

# YOUR SAFETY AT THE KIA OVAL



**KIA OVAL**  
EVENTS &  
ENTERTAINMENT

# Introduction

Given the current climate we have chosen to put together this document to ensure that you and your guests have the confidence to be able to proceed with your event at the Kia Oval.

This booklet lays out, in detail, the steps that we are taking to ensure the health and safety of you, your guests, and our staff.

Below are the contents of this booklet:

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We hope that this document gives you the reassurance that you need at this time however if there are other procedures, steps and practices that you require for your event please ask us and we will do everything in our power to ensure that this is possible.



# Getting to the Kia Oval

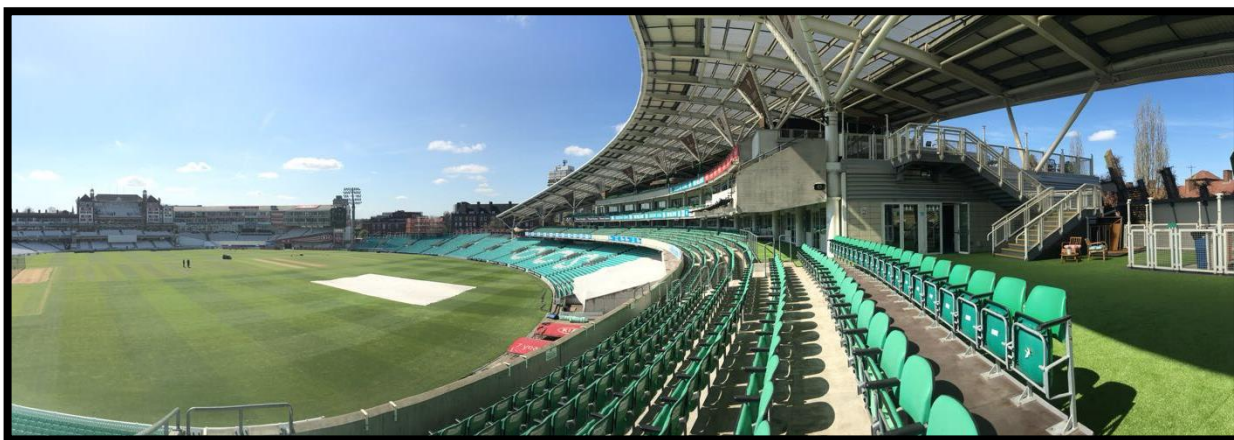
Following government guidelines, we are currently advising that people do not travel to the Kia Oval by public transport unless necessary. In line with our sustainability guidelines we are advising all our guests to walk or cycle to the Kia Oval if possible. We are positioned on the cycle superhighway ensuring a safe and quick journey as well as having Santander Cycles positioned at the entrance to the ground.

If you need to drive, we do have limited complimentary parking available on site. Guests are advised to contact us directly to book in car parking spaces and booking this in is based on a first-come, first-served basis.

## The Venue

To ensure that we have made our venue as safe as possible for guests we have added the below features to the venue:

- All soap and permanent hand sanitiser dispensers across the ground have been changed to touch free to reduce the risk of cross contamination.
- Thermal imaging cameras have been added to the entrances of the ground to remotely check the temperature of all guests. If a guest is found to have a high temperature, they will be asked to return home and self-isolate. If they are unable to immediately return home, we will have an outdoor space set-aside for self-quarantine to enable individuals to wait until they are able to go home.
- All our rooms have individual air con units to ensure that you are self-contained and have ample fresh air options.
- Signage has been placed throughout the venue to ensure that individuals are abiding by social distancing requirements and to encourage safe practices and good hygiene.
- Lifts are available for those who need this however these are limited to 1 person per lift and should be reserved for those with mobility issues.
- We ask that all guests come to the venue with their own PPE if they would like to wear it; unfortunately, we will not be able to provide PPE to guests or organisers.
- We ask that all guests bring minimal belongings (e.g. no suitcases) to reduce the number of contaminable items in the venue.



