



STRONGROOM STUDIO DEPT COVID-19 POLICY

As Strongroom reopens for business in these uncertain times, we want to ensure that our staff and guests alike feel as though they are supported, informed and most importantly safe. This policy document lays out the work we have been doing across the studios to safeguard against COVID-19. For policies regarding the Strongroom Bar or any other area of our business, please refer to our websites.

COVID-19 STUDIO BOOKING POLICY

- All booking are subject to our [terms and conditions](#) as modified by this policy.
- Guests accept all liability for their personal wellbeing, upholding social distancing, wiping down surfaces they have used and adhering to all displayed & communicated company policy.
- No symptomatic people are to attend the site at any point, at all times.
- Guests must complete [a COVID-19 consultation form](#) confirming they have no symptoms and have not knowingly made contact with any symptomatic people for 14 days prior to the session. Completion of symptom questionnaires are required daily for bookings covering multiple days.
- We may ask for a complete list of names and contact information for people planning to attend a session in order to manage the number of guests in a room.
- Additional space/room reservations may be required in cases where a large group is planning to attend.
- We are asking all staff, and guests to avoid public transport at all costs. Guests will be asked to cover taxi charges for members of the studio team booked for a session who cannot cycle or drive to the studio. If an attendee must use public transport to reach us, they should avoid peak hour traffic under any circumstance whenever possible.
- We may ask those attending sessions to alter arrival times to avoid busier periods and stagger session start times to reduce contact with neighbouring guests.
- Should a client who is due to attend a session develop symptoms of COVID-19, we will reschedule the session at no extra cost at such a time that the client is no longer contagious.
- Should an assistant or engineer assigned to a session develop COVID-19 symptoms ahead of a booking, we will communicate this to the client at the earliest opportunity. We will seek a replacement member of the Studio Team with enough time that the session can still go ahead, or we will reschedule or [if paid in advance] refund the booking as necessary.
- Those attending sessions should bring their own PPE, headphones and instruments wherever possible. Those who require these items should communicate this at the time of booking and we can provide these at an extra cost.
- Guests are advised to factor in extra time while planning and booking a session. Some sessions may take longer, so we recommend considering additional days if appropriate, or preparedness toward complying with standard Strongroom session overtime policy, as per signed Booking Agreement.

STRONGROOM COVID-19 SITE PREPARATION

- The main reception desk has been removed to avoid risk to our staff, and to deter congregation. Please do not loiter in the reception area, and allow the space to remain free for social-distanced foot traffic.
- Site maps have been installed at all entrances to direct guests to their relevant place of business.
- "Stop and Wait" signage has been installed at staircases, discouraging passage on the stairs.
- "Wash your hands" and "wipe surfaces" signage installed in studios and kitchens.
- Hand sanitisers have been installed in building entrances, control rooms and live rooms.
- Dedicated PPE bins have been installed for masks and gloves. Guests are kindly asked to bring and dispose of their own PPE. Guests requiring PPE should inform staff at the earliest opportunity.

STRONGROOM, 120-124 CURTAIN ROAD, SHOREDITCH, LONDON, EC2A 3SQ.

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REGISTERED OFFICE | STRONGROOM LIMITED, STATION HOUSE, NORTH STREET, HAVANT, PO9 1QU.
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- Bathrooms have been separated into “Staff” and “Guest” use only.
- Social distancing markers and signage are in place wherever possible.
- Kitchens are now restricted to staff use only limiting access in higher-risk areas.
- Guests are requested to bring bottled water if they require it. Guests are responsible for the disposal of any cutlery, food and drink containers they have handled during a session.
- Additional pop shields have been acquired to ensure cleaning can take place immediately after use without disrupting the flow of a session.
- A large number of bike lockers have been installed onsite to encourage avoidance of public transport.
- Parking facilities are no longer available onsite. The nearest secure parking lot is two-minutes drive away, on Holywell Lane (EC2A 3PQ).
- Studios have been restricted to a maximum number of people per-room based on social distancing guidelines:
 - Strongroom 1 – Control room: 4 people, live room: 4 people, booth: 1 person
 - Strongroom 2 – Control room: 6 people, booth: 1 person
 - Strongroom 3 – Control room: 6 people, live room: 2 people, booth: 1 person
 - Strongroom 4 – Control room: 4 people, booth: 1 person
- All guests must comply with the foregoing.

