

Roffey Park Institute

Covid 19 Operations Plan (Revised version 17) 6th September 2021 (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 crisis we have tried to demonstrate this with the proactive 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 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 partners at the MIA (meetings Industry Association) and VoE (Venues of Excellence). The MIA have approved our plans and accredited us as *AIM Secure*.

Despite the lifting of restrictions on 19th July we still keep some of tried and trusted operating plan in place in order to be able to provide a safe and secure place for our visitors and staff to work.

Our operating plan, 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 the post Covid era. Given the ever-changing nature of this situation this plan has evolved many times since September 2020 and we will keep reviewing and evolving to ensure it remains up to date, relevant and effective following the latest government guidance, industry peers and client feedback.

We have 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 registration and invested in our site technology. We now have a 1GB superfast, super secure wi-fi around the site to enable 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 essentials plus certificate.

As we emerge from this crisis and return to normality we will continue to operate in a safe and secure manner. We will continue to take the best ways of working that we have learned over the past 16 months such as working with reduced capacities in segregated client zones and maintaining high standards of cleaning regimes and personal hygiene. We are still having to do somethings differently some of our usual operating practices will need to remain amended but, rest assured we will still be putting you first, doing whatever we can to make your time with us as enjoyable as possible and keeping everybody safe at the same time.

We appreciate your support.

Many thanks,

Nigel Dean

Director Client Experience, Roffey Park Institute

In the interests of protecting everyone at Roffey Park institute, all visitors, staff and clients are encouraged to take a lateral flow test 24hrs before they arrive on site and continue to test themselves twice weekly throughout the duration of their stay. If they return a positive test, they must not attend site or if on site already must inform the Duty Manager and to leave site immediately or go to the isolation room available to make arrangements to leave site.

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

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 maintaining the standards in place at all times through regular checks that must include enforcing regular handwashing, provision of anti-bac supplies and regular cleaning schedules.

Provide 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 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. 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 7.30am until 22.00pm. The Night manager works 21.00 – 07.30.

Nigel, Jose, Caroline, Jozef, Helen, Jane, Natalie, Polly and David

Andy (Carl) will be responsible for night cover.

Operations Plan post 5th September 2021

Enquiry and pre-registration

Our Covid safe policies should be explained at the point of enquiry to all potential clients.

All clients must pre-register before attending any program.

Visitors and short time visitors can scan and sign in at Reception

All Clients and visitors asked to take a lateral flow test before coming to site in the interests of keeping themselves their colleagues, fellow guests and our staff safe and confident.

Clients organised on booking to arrive and set times and agree mealtimes to avoid congestion at service times both in refreshment areas and behind the scenes in service areas.

- Stagger 1: 08.30, then coffee 10.00, lunch 12.30, coffee 15.00, close 16.30
- Stagger 2: 09.00, then coffee 10.30, lunch 13.00, coffee 15.30, close 17.00
- Stagger 3: 09.30, then coffee 11.00, lunch 13.30, coffee 16.00, close 17.30
- Stagger 4: 10.00, then coffee 11.30, lunch 14.00, coffee 16.30, close 18.00

Arrival and Reception

- All unplanned visitors to sign in at Reception.
- All visitors and clients to go through the thermal temperature scanner at Reception.
- Protective screens at Reception and Zone signs to remain in place.
- Clients and visitors asked/advised to continue to wear face masks within the communal areas and if mixing with other client groups. When in their own client space they can decide on face mask use.

