

Covid Secure standards in the COVID-19 era

The health and wellbeing of our clients and staff is of paramount importance to us and we would like to reassure you with the measures we have in place to reduce the risk of the spread of Covid-19.

Firstly, being private-hire river vessels, we have the unique environment where event delivery is concerned, to not have large volumes of public through our venues on a day to day basis. We are a small team, many of whom work from home and we have large 'office' space meaning our team does not work in close confines.

Excellent hygiene practices are at the core of our day to day operations at all times, however we have ramped up these practices in light of the recent pandemic. The measures detailed in this document are based on evidence currently available about Covid-19 and will be updated as and when necessary in line with Government guidance.

EVENTS AND OPERATIONS

- For events on the fleet, an additional 15 minutes will be offered for embark and disembark at our vessels' "home piers" (as part of your charter duration) free of charge. These extended slots and piers are:
 - **Silver Sturgeon - Woods Quay**
 - Up to 250 guests - 30mins embark, 30mins disembark
 - **Silver Barracuda - London Eye Pier**
 - 30mins embark, 30mins disembark
 - **Silver Sockeye - St Katharine Pier**
 - 30mins embark, 30mins disembark
- Dining options will remain as seated dining only until further notice. This will be regularly reviewed as government guidance is elaborated upon.
- We have devised floor plans across Woods Quay and our fleet with adjusted capacities to allow for the necessary social distancing.
- Dining chairs will be sanitised after every event.
- All linen is removed and washed after every event.
- Salt and pepper mills will be available on request from staff only and are cleaned after every use.
- Social distancing reminders will be visibly present on the pier and vessels.
- Open spaces and smoking areas will also be socially distanced.
- All Woods' Silver Fleet suppliers will have Covid-19 specific risk assessments which will be kept on file.
- All staff are engaged in a return to work conversation to discuss new guidelines and Covid Secure risk assessments.
- The event organiser will be asked to share a complete list of attendees for every event, should contact tracing be necessary. This information will be held for 21 days and then destroyed due to GDPR.
- A designated area will be maintained onboard each vessel and Woods Quay, should staff or a guest become ill on board/on Woods Quay.
- If a member of staff or a guest feels unwell whilst a vessel is cruising, immediate disembarkation will be possible at the nearest London pier.
- Live band/singing performances will remain prohibited but background music will be available on all vessels and Woods Quay. Instrumental acts are permitted.
- Bars will operate as contactless wherever possible, and where cash is utilised, extra hygiene protocols will be in place.

CLOAKROOM / TOILETS

- Toilet doors will remain open wherever possible to support ventilation.
- A limited number of guests will be permitted in the toilets at any one time. Signage will be provided.
- Toilet attendants will be present at key times i.e during embarks/disembarks onboard the Silver Sturgeon.
- Cloakroom usage will be discussed with individual clients, taking into account the type of event, guest numbers and time of year.
- One way systems will be in place to support social distancing.

FRONT OF HOUSE

- In addition to government guidance for the industry, during front of house service indoors, branded cotton face covering masks are provided to staff and crew with black fabric gloves worn for table service
- We have placed hand sanitisers in locations throughout the vessels for both staff and guests, although hand-washing will always be encouraged first and foremost.
- High touch-point areas such as door handles, bar surfaces, seat surfaces will be cleaned at regular intervals throughout the day and before and after individual events.
- On top of our 5 star hygiene practices, we already work with an independent Health and Safety consultant, Food Alert, to aid with the monitoring of all hygiene practices.
- Waste is cleared and collected more frequently. More bins will be placed onboard and at the pier entrance to allow guests to discard personal rubbish and minimise client/guest contact. Bins are disinfected daily and are touch free wherever possible.
- Woods Quay and all our vessels have air conditioning plus windows which will be opened to promote maximum air circulation wherever possible.

BACK OF HOUSE - STAFF AND SERVICES

- Administrative staff, whose physical presence on site is not essential, will work from home where possible.
- All office equipment such as printers and computers will be sanitised at regular intervals.
- All staff are instructed to remain home if feeling unwell.
- Mandatory temperature checks will be conducted for event staff upon arrival. Optional guest temperature checks upon entry to vessels and Woods Quay can be conducted at organiser's request.
- Staff rotas will accommodate staggered arrival times of staff to minimise person-to-person contact.
- The majority of our crockery, cutlery and glassware is cleaned in dishwashers on high temperature washes. Any delicate tableware items will be washed in disinfectant and quarantined for 72 hours.
- Staff will be instructed to observe social distancing during any breaks.
- Back of house team will be instructed to work back to back or side to side wherever possible.
- Systems have been put in place to ensure that staff numbers are restricted in back of house areas, where social distancing is difficult.
- Fixed teams, or partnering up of members of front and back of house teams, will take place in areas and in times where maintaining social distancing is difficult.
- Staff records and timesheets will be kept for a minimum of 21 days to assist track and trace.
- All deliveries will be left outside in designated places where possible to minimise person-to-person contact.