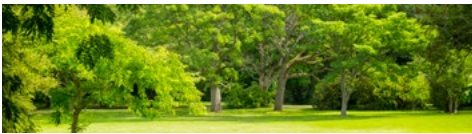


**MAKE
VENUES**

DUTY OF CARE

**YOU'RE IN
SAFE HANDS**



BROADWAY HOUSE
Part of **MAKE VENUES**

ENGINEERS' HOUSE
Part of **MAKE VENUES**

WOODLAND GRANGE
Part of **MAKE VENUES**

WELCOME

Working with the advice from Public Health England and the UK Government, this document outlines our duty of care policy and the measures we have introduced to ensure that our guests and staff can feel confident that they are in safe hands.

FROM START TO FINISH

These procedures are being implemented throughout our venues, and will be visible from the beginning to the end of your stay with us.

“As we look towards the welcome reopening of our venues, it’s always been the ambition of Make Venues to open in a way that gives you the reassurance you need to focus on your event, and your delegates’ experience. Never taking our eye off two critical elements; our duty of care to our clients and our commitment to deliver consistently high standards to our customers.”

David Vaughton, *Managing Director,*
Make Venues



RECEPTION & ARRIVAL

You will see and have access to:

- Clear signage to avoid congestion.
- Protective screens on reception desks and registration areas.
- Medical-grade hand sanitiser.
- Medical-grade disinfectant wipes.
- Hourly cleaning using electro static sanitisers.
- Social distancing markings and barriers.



MEETING ROOMS

We will ensure that:

- All meeting rooms are thoroughly electrostatically sanitised and sealed off prior to arrival.
- Room layouts are arranged to facilitate appropriate social distancing.
- Medical-grade hand sanitiser will be available.
- Pre-arranged room sanitisation is available throughout the day.
- Pads and pens are removed to reduce touch points.
- Meeting rooms can be refreshed at client discretion.
- Each delegate will have their own 1litre bottle of water.

HAND WASHING FACILITIES

Hand sanitiser stations will be placed at all staff and guest entrances / exits and all other areas where guests or team members are present. These will include back of house areas, reception, restaurant, meeting rooms and shared tenant spaces. There will be regular signage to remind guests and team members to sanitise their hands.



ELECTROSTATIC SANITISING

'A CLEANER CLEAN'

The Electrostatic sanitising system allows our team to quickly, quietly and thoroughly clean facilities full of equipment, furniture, and fixtures, throughout the venue, during regular intervals each and every day. Our technology uses positively charged sanitiser, dispensed through the latest in electrostatic portable devices, with environmentally and surface safe sanitiser.

OUTDOOR SPACE

At both Engineers' House & Woodland Grange, you have access to outdoor space, where you can:

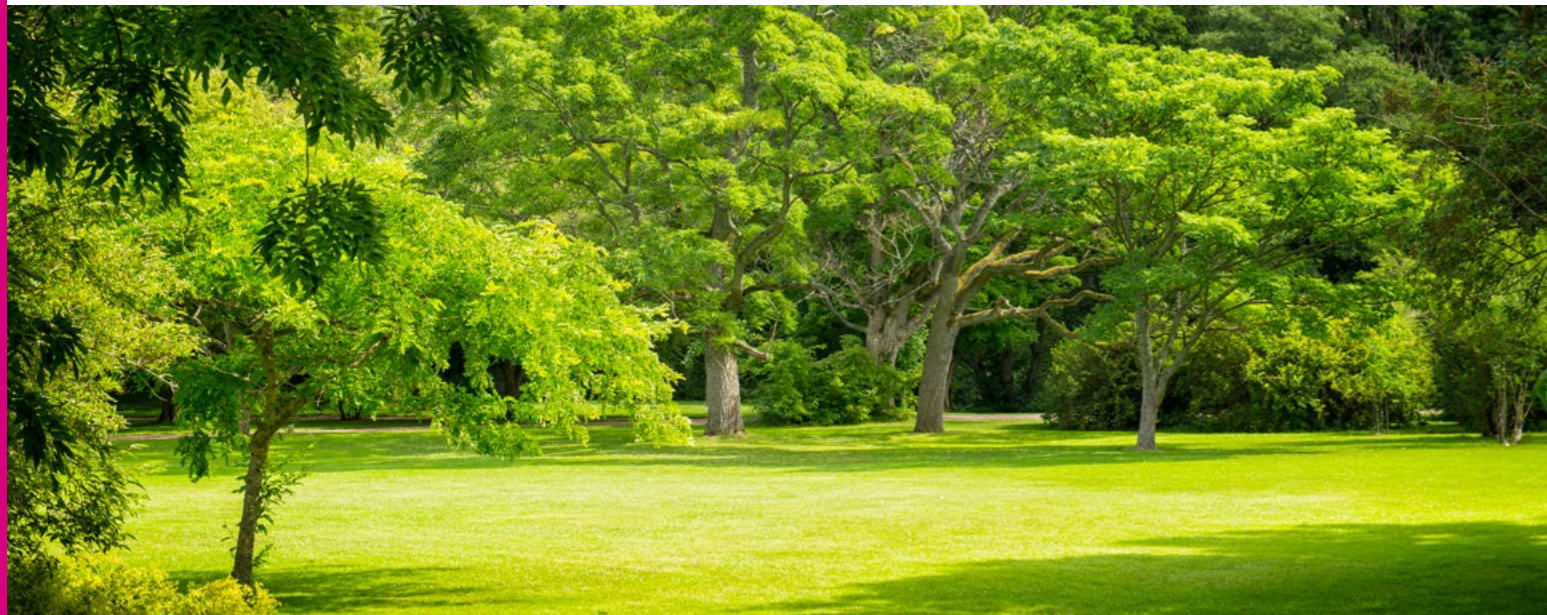
- Eat lunch or take a coffee break
- Hold breakout sessions from your meeting
- Relax and get some fresh air
- Get the same service from our team



