



RCP
LONDON | events

Safe and Secure Events

RCPL_Operational_Standards_For_Reopening_28Jan2022



Introduction

The following guidelines will provide you with an overview of the measures we are putting in place to ensure your safety when visiting our venue.

In addition, we hold the AIM Secure and We're Good To Go accreditations, meaning our venue has been audited and approved as one that can open safely and follows current government guidance.

RCP London is spread over several buildings, the best practice guidance outlined in this document will apply to our full site.



An assurance of excellence in
business meetings and events
Service. Safety. Health. Responsibility.





What happens
when I come
to the RCP?

What to expect when visiting

- All staff and guests of RCP London must report to our reception team located in our main building
- Our friendly reception team will be located behind protective screens
- The NHS Track and Trace QR code is available for you to check into the venue should you wish to do so. This will enable you to be notified that you may have come into contact with someone inside the venue who has subsequently contracted COVID
- Thermal scanners remain in situ at reception and we recommend that you check your temperature in order to keep everyone safe
 - Any guests presenting with a high temperature (37.8°C or greater) will be asked to return home
- A hygiene station is located at the entrance to the main building with additional sanitising stations positioned throughout the building
- If you are visiting a member of RCP staff, they will meet you at reception and escort you to the meeting space
- Our cloakroom will be available for use and will be managed to avoid long queues, you are encouraged to please keep your distance
- Our staff working at your event will be required to wear a mask at all times to ensure the safety of you and your guests
- Although not mandatory, we encourage you to consider wearing a mask to protect yourself and others whilst inside the building
- Our cleaning team will be constantly sanitising and cleaning our facilities throughout the day
- To reassure you, all RCP event staff (including contracted staff) have undertaken COVID-secure training and are lateral flow testing twice a week, prior to being allowed back on site to assist with our events





I'm attending
an event,
what's
different?

Attending an event

To ensure your safety as a delegate, you may find a few additional changes to your experience at RCP London.

- Please remain in your allocated seat/event space for the duration of your visit
- We are advising against the use of badges and lanyards to avoid contamination; your event organiser may suggest alternatives to facilitate networking
- We are recommending that organisers send delegate packs electronically
- We encourage you to bring your own notepad and pen with you as your event organiser may no longer provide this for you
- We recommend that question and answer sessions are facilitated using an app (eg Vevox or Sli:do) to avoid use and handling of microphones
- A separate and clearly marked bin for infectious waste is located at reception to dispose of PPE
- We will provide assisted service at beverage stations where possible and self-service stations will also be available
 - Sanitiser gel will be provided at these stations to facilitate immediate disinfection
- Pedal or automatic bins will be available for disposal of food waste and a separate drop off area will be in operation for used crockery, cutlery and glassware
- At the end of each event, the rooms will be cleaned and sanitised in preparation for our next guests





What should
I do if I start
to feel unwell?



Feeling unwell


If you are displaying any symptoms prior to arriving at our venue, we respectfully ask that you remain at home and follow current guidance. If you start to feel unwell while visiting, please follow the steps below.

- Let your organiser or a member of RCP staff know immediately
- You will be taken to our dedicated quarantine area where you will receive the appropriate medical attention
- Our team will ensure the meeting organisers are informed discreetly and protocol will be followed



What are
your enhanced
cleaning measures?





Our enhanced cleaning measures

- The building will have undergone a thorough deep clean prior to reopening
- Our cleaning team will have a continued presence during the day
- Our cleaning regime has been modified and ensures high touch points (such as banisters, door handles, lift buttons) will be sterilised and cleaned regularly
- Hand sanitiser stations will be positioned throughout the building
- A full and thorough clean of each space will be carried out at the end of each event
- If you see something that requires immediate attention, we encourage you to speak with a member of our team who will ensure appropriate action is taken





I'm organising
an event,
what do I
need to do?

Organising an event

As an event organiser using our venue, there are additional steps we would advise that you take and ask that you share this information with any third-party providers. direct to your own website or social media platform(s). We also offer solutions for virtual board meetings.

- Please share your programme with your event planner at the earliest opportunity
 - If there are multiple events on the same day, we may need you to adhere to pre-agreed refreshment breaks to avoid an overlap of delegates in communal areas
 - In addition, your refreshment breaks may need to be longer to safely serve your catering provision
- To assist with contact tracing please encourage your delegates to scan the NHS Track and Trace app when arriving
- We recommend that you encourage the wearing of face masks whilst inside the venue
- We ask that only pre-registered delegates attend your event – no ‘walk-ins’
- We encourage you to consider staggered registration times for your delegates to avoid queuing and large groups
- We recommend contactless registration for example, simple tick sheets, managed and controlled by your on-site staff



- We recommend badge-less and paperless events to avoid transmission through the preparation of delegate packs, badges and lanyards
- For your safety, access to the AV control booths will be restricted to RCP AV staff only
 - AV staff will wear masks when operating outside of the booth eg meeting with speakers/organisers
- Speakers will be provided with lapel or handheld microphones instead of lectern microphones, these will be disinfected between use
- All equipment will be disinfected regularly
 - Your event planner can provide you with the disinfection and hygiene procedures in place for our audio-visual equipment



To speak to a member of the Meetings and Events Office
about hiring the RCP, please call **+44 (0)20 7034 4900**
or send an email to **events@rcp.ac.uk**

Royal College of Physicians
11 St Andrews Place
Regent's Park
London NW1 4LE