# Entering and Exiting

We have put in place a stringent entrance and exit plan to ensure that there is clear movement throughout the ground for both guests and staff. Organisers and guests will be able to enter and exit via the Alec Stewart gate turnstiles with the entrances and exits clearly marked. We will also be proposing staggered arrival and departure times if multiple events are taking place to ensure minimal cross over of events take place. This will be discussed with your Sales Executive during the co-ordination phase.

We are also able to create one-way systems in and out of the building if requested for your event using other internal and external staircases.

All staff and staff visitors will enter via the Hobbs Gate at the Pavilion entrance to the ground and exit via a different exit at the Alec Stewart Gate to ensure that there is as little cross over as possible.



# Monitoring & Tracking

Your safety is our top priority so we ask that any guest who develops symptoms does not visit the Kia Oval and any guest displaying a high temperature at the entrance will be asked to return home and not enter the building.

In addition, we ask that any guest who develops symptoms in the week after attending an event at the Kia Oval contact us immediately to ensure that we can take the correct procedures internally which includes, but is not limited to:

- Enacting our waste procedures where required.
- Informing the staff and organisers of other events to advise their guests.
- Performing a deep anti-viral clean of the venue.

In addition to the above we will monitor all guests, visitors, and staff who enter the ground using thermal imaging cameras that are positioned at the main stand reception and the entrance to the staff offices. If any individual is found to have a temperature 37.5°C or above, they will be asked to make their way home. If they are unable to go home straight away an outdoor place to self-quarantine will be designated until they are able to find a safe route home.

# Room Capacities

To encourage social distancing during events we have laid out our maximum capacities below for both 2m and 1m social distancing. To maximise capacities in the spaces these are listed with front projection. If the layout that you would like is not listed below one of our dedicated sales executives will be able to talk you through what is available:

	2M DISTANCING			1M DISTANCING		
	THEATRE	CABARET (Square/round)	U-SHAPE	THEATRE	CABARET	U-SHAPE
Jardine Suite	70	70	23	156	140	40
Ashes Suite	58	58	20	128	125	34
England Suite	64	80	19	162	136	31
India Room	32	32	14	83	68	25
John Major Room	32	32	14	83	68	25
Pakistan Room	13	16	12	36	32	20
Double Box	12	12	7	18	18	10



# Cleaning Procedures

To ensure that all our guests and staff are confident about coming to the Kia Oval we are now publicising all our cleaning procedures that will be reviewed and updated regularly.

The new procedures include:

- Full venue deep clean before and after every event.
- Increased cleaning of high-frequency touch points.
- Ensuring there is a cleaner dedicated to all active events space to ensure that the space is kept at a high-level of cleanliness throughout.

Dependent on how the venue is being used we will be implementing the below cleaning schedule of the high frequency touch points:

Touch Point	Cleaning Frequency		
	Low use	Moderate use	High use
Light switches	Daily	4-hourly	Hourly
Doorknobs, handles, push plates		2-hourly	Hourly
Cabinet handles		4-hourly	Hourly
Handrails		2-hourly	Hourly
Counter tops		2-hourly	30 mins
Air conditioning controls		4-hourly	Hourly
Lift push buttons		2-hourly	30 mins
Sanitisers/soap dispensers		2-hourly	30 mins
Water coolers/drinks dispensers		2-hourly	30 mins

# Waste Procedures

Normal waste will be disposed of in the usual manner.

Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) will be “double-bagged” and tied off; then be placed in a secure holding area for 72 hours before being disposed of in general waste. This process will also be used with staff PPE.

If storage for at least 72 hours is not possible for any reason we will arrange for collection as a “category B infectious waste” by a specialist clinical waste contractor.

In addition to the above we will now be placing food waste bins in all rooms to accommodate our use of compostable cutlery and takeaway containers.

# PPE

To ensure the safety of our guests and staff we will be providing all our staff with PPE tailored to their job role. This will mean that:

Front-of-House team:

- As a very minimum all our front of house teams will be provided with masks and gloves.

