

Standard Operating Procedure – Keele Hall

The following standard operating procedure will be in place for all users of Keele Hall to include event guests, staff, visitors, contractors

Current Risk Rating 3

Once in the building all persons must adhere to the SOP of the building. The risk assessment and SOP's will be provided to all staff before return for their appropriate area; they **MUST** sign that they have read and will comply with the SOP and a log of induction training will be held within the area of responsibility.

Any concerns must be raised to Adrian Lowe, building lead in the first instance. If there are procedures outlined here that may inadvertently cause any issues for any staff with disabilities or protected characteristics, please raise this to the planning to return response group to allow us to review the guidelines and provide reasonable adjustments to the SOP.

A full return to work induction process will be undertaken by the hall General Manager for catering & events staff.

Building opening and closing procedure	<p>The staff member who is allocated responsibility for opening the building via the operational rota will complete the opening and closing checklist, which will detail the process for safe entry and exit to the building for daily opening.</p> <p>During normal operations this will be the duty supervisor or manager present for events.</p>
Building access and flow	<p>Keele Hall should be accessed through the main great hall doors where directional signage will indicate the flow of the building. A copy of the building flow will be available for access to all building users and will be displayed on the entrance to the building for visitors and guests.</p> <p>A copy of the building flow should be displayed in offices where appropriate, for staff and visitor guidance and made available at reception for guest use.</p> <p>Doors will be propped open to allow contactless flow through the building where possible; this will include corridor doors and access doors function and general use rooms and will form part of the opening and closing down procedure of the building.</p> <p>Other building users, ILAS, KPA, & Medicine will ensure that doors are propped open for their own areas during normal occupancy;</p> <p>Where any building door needs to be closed increased disinfection of contact plates and door handles will be maintained.</p>
Staff welfare	<p>All breaks to be taken in the staff room (75) opposite the toilets on the chamber floor for occupants of spaces KPA/ Medicine &</p>

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	<p>ILAS. Kitchen door to be propped open with access to the room at no more than 2 persons.</p> <p>Kitchen equipment in this area must be disinfected before and after use</p> <p>Events team to use rooms 89 & 93 to reduce overcrowding of room 75</p> <p>Water coolers will be flushed regularly, it is recommended that the dispensing nozzle is sanitized with food grade sanitizer before use.</p> <p>Keele Hall front of house operational staff breaks will be taken in room 47 in the lower ground floor of the building.</p>
<p>Visitors & Reception</p>	<p>All building visitors, event guests and contractors are required to follow the one way building process and check in at Meet & Greet desk which will be relocated to the Great Hall. Exceptions to this may be granted for one off events in the Ballroom whereby access will be permitted through the main reception doors to the ballroom and will be subject to an individual risk assessment for that event.</p> <p>Event guests will be directed through the one way flow to their designated events space. Guests will be advised in advance of their event on building processes and flows that will need to be followed.</p> <p>Guests for ILAS, Medicine, KPA will be asked to wait in the stairwell area by room 74 for collection by host. The host will be telephoned from the meet & greet point once the guest has arrived and will be directed to the collection point.</p> <p>Signing in book to be created for sign in at reception for all visitors to the site. Records to be maintained for a period of 21 days maximum to comply with GDPR. It is recognised that this process may change once a computerised system is set up on campus.</p>
<p>Cleansing</p>	<p>General cleansing of the building will be undertaken with enhanced cleansing / disinfection on a daily basis of stair rails and communal area touch points. This will be actioned via a combination of daily cleansing staff and guest champions that are in the hall.</p> <p>Office staff and other building users will be responsible for enhanced cleansing of own spaces to include door handles, desks, keyboards and telephones as well as contact areas within staff kitchens and break areas.</p>

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	<p>A suitable disinfectant spray and wipes will be available for areas to purchase for this activity.</p>
<p>Office occupancy and social distancing</p>	<p>It is preferred that single occupancy offices be the norm, however where this cannot be achieved consideration will need to be given to the following:</p> <ul style="list-style-type: none"> • Working from home where possible • Consider the use of MS teams for general meetings and communications even when in the building. • Staggered timings for arrival and departure into office spaces • Where offices are considered to be overcrowded – alternative accommodation will be sought elsewhere within the building. • Desks should be at least 2 meters apart and those desks that are not in use should be clearly marked with the appropriate signage. • Staff should adhere to government recommended social distancing practices when working • Doors should be wedged open to alleviate the need for contact during normal occupancy hours.
<p>Toilet Facilities</p>	<p>Toilets are available on the attic floor (room 100) and will become unisex for building users occupying rooms 94, 96, 97, 70, 72, 73, 74 and other building users when events are in place and demand for toilets maybe high.</p> <p>Toilet facilities for FOH staff will be located in the basement of the hall near to the break area (room 47)</p> <p>Toilets throughout the building will operate on a one in one out basis with appropriate signage to indicate this practice. A “knock and call” process will be in place for all toilets.</p> <p>Toilet checks will be made periodically throughout the day by guest champions and cleansing staff, and recorded on the toilet check sheets.</p> <p>Door handles will be periodically disinfected where they cannot be propped open.</p> <p>Hand dryers will remain in normal use; paper towels will be in place as an additional measure to ensure alternative drying arrangements are available.</p>

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	<p>Soap and appropriate signage will be in toilets to ensure satisfactory handwashing is maintained.</p>
Building flows	<p>The building will operate a one way flow system which must be adhered to by all building users; occasionally due to the dynamics of the building there will be the requirement to include 2 way systems and likewise there will be unavoidable pinch points.</p> <p>All building users will be required to adhere to signage and adopt a give way approach at pinch points, corridors, and stairwells where two way traffic is required. Additional signage will be in place for pinch point areas to advise building users where required.</p> <p>In the event of a fire or other evacuation emergency the normal fire evacuation processes must be followed using the appropriate routes and all fire doors MUST be closed as part of the evacuation process.</p>
Food and drink	<p>The SCR & UCR will remain closed until risk rating 1 is achieved.</p> <p>Building users are therefore advised to make their own arrangements for food and drink, via purchases from the campus store or bring your own lunch.</p> <p>The hall will comply with COVID guidance relating to the hospitality industry and latest guidance provided by supporting bodies such as the MiA.</p> <p>For risk rating 3 this will include:</p> <p>Table service for guests in dining areas with staggered service and one way flow.</p> <p>Extended service times for lunch</p> <p>The provision of guest drinks packs for use throughout the day with manned hot water stations.</p>
Fire alarms	<p>Fire alarms will continue to be tested on Wednesday morning as per the current required testing process.</p>
Risk Assessments	<p>Individual risk assessments will be completed for each event type that is beyond the normal agreed layout and will form part of the event brief that is circulated to the operations team.</p> <p>These will be discussed at the planned event ops meeting each week.</p>
Lifts	<p>The lift must only be used where the stairs are impractical to use and therefore for the following two reasons only:</p> <p><i>When an activity requiring its use is needed to transport items that cannot be easily moved by the means of the stairs.</i></p>

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	<p>Or</p> <p><i>A person of limited mobility requires assistance in their movement to the upper and lower floors of the hall.</i></p> <p>In the instance where the lift needs to be used, it MUST be disinfected in contact areas before and after use using the supplied disinfectant spray and paper roll provided within the lift</p> <p>No more than one person should use the lift at any one time unless it is to support a person of reduced capacity. Under these circumstances a guest champion should be used to support that person who will have the appropriate PPE to support this activity.</p>
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