

Covid-19: Taking Care Of You

COVID19 systems and processes

To ensure our clients and our team remain safe during the COVID19 pandemic we have

- Completed a COVID19 Risk Assessment that is updated monthly or more frequently if required. If you would like sight of this document please let me know.
- Developed and implemented our COVID-19 - Taking Care of You program to address the issues raised in the Risk Assessment.
- Achieved "AIM Secure Accreditation" from the Meeting Industry Association which recognises our commitment to delivering a healthy and hygienic environment.



What we ask of clients and staff

: Everybody is required to :-

- Provide track and trace details.
- Have their temperature taken as they enter the building.
- Wear a mask when moving around the building.
- Respect 2 metre social distancing in common areas,

We encourage everyone visiting the venue to

- download and use the NHS Scotland App, if they have a smartphone

take a lateral flow test, these tests are available Free of Charge from either

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> or most pharmacies.

Track & Trace

We manually gather track and trace data from everyone that enters the building to:-

- Ensure that people don't 'forget' to check in.
- Record people that do not have a smartphone.

If contacted by the Scottish Track and Trace teams, we can then provide them with the information they require.

Cleaning and Hygiene

Your well-being is our top concern, so we're using a sophisticated and environmentally friendly system to keep our rooms safe and clean.

The rooms, equipment and the whole building have been hand cleaned using bio-friendly cleaner/disinfectant. An antimicrobial coating has then been applied to all soft and hard surfaces using our Electrostatic Sprayer. This provides a prolonged coating on all surfaces for up to 28 days. We will be doing this fortnightly

- All high contact touchpoints in the common areas will be wiped down every hour with disinfectant including lift buttons, door handles, handrails, restrooms and all other hotspots in the venue.
- All computer equipment is disinfected daily including keyboard and mice. Along with all tabletops and chairs.
- Hand sanitizer will be provided in each meeting room and throughout the venue.





Social Distancing

We have marked out our communal areas to help you safely navigate through the building. Please follow these social distancing measures so everyone can enjoy their time with us. Where it may not always be possible to practise social distancing, we ask that you please be considerate of others.

There will be:

- Streamlined sign-in procedure.
- Room allocation based on social distancing following Scottish Government guidelines.
- Seating layouts in rooms adhere to social distancing, we'll stick with 1-metre distancing for now, but will keep the situation under review.
- Increased signage through the venue
- Floor sticker markings are placed to indicate 2m Social distancing walking paths in the common area.

Ventilation

Fresh air ventilation is provided by an air handling unit in the roof space that draws fresh air from outside. The air is then filtered and fed through the ducted air flow system into each room.



Air Conditioning

Each room has its own independent air conditioning unit that filters, heats, cools and dehumidifies the air for that room. The controls for these units are in the room. All equipment is maintained in accordance with ISO14001.

Refreshment Break

A member of our team can be on hand to serve your Tea's/Coffee's at your requested break time.

Gloves & hand sanitiser are provided for self service.



Catering

To help break up your day, the kitchen is open! We can either offer you exclusive use of the restaurant or individually wrapped plates of buffet items that can be brought to your room.

Gloves & hand sanitiser are also provided for self service.