



EAST WINTERGARDEN
CANARY WHARF

OUR RESPONSE TO COVID-19

The health and safety of those that attend events at East Wintergarden, Canary Wharf is of paramount importance to us.

We have implemented measures throughout East Wintergarden, shopping malls, buildings and spaces to ensure that our clients can remain safe whilst using these facilities. These measures adhere to the guidance set out by the UK government and Public Health England.

The impacts of COVID-19 across the world continue to evolve and, whether as a result of changes to guidance issued by public health authorities or in response to further outbreaks of the virus, we anticipate the measures outlined in this guide may be subject to change.

Monitoring, reviewing and altering measures

Canary Wharf Group's management and resilience programmes are certified to International Standards in Environmental Management (ISO 14001), Business Continuity (ISO 22301), Occupational Health and Safety (ISO 45001) and Quality Management (ISO 9001) to ensure our clients whilst on the Estate, can continue business during any incidents or issues, including those presented by the COVID-19 crisis.

Canary Wharf Group's management and resilience teams have been monitoring, reviewing and altering the measures outlined in this guide and will continue to do so as the situation evolves, in line with models set down in the International Standards listed above.

Any changes which impact on services provided to or relied upon by our tenants or the public will be communicated with the relevant parties as soon as reasonably practicable.



PREPARING EAST WINTERGARDEN FOR YOUR EVENT

Our venue cleaning regimes have all been reviewed and enhanced considerably to include:

- ✓ Hand sanitisers at all entrance points into East Wintergarden.
- ✓ Increased cleaning to all touch points including escalator handrails, door handles and lift push buttons.
- ✓ All accessible doors converted from push button to opening automatically on approach.
- ✓ Periodic sterilization fogging after events.



KEEPING YOU SAFE DURING YOUR EVENT

We have implemented several measures to ensure the safety of you and your guests during your event these include:

- ✓ Additional cloakroom facilities in order to help reduce congestion in our entrance area where possible
- ✓ Covid-19 Steward present for the duration of your event to monitor the measures in place.
- ✓ East Wintergarden venue staff will be required to take a lateral flow test pre and post event.
- ✓ East Wintergarden venue staff will be required to undergo a temperature check on arrival using our thermal imaging system.
- ✓ Signage in common areas promoting safety through emphasizing basic infection prevention measures, including displaying hand-washing signs and NHS QR code for those guests that would like to “check in”.
- ✓ Staff cleaners visible during your event carrying out additional sanitising duties throughout.
- ✓ Face coverings are no longer required by law in any setting, however anyone still wishing to wear a mask will be able to do so without question or prejudice.



OUR RECOMMENDATIONS FOR KEEPING YOU SAFE DURING YOUR EVENT

The below measures are not compulsory, however we would recommend you consider implementing these measures to ensure the safety of you and your guests during your event:

- ✓ We recommend organisers encourage staggered guest arrival and departure times to avoid any congestion.
- ✓ In-house audio visual solution that allows you to broadcast your event online to reduce guest numbers on site. Additional charges apply.
- ✓ Online registration and ticketing to reduce queueing and to help manage guest flow on arrival.
- ✓ All guests to undergo a temperature check on arrival using our thermal imaging system.
- ✓ Signage in common areas promoting safety through emphasizing social distancing measures.
- ✓ Two-way entry and exit and signage at all entrances.
- ✓ Limiting the number of people in the lifts with signage displayed in lift lobby and lift car floor.
- ✓ Requesting all guests “check in” using the NHS QR code for the purpose of track and trace.
- ✓ Requesting all guests provide proof of vaccination, a negative test result or immunity to gain access.



CATERING

East Wintergarden are working closely with our catering partners to identify the control measures which will be most appropriate and effective. We will continue to communicate and liaise to ensure the highest standards of safety are maintained throughout the venue. :

- ✓ Clean and sanitize all surfaces within the area including high touch areas (fixtures, light switches, appliance handles and buttons).
- ✓ Turn on appliances and verify they are working satisfactorily.
- ✓ Regular kitchen extract inspections.
- ✓ Remove and dispose of any spoiled products where applicable.
- ✓ Clean and sanitize all appliances.

Our catering partners have their own standard operating procedures available on request.



NEED MORE INFORMATION?

The measures set out in this guide should help East Wintergarden clients and guests understand the steps we have taken to help plan for a safe, efficient and effective event. We will review these measures regularly and will continue to provide advice and guidance as the situation evolves.

We are offering our clients Covid-19 safe site visits, we can implement social distancing measures and have a sanitising station available for your use throughout your visit to include, gloves, face masks and hand sanitiser.

Should you have any questions or feedback about any of the steps outlined in this guide, please contact us via Eastwintergarden@CanaryWharf.com or please call us on 0207 418 2205.

