

SAFE meetings & events

What we're doing to keep you **safe**



Introduction

At Edgbaston, the safety of our guests and staff is our top priority.

Since the COVID-19 outbreak, we have been working hard to ensure we can re-open our venue safely and that you and your guests have the confidence to be able to attend events at Edgbaston.

This booklet lays out, in detail, the steps that we are taking to ensure the health and safety of you, your guests and our staff.

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We hope that this document gives you and your guests the reassurance you need, however if there are other procedures, steps and practices that you require please do get in touch we will do everything in our power to ensure that this is possible.

SAFE meetings & events

Our Promise

Our **6** point plan to make Edgbaston a safe venue



Space & Social Distancing

All rooms having outdoor spaces, strict social distancing measures and clear signage and guidance around the venue



Hygiene & Cleanliness

New and improved cleaning procedures and providing a high level of hand sanitiser dispensers



Contact Free Catering

Food and drink prepared on-site with increased safety and maintaining Edgbaston's outstanding range of fresh produce



Enhanced Technology

Increased options for clients including video conferencing, live streaming, hybrid events and virtual tours



Staff Fully Trained

All staff working to new operational procedures and have PPE tailored to their role



Communication

Regular updates from our experienced Sales Coordinators throughout the planning process

Our Facilities

Getting to Edgbaston

Following government guidelines, we are currently advising that people do not travel to Edgbaston by public transport, unless absolutely necessary. In line with our sustainability guidelines, we are advising all our guests to walk or cycle to Edgbaston if possible, or travel by car.

If you are traveling by car, we have limited parking available on site. We would ask that you let us know in advance if parking is required.

The Venue

To ensure that we have made our venue as safe as possible for guests, we have added the below features to the venue:

- Additional soap dispensers have been added to the toilets.
- Extra hand sanitiser stations around the stadium.
- All staff on site will be doing a health questionnaire before they come in to work and we will be taking their temperatures.
- All our rooms have individual air-con units to ensure that you are self-contained and access to outdoor space or balcony offering ample fresh air options.
- Signage has been placed throughout the venue to ensure that individuals are abiding by social distancing requirements and to encourage safe practices and good hygiene.
- Lifts are available for those who need this, however these are limited to **1 person per lift** and should be reserved for those with mobility issues.

Entering and Exit

We have put in place a stringent entrance and exit plan to ensure that there is clear movement throughout the stadium for both guests and staff. Organisers and guests will be able to enter the stadium via the Edgbaston Road entrance (Main Entrance), and exit through the Pershore Road exit, with the entrances and exits clearly marked.

Please note that the car park is currently being used as a testing centre so there will be security on to direct you on where to park.

We will also be rolling out staggered arrival and departure times if multiple events are taking place to ensure minimal cross over. Your Sales Coordinator will manage this with help from your Event Manager.

We will also be using a one-way system in and out of the building if requested for your event using other internal and external staircases.

Monitoring and Tracking

If you or any of your guests have COVID-19 symptoms or are feeling unwell, we ask that they do not visit Edgbaston. Any guest displaying any symptoms will be asked to return home immediately and will not be allowed to enter the building.

In addition, we ask that any guest who develops symptoms in the week after attending an event at Edgbaston contacts us immediately to ensure that we can take the correct procedures internally which includes, but is not limited to:

- Enacting our waste procedures where required.
- Informing the staff and organisers of other events to advise their guests.
- Performing a deep anti-viral clean of the venue.

Event organisers will need the contact details of all guests attending any event at Edgbaston.

Room Capacities

To adhere to strict 2m social distancing guidelines during events we have laid out our maximum capacities below.

To maximise capacities, these have been listed with front projection. If the layout that you would like is not listed below, one of our experienced Sales Coordinators will be able to talk you through what is available.

	Room Capacities				
	Theatre	Cabaret (round)	U-Shape	Class Room	Boardroom
Banqueting	80	50	20	70	20
East	20	20	20	20	20
West	20	20	20	20	20
Room with a View	20	20	20	20	20
1882 Suite	40	26	20	40	20
Members	40	24	20	30	20
Warwickshire	40	24	20	30	20
Press Lounge	20	10	15	15	20
Chairman's	20	10	15	15	20
Executive Box	-	-	6	6	6

Procedures

Cleaning Procedures

To ensure that all our guests and staff are confident about coming to Edgbaston, we are now publicising all our cleaning procedures that will be reviewed and updated regularly.

