



## **OUR SAFETY MEASURES FOR WELCOMING YOU BACK**

We are delighted to be able to welcome you back at One Birdcage Walk. The safety of our guests, visitors and staff is paramount, therefore, following Government advice, we have produced this guide to advise of the changes we have implemented around the building. We will continue to review and update these processes in line with Government guidance and industry best practice.

Whilst we will do everything possible to provide you with a safe environment, we ask that you and your guests uphold the highest levels of personal hygiene and respect for others, including regularly washing and sanitising your hands.

### **Before your event takes place**

We ask that any organisers booking an event or meeting at our venue take some important steps prior to accessing our venue:

- Appoint an onsite event contact to ensure that physical distancing is followed by your delegates and that no stated room capacity is exceeded, or any changes are made to the space setup. For more information on rooms capacities, visit [onebirdcagewalk.com/roomcapacities](https://onebirdcagewalk.com/roomcapacities) or contact our Commercial Venue Hire Team at [enquiries@onebirdcagewalk.com](mailto:enquiries@onebirdcagewalk.com).
- Provide a full delegate list to your venue coordinator at least 48h prior to when the event takes place. This will assist in reducing queuing on entering the building.
- Ensure all your delegates are aware not to attempt travel to or access our venue if feeling unwell or displaying any symptoms.

We will provide you with a direct line so that your onsite event contact can get in touch with the Commercial Venue Team during the event should they need to.

### **Travelling to One Birdcage Walk**

**By foot or public transport:** If travelling by public transport and wearing masks, where possible we ask our guests to maintain and dispose of any PPE prior to arrival or within the designated bins provided onsite.

**By train:** We are 15 minutes' walk from either London Victoria or Charing Cross train stations, should you wish to avoid using the underground. Alternatively, the closest underground stations are St James's Park and Westminster, both less than 5 minutes' walk from the venue.

**By bike:** We recognise that there may be an increased number of visitors who may choose to cycle to our venue, so we aim to provide, where possible, a designated cycle storage area on site - please note that if our storage capacity is exceeded, we may ask visitors to use designated bicycle parking areas outside the building. One Birdcage Walk is not able to accept liability for any loss or damage to cycles and personal belongings left in the space. Under no circumstances should cycles be left in any other public spaces within our venue.



## **On arrival to One Birdcage Walk**

- All visitors will be required to be signed in by the duty Receptionist on arrival. A safety line has been clearly marked on the floor around the reception desk.
- Once signed in, visitors will be asked to use the hand sanitiser provided before making their way to their desired destination.
- Pens and pads will not be provided to reduce handling and risk of contamination. We also encourage organisers to run, whenever possible, paperless events.

## **Moving around the building**

Due to the layout and configuration of the building it is not possible to fully implement the current physical distancing measures in some areas, however, we have put in place the following measures:

- The capacity of our lifts has been reduced to one person per trip. Please only use the lift if you are unable to walk up the stairs. If you need to use a lift, please queue bearing in mind the current physical distancing guidelines and do not obstruct others moving around the building.
- Safe distance areas have been clearly marked out around some areas of the building corridors.
- On staircases, where possible, passing places have been clearly marked out. At all times when using any staircase, please keep left and use the passing places if required.
- If you can avoid touching staircase handrails, please do so but do not compromise your safety.
- Where possible, some doors have been propped open to reduce touch points. Unfortunately, most doors within the building are fire doors and therefore should not be propped open under any circumstances.

## **Catering at One Birdcage Walk**

We have been working hard with our in-house caterer CH&CO to provide your events at One Birdcage Walk with a variety of high-quality catering options in the safest way we can.

- New pre-packaged menus and offers will be available, including boxed salads, sandwiches, bento boxes and Asian inspired noodle pots.
- All cutlery will be individually provided with each meal. As sustainability remains at the forefront for OBW and CH&CO, we choose to use compostable disposables.
- Fresh and seasonal drinks offer will be served in line with physical distancing guidelines.
- All catering staff will be fully trained on revised health and safety measures, including physical distancing in both kitchens and service areas.
- We will, whenever possible, operate one-way systems for guests to collect catering. Refreshment breaks may take longer than usual, so you should allow sufficient time in your event agendas. We also want you to rest assured knowing that our catering staff will be wearing PPE when setting up catering.
- The Catering and Commercial Venue teams will be on hand to reassure and answer any questions you or your guests may have, whilst maintaining physical distancing and heightened cleaning procedures.



## Hygiene and cleaning procedures

In addition to our existing cleaning processes, we have increased cleaning frequency, team size and procedures:

- Each event space will be fully cleaned and sanitised after each use.
- Presentation equipment and laptops will be for individual use and fully sanitised after use.
- Hand sanitising stations have been placed at our Reception area, main entry points, inside each event space and at other key areas of the building. Please feel free to use them.

## Toilets

Where toilets have an inner lobby door, this will now be propped open to minimise contact with touch points. Some urinals and sinks will be taken out of use to ensure we comply, where possible, with the physical distancing guidance. Our cleaning regime will be increased, and additional checks carried out to ensure that soap dispensers are kept stocked up.

## Emergency evacuation

In the event of a fire alarm or evacuation drill, all occupants of the building should leave the premises immediately via the normal escape routes. Physical distancing should not take precedence during an evacuation. Once outside at the normal muster point, please ensure that you distance appropriately, utilising the length of Birdcage Walk if necessary.

## First aid

While we will still provide a first aid response, any assistance offered will be in line with the current physical distancing guidelines. All first aiders will be supplied with updated first aid advice, including revised advice on CPR. PPE will be made accessible to first aiders as necessary.

## On exiting One Birdcage Walk

We ask that once your meeting or event is concluded that you exit the venue whilst still maintaining adequate physical distancing.

- The onsite event contact will be responsible for informing our main reception or emailing your One Birdcage Walk coordinator that you have concluded.
- We ask that all meetings and events conclude at the time allocated to ensure we can maintain our enhanced cleaning process of the event space.
- All items brought in by delegates must be removed. Any items remaining will be immediately disposed of as per our enhanced cleaning process. One Birdcage Walk cannot be held responsible for any items left onsite.

If you have any queries or would like more information, please feel free to get in touch:

### Commercial Venue Team

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