Site set up and general guidelines

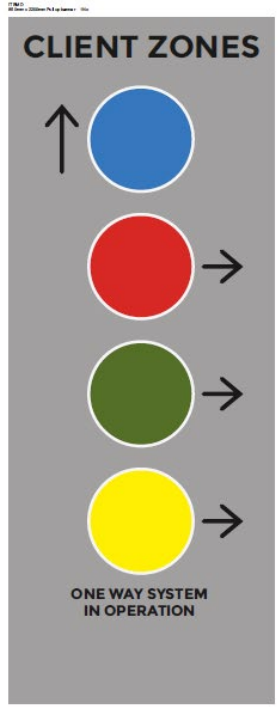
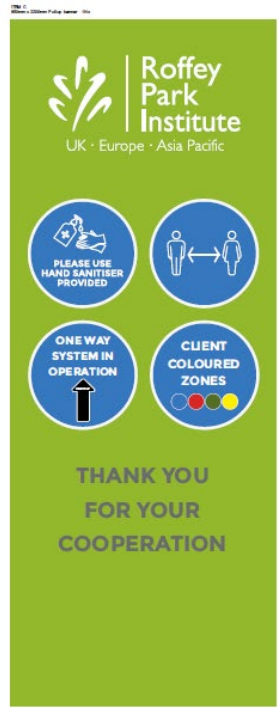
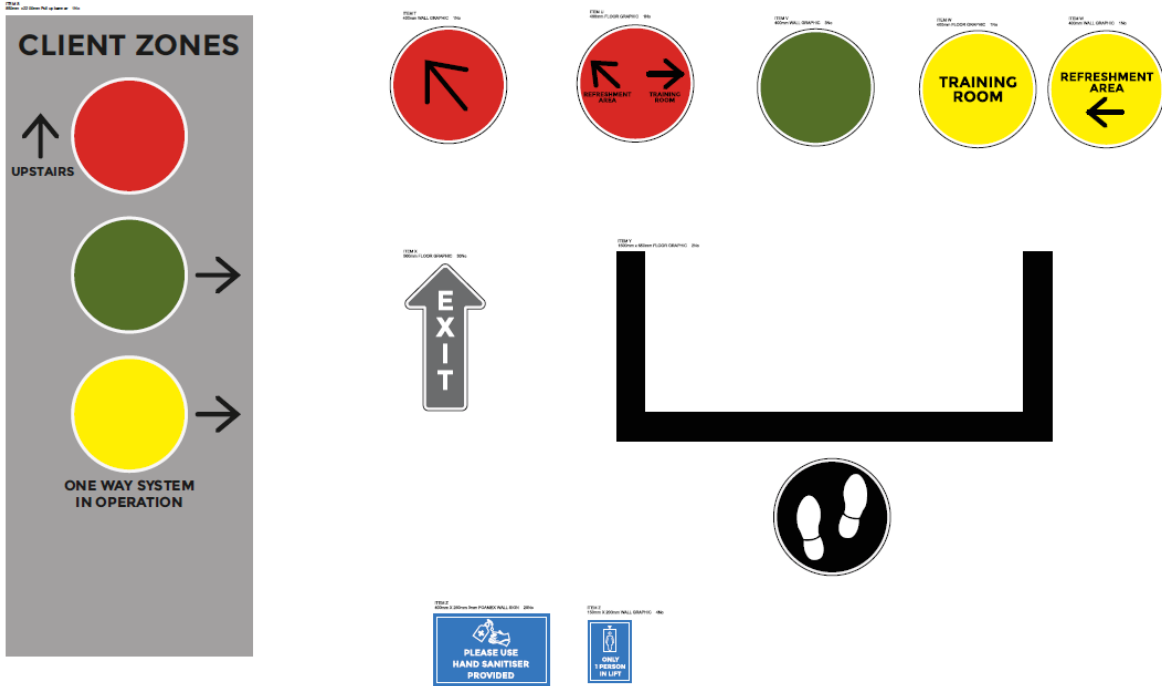
- All client zones throughout the site to remain in place although zones can be shared where total numbers do not exceed zonal capacities.
- Total capacities of training rooms restricted to 75% of capacity. (See capacity table)
- Clients advised to maintain social distancing whenever possible.
- Hosting system – 1 member of staff to look after a client group to reduce client to staff contact. Staff can look after more than 1 group where smaller numbers allow.
- All sanitiser stations to remain in operation.
- Increased hygiene regime carried out by *all* staff to remain in place. HoDs to have a system of checking this is done.
- All staff to continue with regular voluntary lateral flow testing regime. HoDs to have a system of checking this is done.
- Normal housekeeping and facilities services to resume with particular emphasis on increased hygiene.
- Normal operation of leisure facilities – no booking system.

The site will be divided into four zones and a Hospitality team member will be allocated a zone to be responsible for (Zone Host): -

Team 1 Blue Zone	The Hudson Suite and pods
Team 2 Red Zone	Thomas Ling
Team 3 Green Zone	Dame Caroline Haslett
Team 4 Yellow Zone	Lord Horder

The Zone host will be responsible for the client welcome, set-up, clear down, sanitisation and all other client services including food & beverage service.

Covid safe Signage to remain in place around the site



Restaurant service

- Set up continuing with dividing screens between client groups.
- Reduced table sizes, maximum number 6.
- Face coverings to be worn by all staff serving food and beverages and when in close client/visitor contact.
- Enhanced cleaning regimes in operation throughout the day.
- Breakfast service – Buffet service but served by staff.
- Lunch service – Buffet service but served by staff
- Dinner service – pre ordered from menu by 16.00
- Bar Service – table service only

Kitchen Operation

The kitchen team would be divided into two fixed teams of two persons with staggered starting and finishing times to manage the use of the changing area and as few staff on shift as practical to encourage social distancing.

Normal shift patterns (subject to change due to business fluctuations)

Shift 1 06.30 – 14.00

Shift 2 08.00 – 15.00

Shift 3 13.00 – 21.00

Shift 4 14.30 – 22.00

The Head Chef will manage his work to accommodate the workload on hand and ensure he works with both teams and has the time and space to manage the operation with particular emphasis on regular hygiene routines and observation of the plan. Again, the work rota would be drawn up in advance according to the workload.

The food safety policy has had a Covid 19 amendment added. Regular clear down and sanitisation process will take place. The senior Chef on duty is responsible for ensuring these routines are carried out and that all documentation is completed by the end of the day.

The kitchen has floor marking denoting a “chef only” zone. The service area is for hospitality staff to collect food from. The floor here has social distance markings/ there is to be no loitering in this area. Hospitality staff should remain in their own zones for as much as the time as possible.

Non-operational Staff

All office, support, faculty and executive staff to continue to work from home where possible.

Hot desks are available at Roffey Park for staff to use via a booking system. Report and sign in at Reception. All staff to take regular lateral flow tests before working on site.

Nigel Dean

Director, Client Experience,
Roffey Park Institute