Back-of-House team:

- As a minimum the back of house team will be required to wear masks and aprons.
- Plastic gloves are not recommended due to the HSE risk of cross contamination across foods however regular handwashing after handling different foods is mandated

# Kitchen Procedures

Please see below the kitchen procedures that we now have in place:

Factor	Considerations	Social Distancing Controls
Menu Offer	Reduced menu	We will be offering a smaller menu selection so less resources are required to produce it and 2m segregation in the kitchens is possible
	Pre-prepared foods	Pre-peeled and chopped vegetables will be purchased where this choice is sustainable and possible which will reduce preparation time and required resource
Resource	Predicted volumes	The menu will be produced in parts so to alleviate congestion within the main kitchen
Service Offer	Grab & Go	Pre-made boxed / wrapped salads and hot foods will be served at all events where this is possible
	Food Delivery	Meals will be prepared and boxed in the kitchen and transported in a hot cupboard to avoid congestion when delivering food from the kitchen to the service counter
Size of Kitchen	Medium / Large	A zonal workstation system has been implemented within the kitchen to maintain 2m segregation of staff
	Small	A rota system has been implemented to allow minimal numbers of staff into the kitchen at one time undertaking specific tasks along a food production chain system
	Posters	Posters are displayed on all kitchen notice boards ensuring that all staff are aware of the procedure and reminder to keep their distance
Shape & Orientation	Food Storage Areas	A rule of 1 person at a time has been implemented within all back up refrigerators / freezers and dry goods store.
		We will maximise the use of under counter fridges and storage areas to hold food and ingredients required during the day to avoid congestion in fridges, freezers and dry stores
	Workbenches & tables	Where possible we have re-positioned worktables to maintain social distancing
Equipment	Location	Where possible we have moved some of the light equipment to different locations within the kitchen to avoid congestion or the need to pass through other work areas
	Availability	Where possible we have created self-sufficient work areas which have all the necessary equipment needed to prepare the food items required



# Food Offering

As part of our reduced menu we are currently running with 2 DDR options. This is the Bronze and the Silver DDR options. Below are the list of food and beverage inclusions in both DDRs:

BRONZE	SILVER
<b>Arrival</b> Tea and Coffee	<b>Arrival</b> Breakfast Pastries and Breakfast Rolls
<b>Mid-morning</b> Tea and coffee and biscuits	<b>Mid-morning</b> Biscuits
<b>Bronze Lunch</b> <i>Cold healthy protein box</i>	<b>Silver Lunch</b> <i>Hot fork boxed lunch with salad</i>
<b>Mid-afternoon</b> Tea, Coffee and Cake of the Day	<b>Mid-afternoon</b> Cake of the Day
<b>Throughout the Day</b> Individuals Cans of Water	<b>Throughout the Day</b> Tea and Coffee Individuals Cans of Water

The Bronze lunch will be a cold healthy protein box with a mix of salads and meat and vegan protein, and the Silver lunch will be a hot fork meal served with a salad on the side. All these items will be pre-packaged in compostable takeaway containers and served to the guests with pre-packaged compostable cutlery.

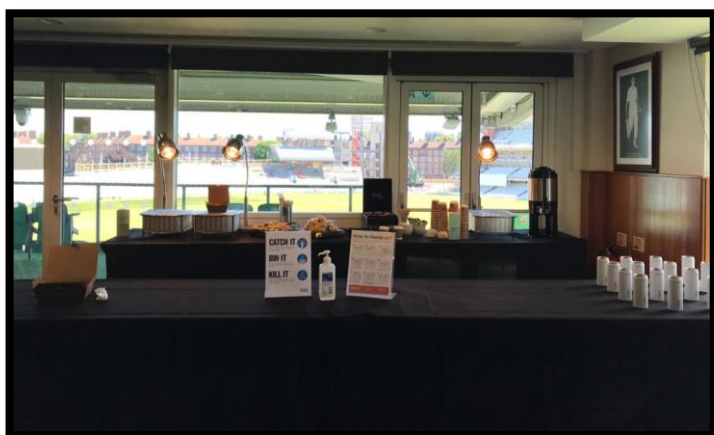




# Front of House Procedures

Please see below the Front of House that we now have in place:

