

**Coronavirus (COVID-19) Secure Working Protocol for
AHDB Indoor Events and Meetings for groups of up to six people
Updated 15th October 2020**

Note 1: For the purposes of this protocol, contractors acting on behalf of AHDB are considered to be an extension of the AHDB workforce and therefore the same guidance applies.

Note 2: Before each new event / meeting, current local and Government guidelines must be checked and followed.

The knowledge and information provided by AHDB indoor events & meetings are an important part of levy payer engagement. This document outlines AHDB's current approach to the provision of Indoor Events and Meetings for groups of up to six people.

Before arranging an indoor event / meeting, AHDB staff & contractors should:

1. Consider the use of remote working tools to avoid in-person events / meetings. Explore alternative options of levy payer engagement such as a virtual event / meeting
2. Discuss whether the event / meeting is necessary with their line manager (or main AHDB contact for contractors) – it must be essential for the business and not possible to carry out remotely
3. Consider their own risk profile regarding welfare / safeguarding requirements
4. Review and complete a risk assessment. A generic risk assessment is provided, but this must be reviewed and amended by the AHDB staff member to reflect the specific circumstances of the event / meeting. Contractors must complete their own risk assessment
5. Send the completed risk assessment and signed disclaimer for hosts to their line manager (or main AHDB contact for contractors) for approval and relevant coordinator for filing on the central [SharePoint location](#)
6. Await email approval from Line Manager (or main AHDB contact for contractors) and file on [SharePoint](#) before commencing event / meeting
7. AHDB staff to record the event / meeting on CRM – this is essential for tracking where staff & contractors have been (see Appendix 3 for a simple step by step guide on how to do this and ask your team CRM champion or buddy if unsure)

Background

Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) is the strain of coronavirus that causes coronavirus disease 2019 (COVID-19), a respiratory illness. SARS-CoV-2 can be spread and infect a person through:

- Breathing in the exhaled droplets from an infected person; an asymptomatic person or person infected, but not yet showing symptoms (24 – 48 hours prior) who coughs or sneezes close to you, or even if very close face to face contact, breathes or talks to you (expelling fine droplets);
- Contacting contaminated surfaces (from someone who is infected) with your hands and subsequently touching your mouth, eyes, face etc.; and
- Direct personal physical contact with an infected person, e.g. shaking hands with someone who is infectious and who has contaminate on their hands

The entry into the body is through the nose, mouth and eyes. Coronavirus does not 'float' around in the air. After being exhaled through sneezes or coughs in droplets the virus soon settles onto the persons own body, the ground, nearby surfaces or people.

Prevention or mitigation is therefore:

1. Ensure (so far as is reasonably practicable) that staff, contractors and event / meeting attendees do not come into contact with an infected person
2. Observe social distancing guidance
3. Prevent infection through contaminated surfaces, followed by touching of the mouth, nose, face or eyes
4. Ensure regular effective hand washing / sanitising
5. Promote normal good hygiene and biosecurity

Staff, contractors and others who cannot attend include:

- Those that have specifically agreed with their employer they should continue to work from home
- Those showing signs of the illness or sharing accommodation with people showing signs of the illness
- Those required to self-isolate by **NHS Test and Trace** or as a result of travel to a country outside the [common travel area](#)
- Anyone living in an area which is subject to lockdown (Government website should be checked for latest information)

AHDB events will not be held in venues that:

- Have had a confirmed or suspected case of COVID-19 in the last 14 days
- Are voluntarily self-isolating (for whatever reason)
- Are in an area which is subject to lockdown (Government website should be checked for latest information)

Additional staff requirements

When conducting a pre-event / meeting visit and at the event / meeting itself, staff and contractors need to take:

- Refreshments (unless the venue can provide catering in a COVID-19 secure manner)
- Hand sanitiser
- Extra soap & anti-bacterial wipes
- Extra paper towels to dry hands
- Disposable gloves
- Anti-histamine (where required) to reduce the symptoms of hay fever – and thus touching the nose and mouth
- Disposable bags

Standard Operating Procedures for AHDB Indoor Events & Meetings during the Coronavirus (COVID-19) outbreak

1. Before the event / meeting

Note that any pre-event / meeting visit is subject to compliance with the AHDB one to one farm visit protocol.

Contact the proposed venue for the event / meeting to confirm that the:

- Conditions are suitable
- Protocol is known
- Disclaimer (see Appendix 1) has been returned electronically to AHDB
- Required mitigations have taken place

- Maximum numbers are confirmed – six per group (includes all those present, e.g. host, staff, contractor, etc.). There is potential to have more than one group of six in the venue per day if a minimum one-hour gap between each group can be used to ensure the groups do not overlap and to allow time for sufficient cleaning of any touch points in between groups
- Pre-event risk assessment completed
- Protocol is made available to attendees on booking

Contact the event attendees to ensure:

- No attendees attend if they feel unwell
- Attendees bring their own gloves at their own discretion
- If the indoor venue is on the list of indoor settings where a face covering must be worn, then attendees must bring their own face coverings to wear during the event / meeting, unless the individual cannot wear a face covering because of a physical or mental illness or impairment, or disability. It is now a legal requirement that face coverings are worn in community centres / village halls, hotels and conference centres for example.
 - Advise attendees that when wearing a face covering, they should avoid touching their face or face covering, as they could contaminate them with germs from their hands

Pre-event Communication

- Must state clearly that all attendees must register for the event / meeting and return a disclaimer in advance. Anyone who turns up on the day without having done so will be politely asked to leave (regardless of group size)
- Any documents associated with the event / meeting will be sent via email or made available online to avoid handing anything out on the day

Cancellation Policy

- In the event of a localised lockdown affecting the venue, the event / meeting will be cancelled (Government website should be checked for latest information)
- In the event of a localised lockdown / self-isolation affecting the AHDB staff member and/or contractor, the event / meeting will be cancelled unless an alternative member of staff and/or contractor can be sourced in time (Government website should be checked for latest information)

2. Hygiene

Prior to travel:

- Staff, contractors and attendees will wash hands with soap or hand sanitiser
- All travel to be done separately, no car sharing unless from the same household or bubble

On arrival and during event / meeting:

- Sign in as per venue protocol
- Dynamic risk assessment completed
- All attendees sanitise hands on arrival
- No shaking of hands
- 2m distance from other people kept at all times

- All parties avoid touching their face and if they need to do this, they must wash their hands and thoroughly sanitise before and after

On leaving the event / meeting:

- Staff, contractors and attendees to wash hands with soap or hand sanitiser
- Sign out as per venue protocol

At the end of the day:

- Staff and contractors to wipe down car handles and other high-risk surfaces within the vehicle
- Staff and contractors will change their clothing and wash hands immediately upon re-entering their home

3. Prevention – staff, contractors and attendees advised to follow the NHS advice on prevention (below):

- Wash your hands with soap and water often – do this for at least 20 seconds
- Use hand sanitiser gel if soap and water are not available
- Wash your hands as soon as you get home
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Avoid touching your ears, nose or mouth
- Do not attend an event if you have specifically agreed with your employer you should continue to work from home or if you or anyone in your household are showing signs of Covid-19

4. Venue Requirements

The indoor events must be held in venues that can meet the below requirements:

- COVID-19 risk assessment must be completed and shared
- All attendees must be signed in for tracking purposes
- All seating must be at least 2m apart and cleaned with anti-bacterial wipes or spray once positioned, between groups and at the end of the day
- Signage must be visible reminding people to remain 2m apart and wash hands regularly and this must be re-stated during housekeeping at the start of the meeting
- Adequate fresh air ventilation to the designated room, i.e. windows or doors that can be opened
- One way system implemented where necessary to keep people at an appropriate distance to each other

5. Indoor Venue Facilities

At AHDB indoor events / meetings we provide certain facilities for the attendees. The below must be adhered to during the Covid-19 outbreak:

Toilets

- Toilets to have running water for hand washing facility wherever possible and be provided with soap and paper towels and suitable bins

- Sanitising stations (if not running water then a table with hand gel) outside toilets as well as inside
- Anti-bacterial wipes provided for toilet door handles and then disposed of in suitable bins and toilets to be flushed after each use

Car Parking

- Space to park cars far enough apart to ensure attendees can remain 2m apart from each other on arrival / departure

Catering

- Venue may provide catering if done so in a COVID-19 secure manner. To be included within risk assessment

Registration

- Venue sign in procedure to be followed
- CPD information will be collected online / over the phone at registration so that points can be allocated after the event

Presentations

- Everyone must sit or stand 2m apart
- If a presentation is being used, this must be supplied electronically before the event
- The AHDB member of staff will operate the computer where all slide decks will reside
- Speakers will not be able to touch the computer, OR they will be expected to bring and work from their own computer
- A microphone could be used to avoid shouting, but not shared between different speakers and ensure they are sanitised after use
- No one else should shout, or raise their voice

Feedback Survey

- Survey will be sent electronically after the event unless a mobile phone system such as Poll Everywhere can be used on the day

6. Overnight stays, traveling and traveling distances

As of the week commencing 13th July 2020, there is now an AHDB Protocol for staying in hotels while on essential business. It is published on the Covid-19 section of the intranet. Therefore, events and meetings are no longer limited to those within 125 miles of an AHDB staff member's or contractor's home because they could stay overnight. However, AHDB staff and contractors can only do this if they comply with the AHDB Protocol for staying in hotels. Prior to approving the visit, Line Managers (or the main AHDB contact for contractors) must also consider the necessity of an overnight stay and ensure the AHDB Protocol for staying in hotels is followed at all times. This change does not affect the standard AHDB driving policy on the number of hours driven in a day being limited to six hours.

AHDB staff and contractors will not travel together unless from the same household.

AHDB staff and contractors should avoid travelling with unnecessary equipment in their vehicle.

