

LOOKING AFTER OUR TEAM AND MEMBERS

- We will be adopting flexible working hours and practices to best look after our team, including working in two shifts so as to reduce crossover contact.
- We will be providing our team with the necessary PPE to travel to and from work safely, as well as to wear on the floors for staff who serve members.
- Please wear a mask as you move around the building (this is now mandatory) but feel free to remove it once you get settled. We will have masks available for members if they need them or members can bring their own.
- We will be keeping the minimum of two meters social distancing rule across the building.
- We will be following government guidelines regarding sickness policy and we would ask all of our members to do the same. Should you or a guest show any symptoms of COVID-19 you should self-isolate and not come to The Conduit. If you have recently been to The Conduit, we'd ask you to let us know ASAP at membership@theconduit.com
- We will have thorough training for all the Team on essential hygiene and respiratory etiquette, physical distancing and appropriate risks associated with operating in a COVID-safe workplace, including hand washing every thirty minutes. Each member of our team will also have to complete a daily health and safety form.

CLEANING & HYGIENE

- The building will be deep cleaned before opening and, once open, the floors and toilets will be cleaned regularly.
- Hand sanitiser will be available on all floors for everyone's use.
- Our service will be a bit different to usual as we follow best practice guidelines. This includes no self-service food, and using salt and pepper packets, wipeable menus and disposable napkins.
- We have increased our contactless payment limit to £45 and our PDQ machines will be cleaned after each use.
- We will be following hospitality guidelines in terms of relevant quarantine periods for all deliveries coming into The Conduit.
- We will be working with our suppliers to ensure they are meeting health and safety guidelines.
- Our 6th floor and 4th floor terraces (covered and heated) are open and between our ventilation system, outside doors and windows, we will ensure fresh air circulating across the building.

VISITING THE CONDUIT

- We will be managing the number of people who will be allowed in the building at any one time based on social distancing guidelines.
- To ensure you can get a table and to help us organise the flow of people, we'd ask you to book a table in advance if you'd like to eat or sit on the 4th or 6th Floor.
- As per the new government COVID-19 guidelines, we will be asking you to let us know whether your table is from within your household/social bubble and we will organise your seating accordingly. Please note that any parties with people from different households will need to be seated socially distanced outside on our covered and heated terrace. If you are a party of 2, we will be able to seat you inside but it would need to be over different tables, socially distanced of course.
- Our hosts will always try and find a safe space for you to sit if we are busy.

MOVING AROUND THE BUILDING

- We will have a host at the main door to welcome members and control the flow of people coming in and out of the building.
- You will see a notice board with key messages and updates on arrival and by the lifts.
- We will be operating a one-way system in the building. We will ask all members who can to take the lifts up to the floors and to take the stairs down. We will restrict the use of the Fireman's Lift only to members who need it.
- We will have plastic dividers at reception and host desks across the building.
- We will only be doing table service. No standing service will be available.
- There will be clear health and safety signage across the building.
- We will have a limit of 2 people per lift at anyone time.

GUESTS

- You will need to register your guest, including their full name, email and contact telephone number, in advance of their visit to The Conduit.
- As per the new government COVID-19 guidelines, we will also be asking you to let us know whether your guest(s) are from within your household. Please note that any parties with people from different households will need to be seated socially distanced outside on our covered and heated terrace. If you are a party of 2, we will be able to seat you inside but it would need to be over different tables, socially distanced of course.