STAFF TRAINING & SUPPORT

- Staff have been provided with a dedicated COVID-19 specific in-work handbook, including reading resources to inform and guide them while at work.
- Suitable PPE and additional cleaning products are being provided to all staff.
- Staff are asked to wash their hands every 15 minutes, or when entering or exiting an attended studio.
- We are requesting that all staff avoid public transport, and ideally cycle in if possible.
- If at any point mid-session a guest or staff member develops COVID-19 symptoms, the session will be terminated and all guests sent home for 14-day self isolation or as directed by Government Guidelines at the time. Once complete a new date to resume the session can be agreed.
- Breach of this COVID-19 policy will be regarded as gross misconduct and may lead to summary dismissal.

CLIENT SUPPORT

- We recognise that every client’s needs are different, and some may have more particular requirements at this time than others. If you need something specific prepared in advance of your session to make you feel safe, please make this known at the time of booking. If you require something during a session, please ask a member of staff.
- To ensure all guests are comfortable and informed with our COVID-19 policy, printed copies have been made visible and available around the site.
- If you cannot supply your own headphones instruments or PPE please inform a member of staff as soon as possible, and this can be arranged at an extra cost.
- We do ask that all guests are mindful and respectful towards staff during this difficult time. Tasks could take longer, and some members of staff may have more specific health requirements than others; as we will do our utmost to ensure anybody visiting Strongroom is not only safe, but at ease, we kindly request that consideration is matched in return.
- We request guests avoid contact with staff outside of sessions.

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BEFORE A SESSION

- As social-distanced sessions may take longer than usual, we ask session guests to consider their set up requirements in advance, and communicate at the time of booking, or as soon as possible.
- Guests should head directly to the studio in which they will be working. Access to studios will now be granted via studio intercom or by calling your member of staff who will assist with entry. On booking confirmation, the billing party will be provided with contact details of their engineer/assistant, along with site directions. Please observe all instructions, and site maps affixed beside every entrance.
- Anybody attending a session on site must complete our [self-certification survey](#).
- Should a person due to attend a session develop symptoms, they must inform Strongroom as soon as possible to discuss rescheduling the session. No symptomatic persons are permitted onsite .
- Should a person with COVID-19 symptoms attend the studio, their session will be promptly cancelled without refund and the client will be liable for all costs and losses we suffer as a result.

DURING A SESSION

- All guests are to be mindful and communicative of the health & safety requirements of our staff along with their own.
- Guests accept that processes may take longer, and that certain requests may no longer be possible.
- On arrival or departure, all guests must avoid physical contact greetings in order to reduce contact and maintain social distancing guidelines as set out by the UK Government.
- Guests must respect the max-per-room quotas set out above in accordance with social distancing guidelines.
- All guests must maintain social distancing at all times.
- All guests must wash hands regularly, particularly after touching shared surfaces or equipment.
- Musicians must bring and handle their own instruments unless unavoidable, particularly in the case of mouth instruments such as brass or woodwind. Mouthpieces, spit valves etc must be cleaned by the musician using their own cloth away from staff, and taken away with them.
- Guests are responsible for handling their own equipment only, and must refrain from handling our equipment where possible in order to reduce risk of contact transmission.
- No smoking at any time while inside the premises.
- All guests must adhere to precautionary facility restrictions, including “Guest” and “Staff” bathrooms, and staff-only kitchen usage. Guests requiring kitchen amenities can ask a member of staff to assist them.
- Session breaks should take place in the studio or outside in the courtyard. Seating in the Strongroom Courtyard is now entirely by reservation. Please inform the company if pre-reserved seating is required, and from what times. Refreshments from the Strongroom Bar can be ordered via the Butlr mobile app.
- Standard complimentary fruit and water will no longer be laid out in advance of client arrival.
- Singers must use different microphones and pop shields for the duration of a session. Time for cleaning must be allowed should two singers require the same microphone.
- Strongroom staff will wash hands and wipe surfaces after contact. Guests must do the same.
- Technical support will be provided remotely via telephone or Whatsapp unless absolutely necessary. Should a technical engineer be required in a studio the maximum persons per room must be adhered to, and that guests exit to provide space if necessary.
- Guests must avoid “drop-ins” and instead link in contributors to a session via remote monitoring options available, such as Audiomovers, Source Connect, Zoom etc in order to comply with above capacity restrictions and maintain social distancing.