7. Post Event Follow-Up

Due to the risk posed by people that are asymptomatic, we will ask all staff, event attendees and venue hosts to let us know immediately if they, or anyone they come into contact with, shows signs of the illness within 14 days of the event. If this happens we will contact everyone present at the event so they are able to self-isolate. All staff, event attendees and venue hosts should also follow the latest government advice on self isolating, test and trace.

AHDB staff must record the event / meeting on CRM – this is essential for tracking where staff & contractors have been (see Appendix 3 for a simple step-by-step guide on how to do this and ask your team CRM champion or buddy if unsure).

Appendix 1. Disclaimer for those hosting an indoor event / meeting:

In inviting AHDB to hold an event / meeting on my premises I have read the standard operating procedures that AHDB have developed to minimise the risk of COVID-19.

1. The venue is currently abiding by Government advice with regard to minimising the spread of COVID-19.

No staff member has knowingly been in contact with the virus in the last 14 days. I will inform AHDB staff of any contact a staff member has had with the virus.

2. I will work with AHDB to provide a safe working environment for AHDB staff, contractors and event / meeting attendees including, the following:
 - Access to plentiful water and washing facilities
 - Contact with non-essential staff and occupants will be kept to a minimum, including children and vulnerable adults
 - AHDB staff, contractors and event attendees are to be kept 2 metres away from venue staff at all times
3. I will let AHDB know if anyone in the 'venue' or 'contact group' develops COVID-19 symptoms within 14 days of this visit. This will allow AHDB staff or contractors to self-isolate and to inform all event attendees to do the same.

By signing and returning this disclaimer to AHDB, I acknowledge that I have read, understood and accept the:

- AHDB or Contractor risk assessment for indoor events / meetings
- Coronavirus (COVID-19) Secure Working Protocol for AHDB Indoor Events and Meetings

Signed: Date:

Print name:

Event date:

Appendix 2. Disclaimer for levy payers & other guests attending an indoor event / meeting:

In attending an AHDB indoor event / meeting, I have had the opportunity to read the standard operating protocol that AHDB have developed to minimise the risk of COVID-19. I have also shared it with others in my own business as required.

1. My household and contact group is currently abiding by Government advice with regard to minimising the spread of COVID-19.

No one in my household or contact group has knowingly been in contact with the virus in the last 14 days. I will inform AHDB staff of any contact my family or contact group has had with the virus.

I can confirm that I am not travelling from an area that is currently under a localised lockdown.

2. I will work with AHDB to maintain a safe working environment for AHDB staff / contractors, venue staff and event / meeting attendees including, the following:
 - Maintain a 2m distance from every person at the event / meeting
 - Use the provided hand washing / sanitising facilities at regular intervals
 - Avoid touching my face or shaking hands with anyone
 - Wear a face covering where required by law, e.g. public areas in hotels, unless I cannot wear a face covering because of a physical or mental illness or impairment, or disability
3. I will let AHDB know if anyone in my household or contact group develops COVID-19 symptoms within 14 days of this visit. This will allow AHDB staff / contractors to self-isolate and to inform all other event attendees to do the same.

Signed: Date:

Print name:

Appendix 3. Step by step guide for AHDB staff to record small group events / meetings on CRM

Before you get started

Ensure that the Levy Payers (and Contractor if relevant) who were present at the group meeting are set up in the CRM, so they can be linked to the Task. If you are unsure about how to add new Contacts into the CRM, please refer to the CRM How-To guide.

Adding the meeting

1. Navigate to the Contacts with whom you had the meeting and access 'Activities' by selecting the dropdown in the black bar next to the Contact name.
2. Click 'New Activity' and create a Task (make the page full screen for ease of use). Please note this will open in a new window.
3. Use the subject line of '**Group meeting CV19 Sep 20**'* – it is imperative that you follow this exact format, so that the meeting is accurately recorded and can be reported on. **Please note that the month is interchangeable depending on the calendar month.*
4. Populate the description with a top-level overview of what happened during the meeting. Please ensure that you only include information that is relevant. All information can be seen across the organisation and in the event of a SAR (Subject Access Request), this will be provided to the contact.
5. Once the description has been populated click 'Save' at the top of the screen.
6. The Subject Line, '**Group meeting CV19 Sep 20**' will appear in the top black bar – click the dropdown next to it and select 'Connections'. This is where you can add each Contact who attended the meeting.
7. Once you have selected 'Connections', click 'Connect' (which will open up in a new window) and use the search functionality to search for your Contact in the 'name' box, by scrolling down the list and selecting, 'Look up more records'.
8. When the 'Lookup Record' appears, ensure that you change 'Account' to 'Contact' to access your Contacts in the CRM.
9. Once the correct Contact has been added click 'Save & Close'. At this point the window will close and take you back to the Task.
10. Repeat as necessary until all relevant Contacts and Accounts are added.
11. Navigate back to the Task, by selecting, '**Group meeting CV19 Sep 20**' along the top black bar and select 'Mark Complete' – this will ensure the meeting is saved to the record.

You will then be navigated back to the Contact record.