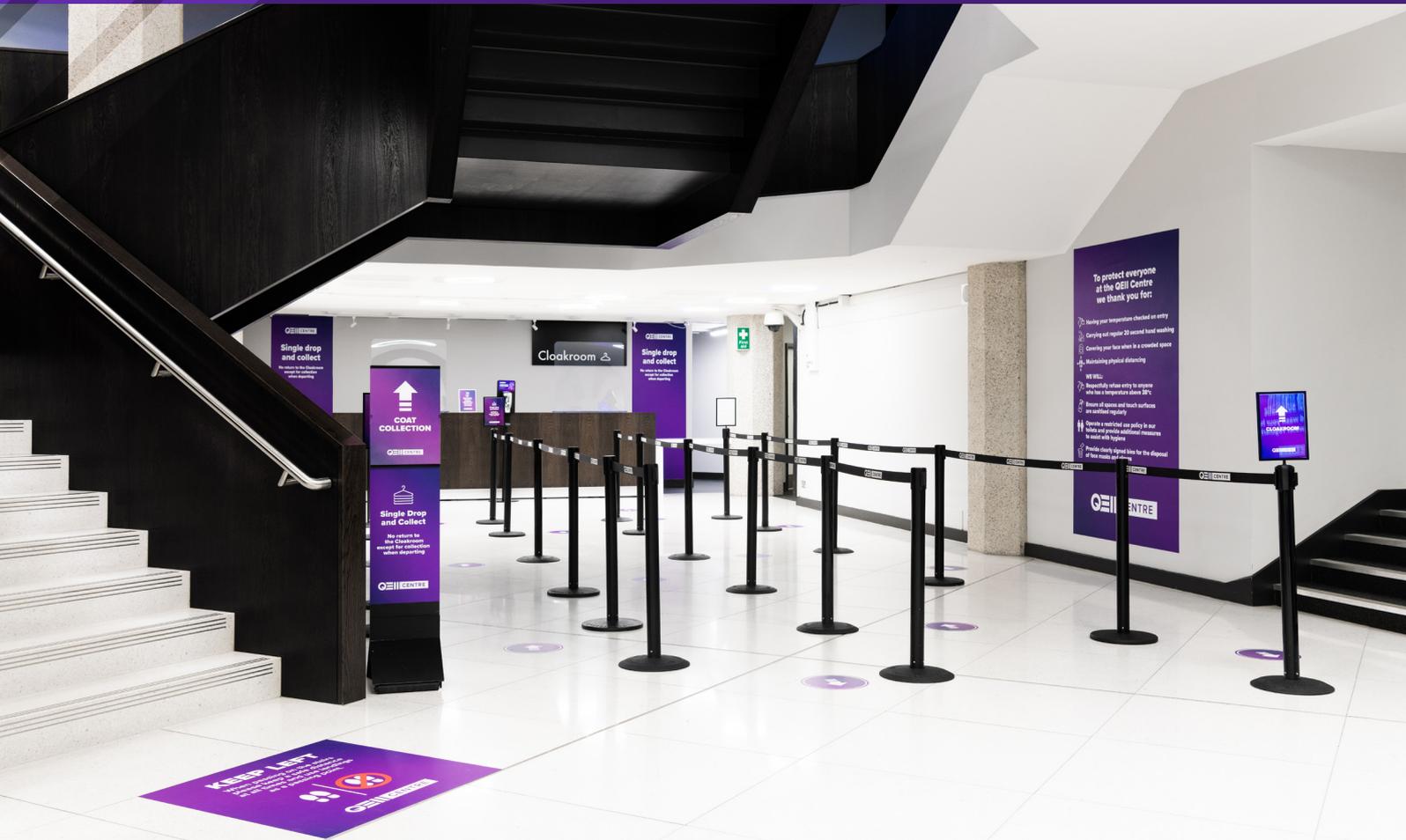


A Guide to Safely Attending an Event at the QEII Centre





WELCOME

The health and safety of our clients, delegates, contractors and staff is of paramount importance.

This guide will demonstrate the enhanced safety measures we have taken in preparation for reopening, so that you and your fellow delegates can feel confident and reassured about attending in person.

The QEII Centre is committed to ensuring that its measures are aligned with the leading industry standards and has successfully met the criteria for two major accreditations, the Meetings Industry Association, AIM Secure accreditation and Visit Britain's We're Good to Go.



