

Roffey Park Institute

Covid 19 Site Operations Plan (Revised version 21) 1 April 2022 (Clients & Staff)

To be read in conjunction with the latest Risk assessments (Clients & Staff)

Introduction

Dear all,

At Roffey Park Institute the health and safety of our team, customers and suppliers is of paramount importance and throughout this pandemic we have tried to demonstrate this with the proactive and practical measures we have taken.

During the summer lockdown period of 2020 we planned, invested and prepared so that our venue was ready to reopen in September 2020. We have introduced strict additional cleaning regimes to do all that we could to help stop transmission of this virus, as well as provide physical barriers, signage and PPE for our staff to use. We have operated safely and successfully ever since.

We have been supported in our plans all year round by local independent Health and Safety Consultants Assurity Consulting who offer regular updates on legal and best practice guidance for all aspects of Health and Safety. We also receive regular advice and updates from our industry partners at the MIA (meetings Industry Association) and VoE (Venues of Excellence). The MIA have approved our plans and accredited us as *AIM Secure*.

Since the lifting of restrictions in the summer of 2020 then 2021 and now 1st April 2022 we have still kept some of our tried and trusted lockdown operating plan in place in order to be able to provide a safe and secure place for our visitors and staff to work. We are now moving into the "living with the virus" phase still following the governments best practice advice.

Our operating plan, now version 21 and detailed below, sets out what we will be doing to continue to keep everyone safe in the future and explains the specific measures that are being taken in this post Covid era. Given the ever-changing nature of this situation this plan has evolved many times since March 2020 and we will keep reviewing and evolving to ensure it remains up to date, relevant, workable and effective following the latest government guidance, industry peers and client feedback.

We have also embraced technology to help us and our clients continue to run programs, meetings and training as smoothly as possible. We have installed a thermal image camera at the entrance, become a cashless site, use on-line pre-registration, and invested in our site technology. We now have a 2GB superfast, super secure wi-fi around the site to enable fast, reliable, stable remote conferencing, blended learning and hybrid meetings. We have two digital meeting rooms which are licensed zoom rooms with Kubi telepresence robots for a more engaged experience for the remote delegate. We can host larger groups by connecting two rooms together digitally. We also have a dedicated webinar room for professional broadcasting. We hold a cyber security essential plus certificate.

As we emerge from this pandemic and hopefully return to some sort of normality we will continue to operate in a safe and secure manner. We will continue to learn from our experiences learned over the past years and have listened to our clients and staff feedback at every opportunity. We are still working with reduced capacities in segregated client zones and maintaining high standards of cleaning regimes and personal hygiene. We are still

having to do some things differently so some of our usual operating practices will need to remain amended for the foreseeable future but rest assured we will still be putting you first, doing whatever we can to make your time with us as enjoyable as possible whilst keeping everybody safe at the same time.

We appreciate your support and cooperation.

Many thanks,

Nigel Dean

Director, Roffey Park Services Ltd.

Covid Secure Policy

So far as is reasonably practicable and in-line with 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.)

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.

Implementation

This policy and guidance documents, along with all revisions, will be issued to Departmental Managers and is freely available to all staff on the Roffey Park Institute SharePoint site home page.

Each Departmental Manager is responsible for:

- Implementing this policy and operating standards within the Venue under their control and for always maintaining the standards in place through regular checks that must include enforcing regular handwashing, provision of anti-bac supplies and regular cleaning schedules.
- Providing operational feedback to assist with improvements to this policy and/or operating standards to Nigel Dean, Director Roffey Park Services and the Senior Management Team of Roffey Park Institute.

Monitoring & Review

Nigel Dean and Jozef Fecko (Head of Facilities) will monitor the government websites and receive updates from independent safety consultants Assurity Consulting, the MIA and VOE for advice on best practice or legislative changes. The plan will be reviewed as guidance changes and at least updated monthly.

Site Management Team

There is a weekly meeting of site Department Managers where changes to the plan are discussed and recommended. Major changes are ratified by the RPI senior leadership team. Nigel Dean is responsible for making any agreed changes and for issuing updated versions of this document to each manager. In any case the plan will be reviewed in its entirety every month or more regularly if regulations and or guidance changes.

