

## Coronavirus- Frequently Asked Questions

The health and safety of our staff, clients and visitors is our number one priority. Whilst the UK risk level of coronavirus has been increased from low to moderate, the risk to individuals has not changed at this stage and remains low. Our events are going ahead as planned and our venues are operating normally. We are closely monitoring the situation and are following advice from Public Health England, the World Health Organisation and local government. We encourage all our visitors to follow the Public Health England guidelines which includes advice on maintaining personal hygiene - [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

### **Are all events at the ACC Liverpool event campus still going ahead?**

The health and safety of our clients, delegates and visitors is our number one priority. Our events are going ahead as planned and our venues are operating normally.

### **What happens if future events are cancelled because of coronavirus?**

We are closely monitoring the situation and are following advice from Public Health England, the World Health Organisation and local government. Unless the Government advises or instructs us against the hosting and holding of events, our venues remain open for business. We are working closely with our clients to support the business-as-usual delivery of events across our campus.

### **What is The ACC Liverpool Group doing to address the current situation around Coronavirus?**

We have put the below additional measures in place in response to the current status of Coronavirus:

- ✓ Public statement issued on our websites and on digital signage within our venues
- ✓ Monitoring WHO / Public Health England / Local Government updates
- ✓ Liaising with event organisers as required
- ✓ Hand gel dispensers and notices in toilets across staff areas and public areas within our venues
- ✓ Ongoing communication to all staff to follow personal hygiene guidelines set out by Public Health England
- ✓ Ongoing communications to all staff including to follow NHS advice if they experience any symptoms of Coronavirus
- ✓ Excluding staff from the workplace if they meet any of the criteria set out by the NHS and Government around Coronavirus symptoms and travel to risk areas.

### **A delegate or member of the event delivery team are presenting symptoms of Coronavirus, what should I do?**

If a delegate or member of an event delivery team is presenting symptoms of Coronavirus and asking for help, ACC Liverpool staff are briefed to escalate this to the Front of House Manager who will manage the situation from there. The Front of

House Manager will ensure the visitor can be isolated, supported with returning home and passing on the advice to follow NHS guidance.

**What could I be advising event team staff and delegates to be doing to help?**

Basic health protection advice that everyone should follow includes:

- Washing hands frequently with soap and water for 20 seconds or using a sanitiser gel if soap and water are not available;
- Covering the nose and mouth when sneezing or coughing and binning any tissues used;
- Regularly cleaning surfaces;
- Avoiding touching the eyes, nose and mouth with unwashed hands;
- Avoiding close contact with people who are unwell;
- Avoiding sharing food, drink and utensils.

Please share any of this information with your teams and delegates as appropriate. For further information and updates you can also visit:

[www.gov.uk/guidance/novel-coronavirus-information](https://www.gov.uk/guidance/novel-coronavirus-information)  
[www.nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)