

# Housekeeping

## Fire

Weekly fire alarm test takes place at 07:00hrs Tuesday morning, if the alarm sounds outside of this time, please evacuate the building using the below process:

Designated fire marshals are assigned to each floor and will direct you safely to the nearest evacuation exit.

### For Guests on the upper floors:

- If you hear the fire alarm, please make your way towards the stairwells A and B located to the rear of the building (opposite the toilets).
- Staircase A will lead guests down to the ground floor, staircase B will lead guests to the first floor, where emergency exit doors allow delegates to exit the building.

### For Guests on First Floor:

- There are exits to the rear of the building towards Novotel, and also down The Steps / helical staircase to the ground floor lobby area, where there are multiple escape routes, to the front, rear, and both sides of the building.

### For Guests on Ground Floor:

- Exits are available to front, rear and both sides of the building.

### Meeting Point:

This is located outside of the main entrance of The Spine in front of Kaplan International College.

## Accessibility/Impairments

We should have prior knowledge of impairments so a GEEP can be prepared in advance each attendee. That way we can allocate resources to ensure the Health & Safety aspects are covered and evacuation support is provided on the day.

A GEEP will secure a Buddy system is in place and details are confirmed which include the refuge area, communication system and rescue process.

In the rare occasion that an impairment has not been communicated to the organiser until the day of the meeting/event, it is the organisers responsibility to make these attendees known to the Event Manager on duty who will introduce them to a Buddy and be shown the refuge point in the lift lobby to ensure that they are assisted in evacuating the building in case of an emergency.

## Wi-Fi

Connect to our public, free Wi-Fi. To begin, simply connect to "RCP-MobileConnect", enter your email and accept the terms on the landing page.

## Assistive Hearing Loop

- Join the "RCP-MobileConnect" network.
- Download "Mobile Connect" app to your mobile device.
- Select your meeting room that you are in.

## AV Assistance

If you require assistance from our AV team, please contact the event manager they will call for assistance from our AV team.

## Toilets/Baby Changing

All toilets are located to the rear of the lift lobbies on either side, on all floors of The Spine. There are also toilet for all facilities located on floor 11 and ground floor.

We have two baby changing facilities with nappy bins. One is located within the ground floor disable toilet, and the other is located within the female toilet on floor 12.

## Air Conditioning

As we are a sustainable building, our temperature control for our rooms is pre-set to a comfortable setting depending on the time of year. If for any reason you would like this adjusted, please contact your event manager and we can adjust this from our centrally controlled system.

## Medical Incident/Emergency

In the event of a medical incident, please report this to your event manager who will appoint a trained First Aid member of staff who will help deal with the incident.

In the event of a medical emergency, please report this to our duty manager who will call the emergency services.

## Contemplation/Nursing Room

If any of your attendees require a quiet, contemplation room, or for prayers or breastfeeding, please inform the Event Manager on duty and they will escort the attendee to our designated room.

## General Housekeeping

If there are any spillages/breakages, please report this as soon as possible to your Event Manager so we can arrange appropriate cleaning/assistance. This will help us adhere to our WELL standard/sustainability projects as we aim to eliminate any permanent damages to our facilities.

## Point of Contact

There is always an Event Manager on duty who will meet you on arrival and can deal with on the day requests. The Event Manager will provide you with their contact number. Please ensure that all queries are directed to them only, this will ensure the smooth running of your event and that your queries are dealt with efficiently.