The new procedures include:

- Full venue deep clean before and after every event.
- Increased cleaning of high-frequency touch points.
- Ensuring there is a cleaner dedicated to all active events to ensure that the space is kept at a high-level of cleanliness throughout.

Dependent on how the venue is being used we will be implementing the below cleaning schedule of the high frequency touch points:

Touch Point	Cleaning Frequency		
	Low Use	Moderate Use	High Use
Light switches	Daily	4-hourly	Hourly
Doorknobs, handles, push plates		2-hourly	Hourly
Cabinet handles		4-hourly	Hourly
Handrails		2-hourly	Hourly
Counter tops		2-hourly	30 mins
Air conditioning controls		4-hourly	Hourly
Lift push buttons		2-hourly	30 mins
Sanitisers/ soap dispensers		2-hourly	30 mins
Water coolers/ drinks dispensers		2-hourly	30 mins

Waste Procedures

Normal waste will be disposed of in the usual manner.

Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) will be double-bagged and tied off; then be placed in a secure holding area for 72 hours before being disposed of in general waste. This process will also be used with staff PPE.

If storage for at least 72 hours is not possible for any reason we will arrange for collection as a Category B Infectious Waste by a specialist clinical waste contractor.

Personal Protective Equipment (PPE)

To ensure the safety of our guests and staff we will be providing all our staff with PPE tailored to their job role. This will mean that:

Front-of-House team

- As a very minimum all our front of house teams will be provided with masks and gloves.

Back-of-House team

- As a minimum the back of house team will be required to wear face coverings and aprons.
- Plastic gloves are not recommended due to the HSE risk of cross contamination across foods however regular hand washing after handling different foods is mandated.

Kitchen Procedures

Please see below the kitchen procedures that we now have in place:

Factor	Considerations	Social Distancing Controls
Menu Offer	Reduced menu	We will be offering a smaller menu selection so less resources are required to produce it and 2m segregation in the kitchens if possible
	Pre-prepared foods	Pre-peeled and chopped vegetables will be purchased where this choice is sustainable and possible which will reduce preparation time and required resource
Resource	Predicted volumes	The menu will be produced in parts so to alleviate congestion within the main kitchen
Service Offer	Grab & Go	Pre-made boxed / wrapped salads and hot foods will be served at all events where this is possible
	Food delivery	Meals will be prepared and boxed in the kitchen and transported in a hot cupboard to avoid congestion when delivering food from the kitchen to the service counter
Kitchen Size	Medium/ Large	A zonal workstation system has been implemented within the kitchen to maintain 2m segregation of staff
	Small	A rota system has been implemented to allow minimal numbers of staff into the kitchen at one time undertaking specific tasks along a food production chain system
	Posters	Posters are displayed on all kitchen notice boards ensuring that all staff are aware of the procedure and reminder to keep their distance
Shape & Orientation	Food Storage areas	A rule of 1 person at a time has been implemented within all back up refrigerators / freezers and dry goods store
		We will maximise the use of under counter fridges and storage areas to hold food and ingredients required during the day to avoid congestion in fridges, freezers and dry stores
	Workbenches & tables	Where possible we have re-positioned worktables to maintain social distancing
Equipment	Location	Where possible we have moved some of the light equipment to different locations within the kitchen to avoid congestion or the need to pass through other work areas
	Availability	Where possible we have created self-sufficient work areas which have all the necessary equipment needed to prepare the food items required

Food Offering

As part of our reduced menu, we are currently running three Day Delegate (DDR) options. Below are the lists of what is included in each package:

Gold £42 + VAT per head	Silver £35 + VAT per head	Bronze £29 + VAT per head
<p style="text-align: center;">Arrival Tea, coffee and orange juice with breakfast pastries or breakfast rolls</p> <p style="text-align: center;">Mid-morning Tea and coffee with an energy boost snack</p> <p style="text-align: center;">Gold lunch Hot fork boxed lunch with salad and dessert</p> <p style="text-align: center;">Mid-afternoon Tea, coffee and cake of the day</p> <p style="text-align: center;">Throughout the day Tea and coffee with individual bottles of water and refill stations</p> <p style="text-align: center;">Complimentary reusable water bottle or reusable coffee pot</p>	<p style="text-align: center;">Arrival Tea and coffee</p> <p style="text-align: center;">Mid-morning Tea, coffee and pastries</p> <p style="text-align: center;">Silver lunch Cold healthy protein box or hot food lunch</p> <p style="text-align: center;">Mid-afternoon Tea, coffee and cake of the day</p> <p style="text-align: center;">Throughout the day Individual bottles of water</p>	<p style="text-align: center;">Arrival Tea and coffee</p> <p style="text-align: center;">Mid-morning Tea, coffee and biscuits</p> <p style="text-align: center;">Bronze lunch Protein box and healthy snack</p> <p style="text-align: center;">Mid-afternoon Tea, coffee and cake of the day</p> <p style="text-align: center;">Throughout the day Individual bottles of water</p>

Bronze lunch will be one cold and one hot or cold salad served with hot new potatoes. Silver lunch will be a choice of four hot items with two salads. All these items will be pre-packaged in takeaway containers and served to the guests with pre-packaged cutlery.