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AFTER A SESSION

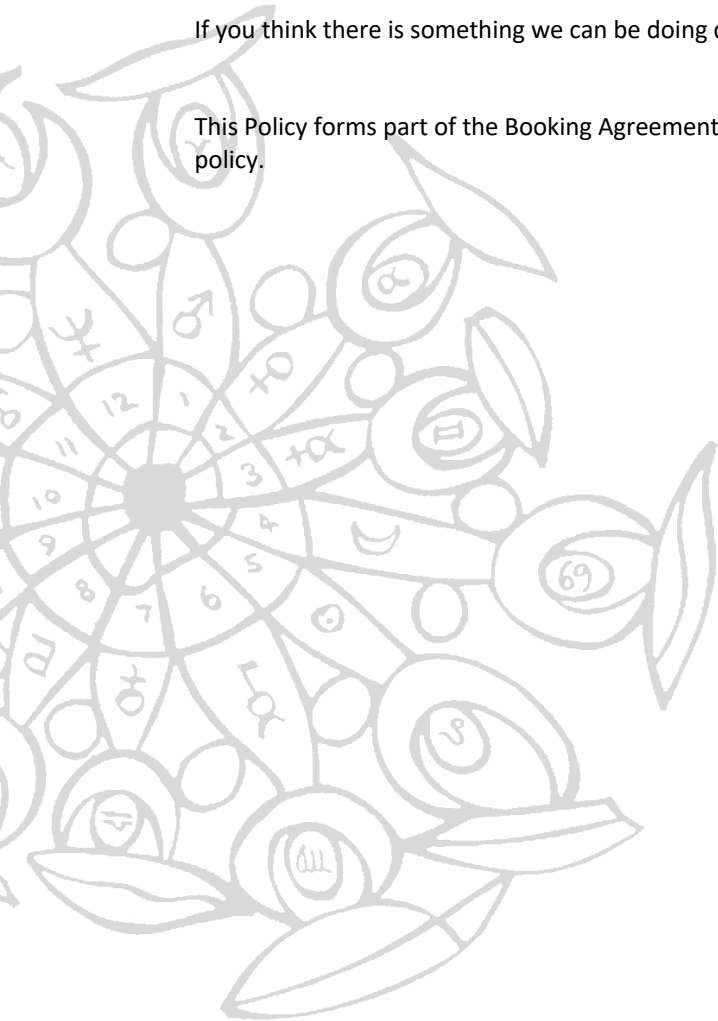
- At the end of a session, all guests in a studio must undergo a “wipe-down” of anything they have made contact with during the day.
- Strongroom staff will conduct a thorough audit and a further “wipe-down” of a studio after guests have left, including surfaces and non-sensitive equipment that can be cleaned in-situ.
- Microphones, headphones and any other sensitive equipment that has made contact with any persons will be taken to the Technical Department for immediate cleaning.
- A member of staff will complete an updated Daily Job Sheet reviewing work undertaken, including an additional section on COVID-19 policy and a cleaning checklist.
- Studios are professionally cleaned every morning at 6am along with all common areas.

FEEDBACK

In an ever-changing set of circumstances we recognise and acknowledge that we can't get everything right all the time. As the situation progresses and things change, we will adapt our policy as the wellbeing of our staff and guests is always our first priority.

If you think there is something we can be doing differently, please email us: policy@strongroom.com

This Policy forms part of the Booking Agreement and the client agrees to fully comply with the terms of this policy.



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