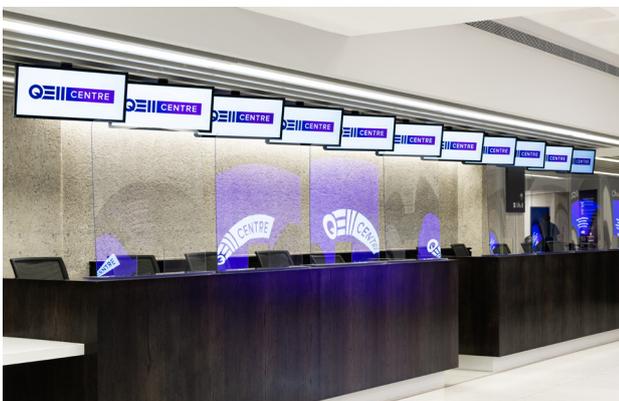
Enhanced Safety Measures



At the QEII Centre, we have always worked in partnership with our Event Organisers to help them plan and deliver successful events for Delegates. This guide will highlight the key steps that have been taken to make the Centre safe and what this means for you. From the preparation and cleaning of the venue prior to the event through to the event day, you will find all you need to know.

Cleaning

- The QEII Centre will ensure all spaces and touch surfaces are regularly sanitised e.g. door handles, push plates, stair rails, lift call buttons etc;
- Our Cleaning Team carry out regular Clorox deep cleans in rooms, on furniture and equipment;
- Technical equipment is sanitised in between each use



Facilities

- Sneeze screens are provided at reception and registration areas;
- Each item stored in the cloakroom will be placed in its own clear biodegradable and eco-friendly garment bag to avoid contamination;
- Additional hygiene measures are in place in our toilets; hand sanitiser and disposable seat covers.

Staff

- All Staff have undergone extensive online health and safety training on the revised procedures in preparation for the return of events to the Centre
- All Staff will have their temperature taken by a thermal camera at the Staff entrance
- All Staff members present a negative lateral flow test to gain entry to the Centre.
- All Staff will wear a face covering when in public areas or will clearly display a lanyard detailing exemption.

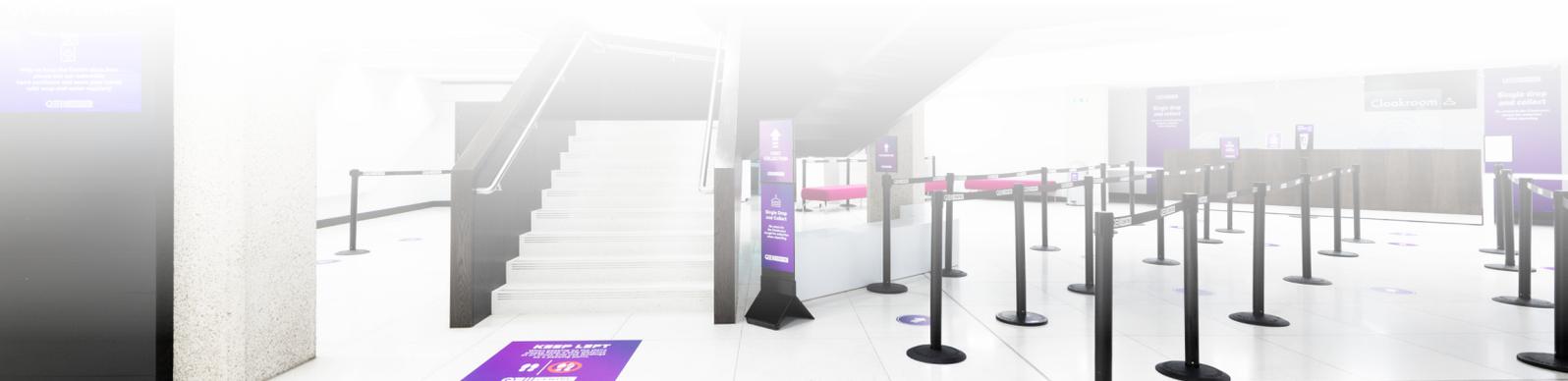
Enhanced Safety Measures



Pre-Event, Registration and Arrival

- Please monitor your health in the run up to the event. If you have any concerns about whether you should attend, please contact your Event Organiser in advance.
- All visitors will be required to show evidence of a negative lateral flow test (dated within 48 hours of attendance and reported on the Government website, displayed via text or via the NHS app) or proof of double vaccination no less than 14 days before attendance (displayed via the NHS app or NHS website)

- A thermal imaging camera is located in the entrance to assess body temperature. Any guest with a temperature over 100.4 F, 38.0 C will not be permitted to enter as this indicates a possible fever
- On arrival all guests are kindly asked to use the hand sanitisers located in the entrance
- Delegates are required to cover their face when in public areas. Once at their event they should follow the guidance issued by the Event Organiser. Delegates will not be admitted to the site if they are not wearing a face covering or cannot present evidence of why they cannot wear a covering (lanyard/certificate). This is for the safety and confidence of all.
- We recommend Delegates carry out regular 20 second hand washes



Catering: Protecting our People, Clients & Attendees



We are committed to keeping everyone safe. With enhanced hygiene measures in place, we want to give you the confidence to come back and enjoy our facilities, and our food & drink. We have introduced a range of measures to make sure your visit is safe, and we will continue to monitor and act on the advice from the Government regarding Covid Safe practice, adjusting our framework accordingly.