Front of House Procedures

Please see below the Front of House procedures we have in place:

Factor	Considerations	Social Distancing Controls	
Physical Barriers	Counter	We will be creating a service counter in front of our buffets to create a physical barrier if possible	
		A member of staff will always remain behind the counter during service period	
		Counters will be cleaned continuously throughout service	
	Guard screens		Screen Guards are available upon request for the counters
			Posters will be used to encourage guests to social distance whilst queuing
	Grab & Go		Food will be provided in takeaway food containers only which require minimal colleague interaction with customers
			All of our takeaway food containers are fully compostable
	Cutlery		We will not be providing self-service cutlery stations due to the multiple customer contact points and difficulty in cleaning
			We will provide pre-packaged bio-degradable cutlery to all guests
			Any condiments, if being served, will be provided in individual sachets, and served by a member of staff upon request

Our Staff

Staff Training

All our staff on-site will be given additional training in social distancing and food and personal hygiene to ensure that they have a high level of understanding of our procedures and the risks involved in contamination.

All members of staff will be offered additional PPE outside of the standard requirements for their job role, where possible, and in keeping with policies and procedures already in place.

Staff Rotas

We will be using a rota system to ensure that the same members of staff are working the same shifts where possible. This will increase the safety of our staff and guests while minimise the risk, as well as enabling easier monitoring and tracing within the business.

Audio Visual & Wi-Fi

As part of our ongoing dedication to make sure you can hold your event, we are now offering fully inclusive hybrid packages which will enable a portion of your event to take place online.

We can utilise the latest technology to allow you to stream your event between rooms to ensure that all guests get that in-room experience. With over 55 different rooms available on-site, there is ample opportunity for this to happen. We can supply this through our current AV provider, MCL Create.

- Up to 500mb available to the stadium
- Hard wired network connections available on request
- Dedicated Wi-Fi log in for conference and event customers
- Customer branded Wi-Fi available on request*
- Guaranteed bandwidth up to 100mb option on request
- On site broadcast capability, featuring green screen or purpose-built backdrops, all with client branding capability*
- Hybrid solutions available to meet all of your event needs*
- Experienced partners with years of live production know-how

**Additional charges apply.*

FAQs

We understand in these uncertain times that you may have plenty of questions about your event in the coming months. To add some clarity to the situation, we have laid out our Frequently Asked Questions (FAQs).

Can I postpone my event?

Yes, as long as you book your event with us before 30 September 2021, except in exceptional circumstances. Any cancellation fees for the future event date will be based on the original event date.

Can I reduce my minimum numbers?

Unfortunately, you are not able to drop your numbers to below the original contracted numbers when postponing.

We can offer hybrid event options if you do feel that you will have less guests travelling to your event. However, you will still be liable for the value of the original signed contract, except in exceptional circumstances.

Can I cancel my event?

After exhausting options regarding hybrid events or postponements, you will be able to cancel your event and we will return to you your full deposit, less any costs that we have directly incurred in association with your event.

What about the size of the room – will this incorporate the social distancing measures?

We are currently exploring options with regards to different social distancing measures and will follow procedures as laid out by the government with the health and safety of our staff and guests at the forefront of any decisions made.

We have put together capacities based on 2m social distancing (UK Government guidelines).

Do I need to re-sign my contract when postponing my event?

No, you will be issued with a letter of variation for the new event which will change the date of your event only, all other clauses of your event will stay intact and cancellation of your event will be as per the original date.

The Future

What will happen next?

All these procedures will be reviewed on a fortnightly basis to ensure that they hold the most up-to-date information and are in keeping with all current guidelines.

These procedures will be in place for the foreseeable future and are subject to change.

We hope that both society and the events industry will be able to return to a new normal as soon as possible however, in the meantime, we will continue to strive and innovate to ensure the safety of all our staff and guest at Edgbaston Stadium.



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