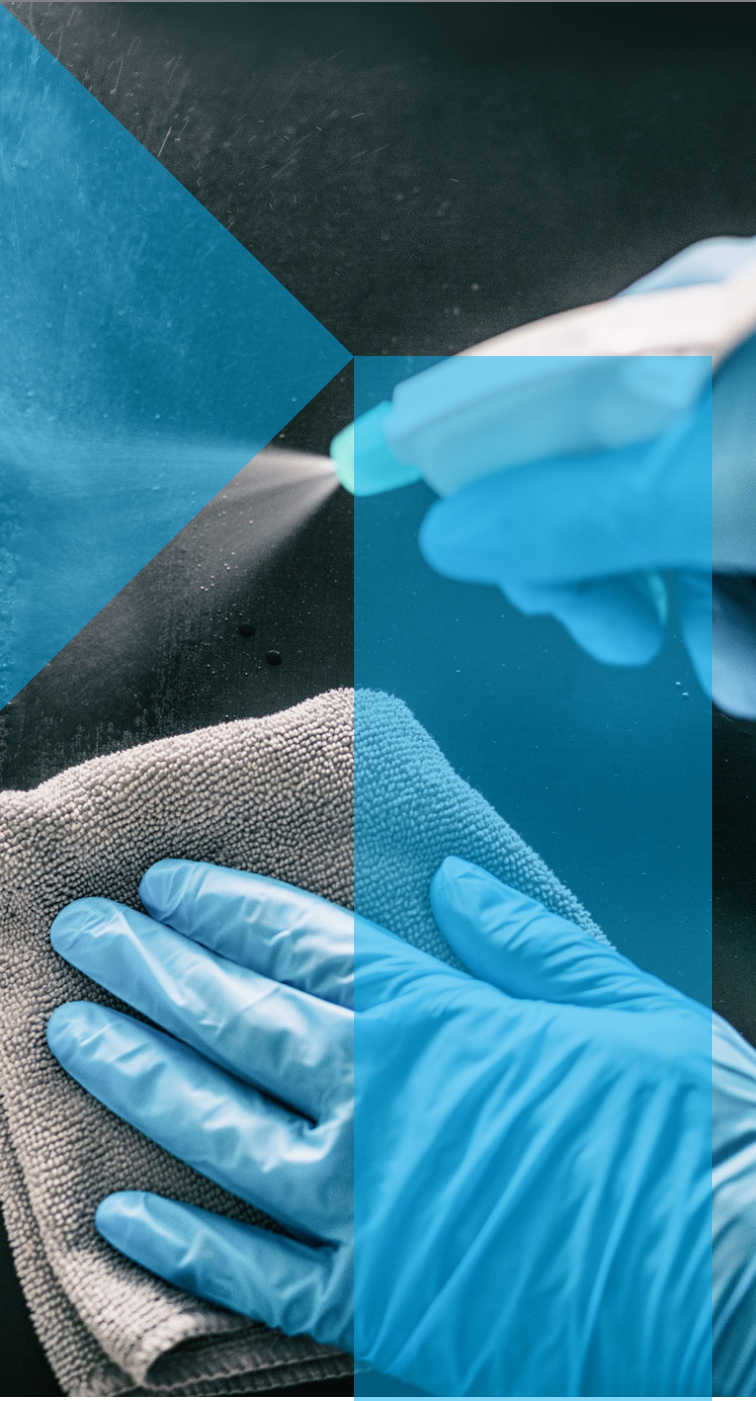




→ Maintaining our safe and inspiring environment



→ We'll meet again - preparation and planning

Our experienced team have always ensured that your safety is at the heart of everything we do. We have revisited and updated our comprehensive customer care plans and are ready, when the time is right, to physically welcome you back to the Møller Institute.

When it comes to social distancing, we have the advantage of being a large purpose-built leadership development institute, surrounded by outdoor space with very flexible meeting rooms and break-out zones. With 140 on-site car parking spaces, your travel arrangements are covered.

The welcome will be as warm as ever, the inspirational environment as spotless as ever and the food as innovative as ever. We will continue to deliver the highest standard of customer service and the team are determined to rise to the new challenges and build on our reputation of offering the premium environment in Cambridge for learning, meetings, conferences and events.



→ Safe working practice

The Møller Institute team are carefully planning and organising the Institute in advance of re-opening. Throughout this process our team, guests and suppliers safety remains of the highest priorities and will not be compromised.

