



STAYING COVID-19 SECURE IN 2020 AND BEYOND

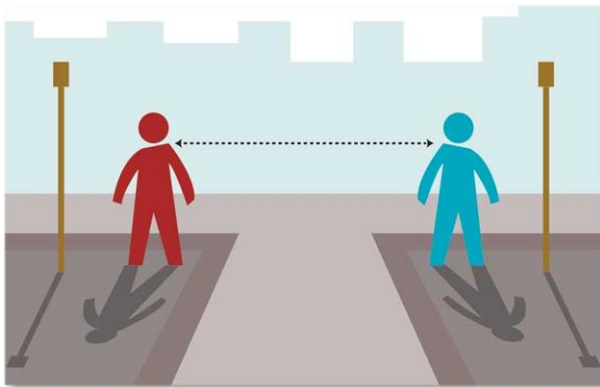
The Health, Safety and wellbeing of all staff and visitors to the National Motorcycle Museum & our award-winning National Conference Centre is paramount.

We have therefore developed and implemented the following 'safe staff, meetings and events' processes to help manage the risk of COVID-19.

It should be noted that these processes are fluid and are driven by UK Government guidelines as well as the clients service requirements.

There are 4 fundamentals which underpin these processes:

Social Distancing



Protect & Detect



Cleaning and Hygiene



Communication



Staff

- ✓ All staff returning to work from lockdown must complete and sign our Covid-19 'fit for work' documentation.
- ✓ Temperature monitoring will be mandatory at the start of each working day.
- ✓ Staff awareness, Covid-19 Cleaning & Hygiene, Customer Service, Personal Protective Equipment (PPE), Staying Safe & wellbeing information must be read, signed as understood.
- ✓ Hand sanitizing stations will be strategically located throughout the venue.
- ✓ All staff to be supplied with and given instructions on the correct wearing of PPE.
- ✓ Daily team briefings will be held in line with social distancing measures.
- ✓ We will operate a managed break rotation.
- ✓ Where practical, we will implement staggered start and finish times to assist with manage social distancing.
- ✓ Where practical, staff will work in same working cells.

Safe Meetings and Events

- ✓ Pre event schedules to be completed by the planning team with the client and signed off by the site Health and Safety Manager.
- ✓ Room capacities to be in line with Government Guidelines to ensure effective social distancing.
- ✓ If requested, a meeting room 'Safety Station' will be made available.
- ✓ Promote the use of outside space for lunch and breaks i.e. on the Balcony.
- ✓ Promote increased and improved communication with NCC Host or Duty Manager via WhatsApp or similar communication medium.
- ✓ Stationery boxes for meetings will only be provided upon request.
- ✓ Meeting rooms, suites and public areas to be sanitized after every meeting/event.
- ✓ Dependant upon occupancy we may implement a one-way system in operation in the corridors. Room allocations will therefore be planned accordingly.
- ✓ Practical cleaning schedules in place including repeated wipe down of touch points.
- ✓ Automated doors to be always held open (weather permitting) – this will only apply to Fire panel linked Fire doors.
- ✓ Staggered times for access/egress to be agreed and monitored for high volume, high movement meeting space areas in line with Government Guidelines.
- ✓ NCC team will collect names and contact telephone numbers of all delegates and save for 21 days in case of Health Authorities request.

Food and Beverage Services

- ✓ Offer pre-plated or pre-packed lunch services as a priority.
- ✓ Where a buffet service lunch is the preferred option, a team member/chef wearing appropriate PPE must be serving with queues and social distancing applied.
- ✓ Only individually wrapped/packed confectionary to be made available.
- ✓ For meetings with 20 or more delegates tea & coffee will be served by the NCC team wearing appropriate PPE and any queues maintaining social distancing.
- ✓ Coffee stations to have disposable cups and single use condiments.
- ✓ For meetings with 19 or less delegates, dispensing machines with wipes are to be made available.
- ✓ Provide individually bottled drink packages.
- ✓ Bar Services will be socially distanced and/or table service only.
- ✓ Promote the use of screw top bottles.
- ✓ No cash to be handled - card payments only.

Public Areas

- ✓ Duty Managers/Concierge to be available to promptly deal with any matters arising, wearing appropriate PPE.
- ✓ Displayed events floor plans throughout the venue as appropriate.
- ✓ Signed site routing and direction of travel plans.
- ✓ Public areas including touch points are perpetually sanitized.
- ✓ Paper towels to be made available in all toilets for guests, as an alternative to hand dryers.
- ✓ Jani wrap to cover every other urinal in order to maintain social distancing.
- ✓ Operate a controlled/managed lift service.