

Reopening 116 Pall Mall

Proposed Timetable for the reopening of 116 Pall Mall to members and member facing staff. This document applies to all staff and contractors involved in the day to day operation of 116 Pall Mall (all timings are indicative and subject to government advice).

4th August: Reopening of ground floor lounges for member use and reduced meeting rooms (max x 6).

1st September: Meetings for under 30 people.

October 2020: Potential return of non 116 core opening staff

Initially the restaurant at 116 will remain closed along with the lower ground floor including the café and wine bar.

Guidance for all team members

Welcome back, we hope you have been safe and well during the lock down period!

We understand that returning to work will come with some anxiety, however your health and wellbeing is of the upmost priority to The IoD.

Please read the information below on the things we all need to do to keep you, your colleagues and our clients safe.

If you have any questions about the information below, discuss them with your manager or a member of the People and Culture Team who will be able to help. Please remember that the EAP is available to provide additional support and you will also be provided with links to various resources that provide additional information, advice and support.

CV-19 Risk Assessment

The facilities team responsible for the building have produced a comprehensive Risk Assessment in relation to CV-19, this will provide the basis for all activity in the building. Please make sure you have read the RA and are aware of where to access it on the IoD intranet.

The CV-19 sickroom is the kitchenette on the Lower Ground Floor, this will be used for any members, guests and staff suffering signs of infection, while transport can be arranged.

What is CV-19 (Coronavirus)

Coronavirus disease (CV-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the CV-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and

cancer are more likely to develop serious illness. If you have any of these underlying health conditions, please inform your manager so that we can individually assess the risk for you.

The virus is commonly passed on:

- directly, through contact with an infected person's body fluids (for example, droplets from coughing or sneezing)
- indirectly, through contact with surfaces that an infected person has coughed or sneezed.
- The CV-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes.

Common symptoms include:

- fever
- tiredness
- dry cough.

Other symptoms include:

- shortness of breath
- aches and pains
- sore throat
- loss of smell and taste (anosmia)
- a few people have reported diarrhoea, nausea or a runny nose.

If you experience these symptoms you should stay at home, self-isolate and contact your manager or the P&C team. If you have a fever, cough or difficulty breathing you should call your doctor and seek medical attention. Please remember that it's important you also practice respiratory etiquette (for example, by coughing into a flexed elbow)

Social Distancing at work

We have taken measures to introduce social distancing at 116 Pall Mall and your manager will inform you how this will work in your location within the building. It is extremely important for all of us to observe these social distancing measures which will reduce the risk to you and your team members and reassure our customers that we are working responsibly.

Whilst at work please maintain 2 metres from your colleagues and avoid gathering in staff area's such as the Junction.

Hand washing

Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face. Ensure you wash your hands regularly, including;

- before starting work
- after coughing, sneezing or blowing nose
- after handling waste
- after using the toilet
- after eating, drinking, or smoking
- After handling deliveries or using high touch points – doors etc.
- before handling cooked or ready-to-eat food

How to wash your hands



Wet your hands



Apply soap



Palm to palm



Palm to palm
fingers interlaced



Back of hand



Base of thumbs



Wash fingernails



Rinse hands



Dry hands with towel

It is important that you notify your manager and top up soap/alcohol sanitiser if dispensers are running low.

Please remind yourself of the correct hand washing technique as detailed here which should take more than 30 seconds every time you wash your hands.

FoH

Your usual work wear is required but please read more on the following kit that will be available to all staff.

- masks / visors, gloves will be provided and can be worn if you require
- gloves will be provided and must be worn if you are interacting with members or guests requiring assistance with accessibility
- PPE must be disposed of in the separate bins provided at sanitation stations
- FoH team to rota cover for ground floor reception. x 1 at the desk, x 1 in the lobby
- August opening times 08.00 - 18.00, unless otherwise dictated by meeting room bookings

Staff Onsite

- All staff to enter and exit the building via the Warwick St entrance and sign in on arrival - this information will be used for Contact tracing. The Balustrade gate and door will remain locked
- All staff onsite activity is subject to business levels
- Managers will consider shift working and/or staggered start/finish times where possible to minimise staff numbers onsite
- If you experience/display any of the symptoms of COVID19, you are required to isolate at home and not come to work. If you are at work and develop symptoms, specific arrangements will apply and so you are required to advise your manager as soon as possible who will make arrangements to isolate you at work until transport can be arranged.