Our team is already completing refresher and Covid-19 specific training upon their return to the Institute, as follows:

- ◆ iHASCO Covid-19 awareness
- ◆ Social distancing
- ◆ Personal hygiene
- ◆ Increased cleaning and disinfecting the work area

→ Posters and signage

Increased signage has been added around the Institute to ensure everyone knows where they are going and to avoid any unnecessary movement and interaction with other delegates or staff.

Within the Study Centre we are now using the main entrance for entering and the doors near Milling Area 2 to exit, this will reduce contact with others.

Posters will be visible around the Institute highlighting the key Health & Safety information and guidance.

→ Personal protective equipment (PPE)

Where appropriate, team members and contractors will wear PPE as dictated by the tasks being undertaken and following the current government advice. We have also increased the amount of hand washing/sanitisation stations across the Institute.



→ Social distancing

Your delegates

Delegates will be asked to remain 2 metres apart, whether at coffee stations, Reception, meeting rooms, etc. We have introduced flow signage across the Institute to help remind delegates. Social distancing will also apply in meeting rooms and all room capacities and layouts have been reviewed and updated with safety and social distancing in mind.

An online registration form has been created for delegates staying in bedrooms, this is to reduce contact with our Reception team when checking-in.



Our support team

Our team will be located in several locations across the Institute to reduce contact levels, yet still allowing good communication to help add value to your meetings and events.

We will be using a comprehensive shift rotation plan to avoid any unnecessary team exposure.



→ Food and Beverage

We have implemented many new procedures around food and beverage to ensure we are being as safe as possible, yet still providing the high standards we have always set ourselves.

All coffee machines across the Institute are located 2 metres apart from each other and hot drinks will be serviced by a member of the team wearing appropriate PPE.

Our amazing team of in-house Chefs, along with the catering team, are currently redesigning our menus and service styles, this will allow us to provide you and your delegates with a new style of service, including individual bowl food, bento boxes and pre-packed items. There will also be an increased number of food serving areas to reduce the number of people in any one area.

Our large kitchen has also been redesigned to include an increased amount of cleaning points and will be cleaned on an hourly basis.





→ Bedrooms

Many procedures have been updated, including:

- ◆ Rooms are now being serviced every second day
- ◆ Departed rooms, will be left vacant for three days before being cleaned
- ◆ Additional PPE is available for our Housekeeping team
- ◆ Bedrooms will not be cleaned if a person is present
- ◆ Increased cleaning of touch points with anti-viral cleaning products
- ◆ We use products produced by Ecolab, a global leader in hygiene services.

→ Technology

Our meeting rooms are fully-equipped with the very latest technology and the team have the technological know-how to support you with your meeting or event, and enable your local and international teams to meet face-to-face, virtually or in a seamless combination of both.





→ Public spaces

Møller Institute is set within the beautiful grounds of Churchill College, the 42 acre site provides you and your delegates with the space in which to take wellbeing bursts outside, safe in the knowledge that social distancing will not be a problem.

We also boast four patio areas and our iconic roof top terrace in separate locations across the Institute, a large restaurant and many breakout zones, this means we can easily manage multiple catering areas during your meetings or events.

As we are currently encouraged to avoid public transport where possible, we have a 140 space car park and ample cycle racks that will help make your journey to and from your meeting or event as easy as possible.

We have an increased cleaning schedule for all public areas, in particular, those deemed to be high traffic areas.

→ Cashless

We have introduced a cashless initiative across the Institute as a way of reducing the possibility of transferring the virus. All clients will be made aware and reminded of this during the planning stages of their meeting or event. Debit and credit cards will be needed when paying for any items at Møller Institute.



→ Leadership development

In the pre-Covid-19 world you may have been aware that our Executive Education team have delivered successful face-to-face, online and blended learning programmes to many global organisations. Much of this work has centred around helping organisations become more agile when dealing with issues relating to their organisations tolerance and positive response to ambiguity, risk and change.

As a valued client of the Møller Institute we would be pleased to arrange a free consultation with our Executive Education team on how we might work alongside your organisation to deliver similar outcomes. Whether that be as part of an online, blended or physical programme.



→ Our team are here to help you

Our Conference and Events team are here to support and guide you during this time, sharing their experience and expertise to help you plan a safe and successful post-Covid meeting or event.

To discuss any of the detail included in this document, please contact our team on the details below:

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