Training

All on site staff have completed Covid 19 operating training prior to returning to work on reopening in September 2020 and undertaken further training modules and updates throughout 2021 and 2022. This included the completion of an e-training module prior to the return to work. Each department completed their own operating training and now hold weekly updates to agree and ensure best practice is followed. This includes: -

- How to wash your hands correctly
- Covid-19 awareness and the current operations plan
- Social distancing
- The importance of personal hygiene
- Cleaning and sanitising your own working area

Each member of staff has a duty of care to follow the plan, report any training needs or identify risks that maybe a hazard to health.

All Heads of department must ensure that their staff are aware of all aspects of the plan, that it is followed and that the correct equipment for staff to be able to carry out their role safely is available.

Duty Managers

There will be a Duty Manager assigned to each shift who will have overall authority for managing the site and ensuring everyone follows the Covid safe plan. This will cover 07:30 until 22:00. The Night manager works 21:00 until 07:30.

Nigel, Jose, Caroline, Jozef, Helen, Jane, Natalie, Polly and David
Andy (Carl) will be responsible for night cover.

Clients

Pre visit registration

All clients will be asked to complete a pre-registration form before attending a training event, conference or meeting.

All clients and visitors will be advised to take a lateral flow test before attending site if they are feeling at all unwell or showing any symptoms of Covid 19 and not attend if they are or tested positive.

Arrival and Reception

All clients are asked to use the hand sanitiser on arrival and check their temperature via the temperature scanner at the main entrance.

Training Rooms

All of our meeting rooms will still operate at less than maximum capacities to give us much space as possible to each client group. Table plans and room configurations will be advised to enable best practice layouts for maximum spacing and distancing for client groups.

Residential accommodation

All residential accommodation will be sanitised thoroughly between client changeovers and serviced daily during clients stay.

Restaurant, Bars and Hospitality

Reduced table capacities and maximum spacing will still be in operation in the restaurants.

Buffets will be staffed and food served to clients rather than self service to reduce touch points of utensils.

At times and especially for larger groups pre orders for dinner will be required. This helps to reduce pressure and congestion in the kitchen service areas for our staff at busy times.

Cleaning regimes

All Roffey Park departments will continue to operate increased and intense sanitising processes especially concentrating on touch points and hot spots such as door handles, work desks, refreshment areas and communal areas.

Air quality

All Roffey Park training rooms have good ventilation and natural daylight. We would advise keeping windows or doors open if at all possible. Most of our air conditioning systems bring in fresh air from outside. Our system is the Hudson Suite uses recycled air so we would advise keeping an outside door open where possible to introduce fresh air into the system.

Face mask policy

The wearing of face masks is no longer compulsory; however, we would encourage clients to continue to wear face masks when in close proximity with other client groups or in mixed public locations. Client groups should use their own discretion when working together in their own meeting rooms.

Site Operational Staff

Face mask policy.

Our staff will continue to wear face masks when in close and direct contact with the client such as serving food in the restaurant. However, when not in direct contact with clients, for example working in housekeeping reception, in offices and moving around the building this is no longer compulsory All staff are encouraged to use their own discretion and manage sensitive situations using their common sense to protect the client, their colleagues or themselves.

Sickness and vaccinations.

All staff must not attend work if they have symptoms of Covid 19 and should test themselves as soon as possible. If they test positive, then they should stay off work until they show two negative tests. If a member of their household tests positive they are still free to attend work but must take all precautions like testing themselves before attending work, checking their temperature regularly and monitoring any symptoms. They should contact their line manager if they are in any doubt as to what to do.

96% of operational staff have voluntarily declared that they are fully vaccinated.

Non-operational staff.

All non-operational Roffey Park Institute staff should continue to work from home whenever possible. However, where personal circumstances dictate that this isn't possible, or you are needed to attend site for work then there is a bookable hot desk area allocated in the upper courtyard area. Please book your desk any refreshments needed at Reception prior to arrival.