Member Services

- Members and guests to be booked in via Res Diary available on the IoD website, allocated tables by reception
- Access will be via 116 Pall Mall
- Members will not be expected to wear face masks
- Lifts will be single use only, with priority to disabled users
- Hand sanitizer pods will be positioned at entrances, with additional sanitizers available around the members areas
- We have taken the decision not to impose temperature checks on our members, and trust our members to decide if they are not well enough to visit.
- Members to be encouraged to arrive at the appointed time to avoid grouping in reception, distance marking and queueing system will be in place outside the building
- Guests who are early/late asked to wait outside if required
- Food & Beverage ordered via a web app at the table
- Members and Guests to follow signage around the building

- Members asked to remain in their allocated lounge as much as possible, and not go to other parts of the building
- Communicate that there will be no cloakroom due to the difficulty of social distancing items. However, if clients know that they may have large suitcases brought to the venue, we can try and make arrangements for them
- Anyone awaiting a taxi asked to wait outside
- Cashless transaction
- Guests arriving for site visits to be asked to arrive on time, member and site visits must be pre-booked

Offices – We have put in place the following measures and ask for your support in ensuring that these measures are effectively managed to ensure everyone's wellbeing

- PPE to be supplied, usage at the employees' discretion
- Desks to be spaced out to 2m distance, staff to be allocated a desk on return
- No sharing of laptops or computer equipment
- Staggered arrival and departure times
- Consider shift times in line with transport arrangements
- The loD will use markings and introducing one-way flow at entry and exit points
- The loD will manage occupancy levels to enable social distancing
- Use the Garden and 5th floor junction for breaks, tables will be marked out appropriately

Enhanced Cleaning

Current information suggests that the virus could survive up to 48 hours (2 days) on hard surfaces depending on the material. On your return to work your manager will introduce you to enhanced cleaning schedules which will cover more frequent and detailed cleaning. This will include counters, touch points e.g. trollies, till, door handles etc. Our cleaning supplier Wettons will be responsible for this, AV for their equipment and Benugo for all equipment relating to food and beverage services but please familiarise yourself with high traffic touch points and avoid them where possible.

- High traffic touch points will be cleaned every 2 hours - door handles, push plates, WC facilities
- Event furniture and equipment will be disinfected at least twice a day and between each use
- Separate bins for PPE disposal will be provided throughout

Please review full return to work and returning to event risk assessment here: [CV-19RA](#)

F&B Service via Benugo

- Benugo Risk Assessments provided for Covid planning
- Government and public health England guidelines followed
- Benugo staff to undergo return to work interviews and training
- Catering staff limited so social distancing in kitchens and back of house spaces can be maintained
- Catering staff provided with PPE - gloves and masks for serving TBC
- No buffets, sharing platters, shared condiments or open cutlery
- Kitchen equipment, crockery and glassware disinfected between uses
- If PPE is not provided or staff do not adhere to social distancing measure venue can/ will ask for their removal from site

General

- This is an ongoing process and will be updated in line with government announcements and industry best practice. Full health and safety precautions found on the website and attached
- Social Distancing measures and markings will be clear, with signage throughout the building
- Our large open plan meeting rooms are well suited to socially distanced usage by our members and guests.

IoD CV-19 (Return to work) Training Record

I have received and understood the Institute of Directors training and risk assessment. I can confirm I agree to follow this guidance and to comply with the CV-19 controls detailed in the training and risk assessment, including not coming to work if I develop any symptoms associated with the Coronavirus.

I confirm that I do not have any of the following symptoms

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell (anosmia)

I confirm that no member of my household has experienced any of the following symptoms in the last 14 days:

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell (anosmia)

Name:

Date:

Signature:
