



**COVID-19
HEALTH AND SAFETY
PROGRAMME**



CENTURY CITY
CONFERENCE CENTRE



JULY 2020

Our Commitment to Care

Century City Conference Centre's Covid-19 Health and Safety Programme

The health and safety of guests and staff has always been a top priority for us, and we have always adhered to the highest standards in this vital area. However, in the light of the coronavirus pandemic, we have elevated our processes and protocols to fight this disease and enshrined them in our Commitment to Care programme. This programme includes a comprehensive set of new cleaning and safety measures compiled in line with the recommendations of the South African Department of Health, the World Health Organisation, AIPC (International Association of Convention Centres), ICCA (International Congress and Convention Association) and UFI (the Global Association of the Exhibition Industry).

We will constantly stay abreast of new recommendations to ensure that our business operates at the highest safety levels.

Despite all of the changes that implementing these measures require, in terms of our motivation and attention to detail, for us it will be business as usual. This is because at the core of our business, and as the foundation of everything we do, we have enshrined three simple but fundamental values: Care, Commitment and Consistency. These values are not simply abstract ideals but deeply ingrained attitudes shared by all our staff members. They are part of our corporate culture and our daily interactions.

This is what gives us the confidence that we will indeed be equal to the task of minimising risk and ensuring peace of mind throughout the entire guest journey from arrival to departure. Because the knowledge of how to fight this virus will be applied by hands and minds motivated by what is already in our hearts.

We understand that each event is unique. Our team will work with you to apply specific safety measures to meet the precise requirements of your event.



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1. GUEST AND STAFF ARRIVAL

To assist in the detection and prevention of the spread of the coronavirus infection, the arrival of our staff and guests include a screening and controlled arrival process as follows:

- Signage clearly indicates entry and exit locations, as well as specific terms and conditions of entry.
- Sanitizer stations are positioned at all entry points into the buildings.
- Entry to the building is not permitted without a mask
- Non-contact temperature checks are conducted and recorded at all points of entry.
- Completion of a self-assessment form is required by guests on arrival.
- Contact tracing registration is conducted on arrival.
- Our Guest service team are available to support guests, ensuring they reach their event safely and efficiently.
- Internal signage indicating COVID-19 safety measures are in place to maintain a safe venue.
- Staff or guests who are displaying a temperature of 37.5 degrees or higher or do not pass the self-assessment, are discretely directed to appropriate medical facilities.

2. PERSONAL PROTECTIVE EQUIPMENT

- Staff are provided with and trained on the use of personal protective equipment (PPE)
- Masks are available for guests
- Biohazard boxes are available to dispose of used PPE.



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3. INCREASED FREQUENCY OF CLEANING AND SANITISING

We are maintaining an even higher standard of cleanliness through the increased frequency of cleaning and sanitising. Particular attention is paid to high-touch surfaces in all communal spaces as well as all kitchen areas.

Conference and meeting rooms cleaning standards have been adapted to reduce the spread of the COVID-19 virus. This includes the use of hospital-grade cleaning products for all surfaces and linens specifically targeted at the new coronavirus.

- Signage indicating COVID safe behaviour, as well as directional information for each event, will be displayed throughout the venue.
- Elevator buttons are disinfected every 30 minutes throughout the day.
- Sanitiser stations are positioned at all conference and meeting rooms, lift landings, as well as public spaces and bathrooms.
- The sanitizer is hospital grade and above 70% alcohol content.
- Decontamination cleaning products which are EPA-registered are used.
- Hospital grade cleaning products are used and attention is focused on high-touch items, i.e. light switches, telephones, door handles, etc.
- Shared equipment, e.g. stationary and audio visual equipment, within conference and meeting rooms will be disinfected after use.
- Any refuse will be bagged in rooms.
- Staff members may only enter rooms while wearing gloves and a mask.
- A cleaning team who operate in the evenings will conduct their usual deep cleaning process but will also sanitise and disinfect all communal spaces, kitchens and high touch surfaces.
- Once the meeting or conference room has been disinfected, a seal will be placed on the exterior of the door allowing no entry until the new group arrives.
- Paper towels are available in bathrooms.
- Increased frequency of cleaning of bathrooms by trained team members are in place.
- Linen is deep cleaned under the correct temperatures to kill any bacteria or virus.
- Proper ventilation, temperature, humidity, and air purification controls are in place.
- Waste removal procedures have been updated to comply with COVID-19 guidelines.
- Exhibitor and supplier standard operating procedures have been updated to ensure adherence to COVID-19 guidelines.





4. PHYSICAL AND SOCIAL DISTANCING

Staff and guests are encouraged to practice physical and social distancing in all spaces that they occupy. Staff work areas have been adapted to promote this.

- Maximum capacities in a given space, as indicated by the Department of Health, will be strictly enforced.
- Floorplans and capacity charts of conference centres venues have been updated, in accordance with physical distancing guidelines.
- Floor decals will be used to indicate the spacing of 1.5m between each person.
- To allow for adequate distancing, no more than 2 people will be allowed in an elevator at a time.
- Screens display reminders and guidelines of physical distancing in all public areas.
- Lounge furniture have been re-positioned to adhere to the physical distancing guidelines.
- Staggered break times will be implemented to reduce the amount of people in public areas.
- By incorporating our Century City Virtual Conference Centre platform, delegates and speakers can be included in your event virtually.

5. FOOD AND BEVERAGE

Our commitment to health and safety expands to food and beverage, where every effort is being made to minimise risk.

By eliminating buffets and open service options, a stricter control for food safety can be provided.

- Serving stations have been erected, with glass panels between guests and our chefs, who will serve each delegate individual portions.
- All team members will wear gloves and masks at all times.
- Floor decals at queuing points are used to indicate the spacing of 1.5m between each person.
- Break times will be staggered, to minimise contact between groups.
- Coffee and tea stations, as well as our Marcel's Frozen Yoghurt station, will still be a self-serve option. Physical distancing and safety precautions will be displayed at each area, and all cups and utensils are disposable.
- Water bottles are sterilised and clearly marked as ready for consumption. Individual water bottles are available on client request.
- Sanitation stations are placed at all food station areas.
- Contactless payment methods will be available.
- No cash will be accepted.



6. GUEST AND STAFF EDUCATION AND TRAINING

The plan is supported by a dedicated onsite Covid-19 Health and Safety Officer who will assess risks and monitor the implementation and compliance to give you confidence that all planned measures are scrupulously enforced.

- Signage reminding guests and staff about health, hygiene and the correct wearing of PPE is positioned throughout the property including all back-of-house areas and bathrooms.
- Exhibitor and supplier standard operating procedures have been updated to ensure adherence to COVID-19 guidelines.
- A banqueting manager will brief each group, on arrival, on health and safety guidelines and procedures.

Staff training includes:

1. How to respond and report in the case of a suspected case
2. Supporting guests and colleagues in the case of a suspected case
3. Correct hand-washing protocols including:
 - Washing hands for 25 seconds every 60 minutes
 - The importance of use of soap, hot water and disposable paper towels
 - General hygiene practices
 - Hand washing after touching any items including mops and brooms
4. Use, maintenance and disposal of personal protective equipment (masks, gloves and visors)
5. How to reduce risk and the prevention of Covid-19 and the new coronavirus:
 - All cases will be reported to the National Department of Health for tracing purposes
 - Staff are instructed to stay at home if they do not feel well.
 - Daily team briefings are conducted reinforcing hygiene and the safety protocols.
 - Guest services have Covid-19-related resources and information for guests
 - Signage reminding staff and guests to maintain a distance of 1.5m from each other is positioned throughout the property.

For any advice or information on the new coronavirus and Covid-19, please visit

www.sacoronavirus.co.za

Collectively, we will beat this virus!