Here are some of the key steps we are taking:

- 1. SAFETY FIRST** – We have a hierarchy of controls which all colleagues will follow when working in our venues.
- 2. TRAINING** – Food safety, health and safety, and physical distancing training delivered to all active and returning team members.
- 3. ENHANCED CLEANING** – Enhanced cleaning protocols, paying close attention to high frequency touch points. Hand sanitiser for team members and customers, notably on exit and entry to catering locations. Anti-bacterial spray located next to catering touch points such as dining tables, water coolers and coffee machines.
- 4. APPROPRIATE PPE** – provided to all team members to ensure the wellbeing of our colleagues, clients and customers.

Cleaning, Hygiene, and Personal Protective Equipment

General Cleaning

Our standard cleaning schedule will continue to be used to clean catering equipment and surfaces within the kitchen and other catering areas, paying particular attention to common touch points.

Counter Cleaning

Cleaning of all hard topped surfaces will take place after food service has stopped and the dining room has been vacated. Cleaning of all front of house hard surfaces such as tables and chairs will be undertaken before each service period and colleagues must wear appropriate PPE while undertaking the task.

High Frequency Touch Points

High frequency touch points in and around the catering area provide an increased risk of virus transfer, as such, cleaning frequencies for these will be in line with the agreed client protocols.

Getting to the Venue

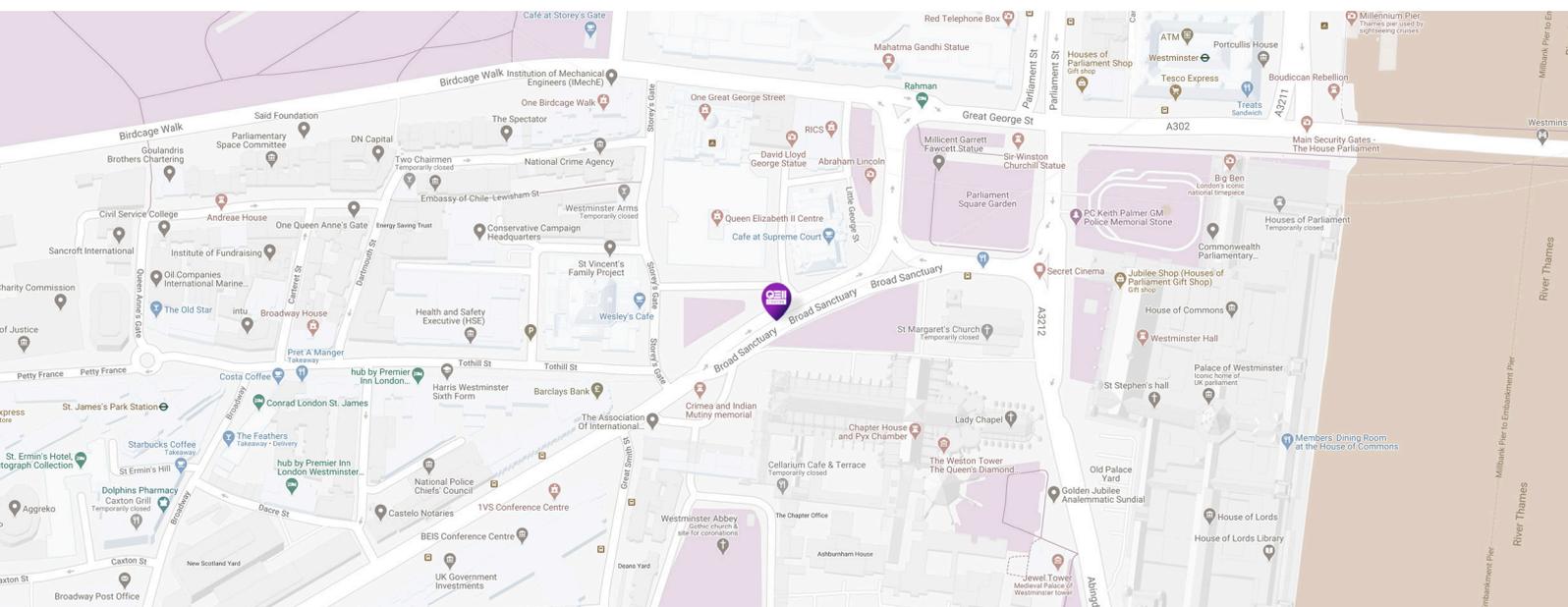


Location

Situated in the heart of Westminster, the QEII Centre is ideally located to take advantage of everything London has to offer.