COMMUNAL AREAS

We will facilitate:

- A one-way system, where possible, to facilitate traffic flow and avoid congestion.
- Regular supply and access to medical-grade hand sanitiser stations.
- Regular electro static sanitisation, including on soft furnishings.
- Furniture that is spaced to allow social distancing.
- Clear signage reinforcing the safe practices introduced.



FOOD AND BEVERAGE

We will ensure that

- Each meeting will have a dedicated private space for refreshments during the meeting.
- Private refreshment areas are serviced safely by a trained member of the team wearing the correct PPE, and sanitised using medical-grade sanitiser and disinfectant.
- Protective screen guards are introduced where buffets are served.
- Tables and seating are to be removed in the first instance, and only re-introduced in line with Government advice and observing safe distances.



- Medical-grade hand sanitiser and disinfectant wipes are easily accessible.
- Where required, food will be delivered in individual Tiffin Boxes to the private refreshment space or meeting room at an agreed time.
- There will be a socially distanced queue system, at a pre-arranged lunch time, for buffet dining where available.
- Where required, food will be served by trained chefs wearing PPE and from behind Perspex screens.
- Cutlery and condiments will be individually wrapped and sealed.
- Where required breakfast will be available as a grab and go option or served by trained chefs from behind Perspex screens.
- For plated meals, guests will be encouraged to order over the phone and collect from a collection point in the restaurant.



BEDROOMS

In every bedroom, as well as disinfectant wipes being readily available, we will implement our '10 key touch point' deep clean and sanitisation, including:

1. Switches and electronic controls
2. Handles and knobs
3. Major bathroom surfaces
4. Remote controls and telephones
5. Bed and bedding
6. Bathroom amenities
7. Hard surfaces
8. Wardrobe handle, iron and board, hangers and safe
9. In room F&B
10. Window openings and radiator control

Bedrooms will also only be serviced at guest's discretion.



DIGITAL AND HYBRID EVENT SUPPORT

- Working with Kinly event solutions we now have the ability to support social distancing and promote necessary travel by operating hybrid events.
- These will combine a safe physical presence in our venues, whilst engaging with participants virtually.
- This allows us to host engaging meetings from our venues with live Q&A and polls.
- The Kinly concierge service is available to ensure your event has technical support from start to finish.



OUR TEAM WORKING SAFELY

Our team are receiving online training and are responsible for implementing our policy and operating standards within our venues.

Furthermore, our teams will always also be responsible for maintaining standards through regular checks that must include; enforcing regular handwashing, provision of anti-bac sanitiser gel and regular, strict cleaning schedules.



**WE LOOK
FORWARD TO
WELCOMING
YOU BACK TO
MAKE VENUES
AND HAVING
PRODUCTIVE
EVENTS ONCE
MORE.**



www.MakeUK.org/venues

MAKE
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