Factor	Considerations	SD Controls
Physical Barriers	Counter	We will be creating a service counter in front of our buffets to create a physical barrier
		A member of staff will always remain behind the counter during service period
		Counters will be cleaned continuously throughout service
	Guard Screens	Screen Guards are available upon request for the counters
	Grab & Go	Posters will be used to encourage guests to social distance will queuing
		Food will be provided in takeaway food containers only which require minimal colleague interaction with customers
		All our takeaway food containers are fully compostable
	Cutlery	We will not be providing self-service cutlery stations due to the multiple customer contact points and difficulty in cleaning.
		We will provide pre-packaged bio-degradable cutlery to all guests
		Any condiments, if being served, will be provided in individual sachets, and served by a member of staff upon request



## Staff Training

All our staff onsite will be given additional training in social distancing and food and personal hygiene to ensure that they have a high level of understanding of our procedures and the risks involved in contamination.

All members of staff will be offered additional PPE outside of the standard requirements for their job role where possible and in keeping with policies and procedures already in place.

# Staff Rotas

We will be using a smart rota system to ensure that the same members of staff are working the same shifts where possible. This will increase the safety of our staff and guests while minimise the risk, as well as enabling easier monitoring and tracing with the company.

# Hybrid Events

As part of our ongoing dedication to make sure you can hold your events, we are now offering fully inclusive hybrid packages which will enable a portion of your event to take place online.

We have also been utilising this type of technology to enable you to stream your event between rooms to ensure that all guests get that in room experience and with over 55 different rooms available on site there is ample opportunity for us to facilitate this.

# Flexible T&Cs - FAQs

We understand that in these uncertain times there is some worry about events in the coming months. To add some clarity to the situation we have laid out the below Frequently asked questions surround our T&Cs.

- **What are my postponement options?**
  - All postponements can be made by 31<sup>st</sup> January 2022 (subject to availability) expect in exceptional circumstances. Any cancellation fees for the future event date will be based on the original event date.
- **Can I reduce my minimum numbers?**
  - Unfortunately, you are not able to drop your numbers to below the original contracted numbers when postponing. We can offer hybrid event options if you do feel that you will have less guests travelling to the events; however, you will still be liable for the value of the original signed contract; except in exceptional circumstances.
- **Can I have a refund?**
  - If your event falls in a lockdown period, after exhausting options regarding hybrid events or postponements, we will return to you your full deposit less any costs that we have directly incurred in association with your only event.

- **What about the size of the room – will this incorporate the social distancing measures?**
  - We are currently exploring options with regards to different social distancing measures and will follow procedures as laid out by the government with the health and safety of our staff and guests at the forefront of any decisions made. We have put together capacities based on 2m social distancing (government guidelines) and 1m social distancing (World Health Organisation guidelines).
- **What is the latest date we can postpone our event to?**
  - All postponements can be made by 31<sup>st</sup> January 2022 (subject to availability) expect in exceptional circumstances. Any cancellation fees for the future event date will be based on the original event date.
- **If we book/postpone our event now, can we cancel with no cancelation fees due to COVID-19?**
  - If your event falls in a lockdown or government restriction mean that we are unable to hold your event, after exhausting options regarding hybrid events or postponements, we will return to you your full deposit less any costs that we have directly incurred in association with only your event.
  - If we can hold your event however you feel that your event may not be as well attended as you like (or has been adversely affected by COVID-19) we are happy to postpone your event to a later date (up until 31<sup>st</sup> January 2022, subject to availability) however we will still require the full deposit to be paid by the original date and cancellation will be as per the original date.
- **Do I need to re-sign my contract when postponing my event?**
  - No you will be issued with a letter of variation for the new event which will change the date of your event only, all other clauses of your event will stay intact and cancellation of your event will be as per the original date.

# The Future

All these procedures will be reviewed on a bi-monthly basis to ensure that they hold the most up-to-date information and are in keeping with all current guidelines. These procedures will be in place for the foreseeable future and are subject to change.

We hope that both society and the events industry will be able to return to a new normal as soon as possible however, in the meantime, we will continue to strive and innovate to ensure the safety of all our staff and guest at The Kia Oval.