Our award-winning conference and events venue is perfectly placed for you to experience London's many cultural attractions.

Uniquely situated in the shadow of Big Ben, Westminster Abbey and the London Eye, you are within a five-minute walk of the Thames and surrounded by excellent transport links in and out of the capital.



Getting to the Venue



Please ensure that you wear a mask on public transport. Failure to do so may result in an on the spot fine of £100.

The Centre is in walking distance of several stations, please see below how quickly you are able to walk to the Centre from each:

Tube Stations

- St James's Park (4 minutes walk)
- Westminster (6 minutes walk)
- Victoria (14 minutes walk)

To plan a tube journey please visit <https://tfl.gov.uk/>.

Mainline Stations

- Charing Cross (12 minutes walk)
- Victoria (14 minutes walk)
- Waterloo (18 minutes walk)

International Airports

- London City (26 minutes)
- Gatwick (44 minutes)
- Heathrow (47 minutes)
- Luton (47 minutes)
- Stanstead (1hr 5 minutes)

If you are flying to the UK, please allow extra time to get to the Centre, as airports are implementing extra safety measures. Please also check with the airport that you are flying into for their requirements around mask wearing and safety checks such as the use of thermal scanners.

Cycle Parking

If you would like to find an area to park your cycle, please [click here](#).



Accessibility



The QEII Centre is committed to providing access to all. Our staff are trained to assist visitors with limited mobility as well as other disabilities or needs.

Driving

Blue badge holders are permitted to park on the QEII Centre forecourt free of charge. Parking in this location is subject to availability so please call ahead on +44 20 7798 4000 to enquire.

Disabled passengers arriving by taxis or alternative vehicles may disembark on the forecourt.

Alternatively the nearest Blue Badge disabled parking bay is located on Matthew Parker Street. Alternatively, a little further away, there are bays on Tothill Street and Old Queen Street. Please see Westminster Council's website for further information.

Public Transport

Our nearest step-free tube station is Westminster, which is served by the Jubilee, District and Circle lines.

Getting Around the Centre

There is a ramp from the forecourt which leads to the QEII Centre front doors and is wide enough for easy wheelchair access. In addition to this, a DDA compliant registration point is also available to wheelchair delegates. All of our meeting and conference rooms have step-free access via corridors wide enough to easily manoeuvre a wheelchair.

We have nine passenger lifts, all of which can accommodate a wheelchair. One of these is a fireman's lift that can be used in the event of an evacuation.

There is no fixed seating at the QEII Centre, therefore wheelchair spaces can be positioned anywhere in the meeting rooms. We can fit a wheelchair ramp to the stage in larger meeting areas, or arrange a portable wheelchair lift to provide access to the stage in smaller meeting rooms.

Disabled Toilet Facilities

There are accessible toilet facilities throughout the QEII Centre. These are equipped with emergency alarms and can be accessed from all of our rooms by using lifts where necessary.

Assistance and Guide Dogs

You are welcome to bring your guide dog, hearing dog or other assistance dog into the QEII Centre.

Induction Loops

Most of our rooms have permanent induction loops for the audio impaired, and in the remainder, they can be fitted by arrangement with QEII Live. If you are a delegate at an event requiring this facility, please contact your event organiser who will arrange this for you.

Personal Evacuation Plans

We must ensure that everyone can be safely evacuated in the unlikely event of an emergency. If you feel that your disability could delay evacuation of yourself or others via the fire escape stairs, please contact the QEII Centre's Fire Officer prior to your event on +44 20 7798 4053 to agree a mutually convenient personal evacuation plan.



Our teams have been working hard to put in place all these measures, so that you can safely attend events at the QEII Centre. We hope that these preparations and this guide demonstrate our commitment to your health and safety. If you have any questions, please contact your event organiser and we will work in partnership with them to address these.

We are constantly monitoring the latest Government guidance and will continue to evolve our approach in line with this.

For the latest coronavirus information from the QEII Centre, please visit our website homepage, <https://qeiicentre.london/> where you will find regular updates as they happen as well our animated video.

We look forward to seeing you at the QEII Centre soon.



If you have any further questions, please call your Account Manager on:

020 8078 5752



To find out more about our coronavirus policy, you can download a pdf here:

Download