



## **Book the Utility Week Awards with confidence, join us with confidence!**

We are delighted to be able to once again bring the industry together face to face this year. To keep everyone as safe as possible, we will be operating our own Covid-19 safety procedures, working carefully with the Grosvenor House Hotel and in line with Government guidance and regulations.

### **Faversham House Customer Covid Charter**

*Customer Safety, Flexibility and Business Continuity*

#### **Customer Safety**

Our aim is to work with you to minimise the risk of covid being carried into the venue, so you can enjoy the freedom to network and make the most of the live awards experience.

We ask that you support us by following these conditions as part of your registration process:

Please:

- To enter the event we require you to have taken a lateral flow test and received a negative result within 24 hours of arrival.
- Do not travel or attend if you are feeling unwell, have a temperature or any cold/covid symptoms, or have been in close contact with anyone that has had a positive test within the previous 5 days
- Do not travel or attend in breach of government track and trace guidelines at the time of the event <https://www.gov.uk/coronavirus>.
- We will supply a record of all attendees for track and trace if required.
- We ask visitors to make use of additional anti-bac provisions, regular hand washing and reduced physical contact throughout the event.
- The space will be well ventilated and we ask that people respect social distancing.

#### **Staff and venue safety:**

We will work with the venue and all suppliers to create an environment with appropriate standards of hygiene, space management, ventilation, and contact safety as per government guidelines.

The three principles the Grosvenor House Hotel follows are:

- **Hygiene:** The hotel maintains a high level of enhanced hygiene protocols in all areas. Hotel staff will wear face coverings and gloves during the service.
- **Ventilation:** All public areas and events spaces have a high level of natural and mechanical air-conditioning with fresh air ventilation. The supply air handling has a maximum flow rate of 76,464 m<sup>3</sup> per hour = 21.24 litres per second. The units are continuously run at 50% capacity equalling 10.62 litres per second per person, which is above the recommended enhanced 10 litres per second.
- **Sanitization:** High traffic areas and touchpoints are sanitized frequently and regularly, and hand-sanitizing stations are available for all guests to use.

In addition, all Utility Week staff will be checked for a negative covid lateral flow test within 24 hours of the event.

*If you would like to see our full risk assessment documentation, please contact our customer services team.*