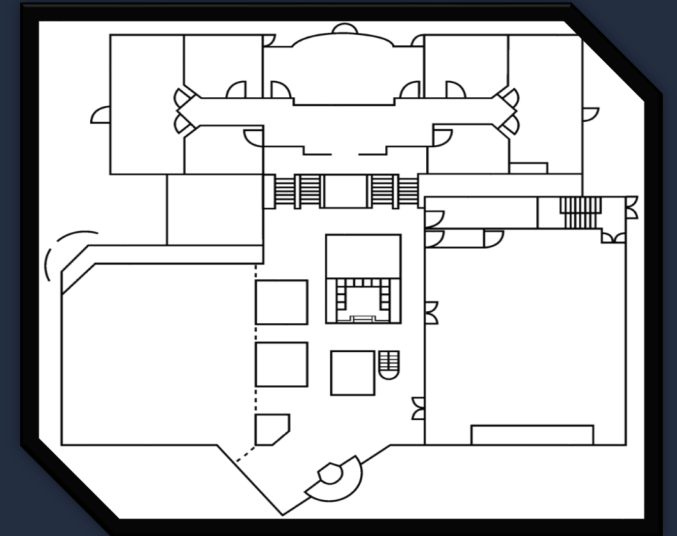
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BASIC FC FLOOR PLAN



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Audio/Visual Support

UH Venues has always strived to provide excellent support on all fronts. We are aware of the pressures A/V can put on a presenter and want to reassure that this support has not been altered. Below are some of the guidelines we have implemented:

- If pre-requested a laptop will be set-up in the room prior to arrival
- All A/V equipment will be on and tested before arrival
- A common problems trouble shooting sheet will be placed on the presenters desk to empower presenters
- If further AV support is required a telephone number for main reception will be available in the room. Please be patient and expect to be asked more questions than usual.
- Our AV Technician should not be spending longer than 15 minutes in an occupied meeting room.
- If an AV technician visits your meeting room during the meeting they will be wearing a mask and gloves. Please allow them to work at a safe distance.



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Bathrooms

- Please use the bathrooms to regularly wash your hands with soap and warm water
- Signage will be up in the bathrooms to remind you of proper technique
- Entrances to toilets will be propped open
- The bathrooms are large enough to enable successful distancing
- Unfortunately there is only one entrance/exit. Please use best judgement and adhere to social distancing requirements when in these spaces particularly when entering or exiting
- Individual cubicles provide ample barrier protection
- As with all public spaces in the building masks will be necessary



UHVENUES

Alterations to Usual Service

We love that customers regularly return to us. Please note some other minor miscellaneous changes to our usual operations.

Venue Changes

- Tablecloths will not be provided as standard unless bought in for one off meetings
- Pads and pens/pencils will not be provided on desks beforehand
- Tables will not contain sweets or large water bottles. Each delegate will receive an individual bottle instead
- Our cloakroom is currently closed.

Venue Flexibility

To allow for greater contract flexibility the Fielder Centre has introduced flexible meeting styles:

- Hybrid meetings
- Outdoor meetings
- Online conference participation
- Packed lunches

UHVENUES



IF YOU DO NOT FEEL WELL IN ANY WAY BEFORE ATTENDING THE FIELDER CENTRE PLEASE STAY HOME AND PHONE 111 or 119 (Covid) IF NECESSARY

If You Start to Feel Unwell During the Day

- Safely alert your event organiser (possibly via phone)
- Safely alert a member of the UH Venues team (01707 284841)
 - They will take contact details
 - Find a safe comfortable space for you
 - Arrange an ambulance or paramedic if necessary or if you do not feel fit to drive
- If you feel safe to drive please drive straight home
- Please arrange a Coronavirus test as soon as possible
- If your test comes back positive or negative please make your Event Organiser aware
- Event organisers are responsible for make UH Venues aware if a test comes back positive

UHVENUES

Track and Trace



- The University of Hertfordshire is operating a track and trace scheme that utilises QR system on your phone
- Each room has an individual QR code reference
- These will be up in several locations in every room
- Please scan the QR code if you are in or intend to be in a room for longer than 15 minutes
- In the vent of a confirmed case of Coronavirus in a room you were in your details will be passed to the NHS track and trace team who will then contact you
- Organisers are still expected to hold contact details of all attendees for at least 14 days after a meeting.

Alert Level

Coronavirus alert levels in UK

Stage of outbreak		Measures in place
Risk of healthcare services being overwhelmed	5	Lockdown begins
Transmission is high or rising exponentially	4	Social distancing continues
Virus is in general circulation	3	Gradual relaxation of restrictions
Number of cases and transmission is low	2	Minimal social distancing, enhanced tracing
Covid-19 no longer present in UK	1	Routine international monitoring

Source : UK government 

The UK's Coronavirus Alert Level System is rated 1 – 5 and outlines when actions on restrictions should take place

As of the 22nd September 2020 the alert was raised to 4

UH Venues will keep careful watch of these developments and act swiftly and appropriately based on UK government, University and WHO advice.

UHVENUES

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