



**SUPPORTING A SAFE RETURN TO YOUR WORKSPACE**







Dear Valued Client,

Firstly, we would like to wish you, your families and your work colleagues good health in these uncertain times.

The unprecedented challenges that the Coronavirus pandemic has placed upon business operations are substantial and clear for all to see. Like us, many of you will have had to make difficult decisions and work tirelessly to steer your business through these demanding times.

It is reassuring to see signs that there will be an end to the current situation and hopefully soon things will return to some degree of normality, albeit a new normal. Allowing continued swift and safe access to your workspace is our primary goal and one in which we would like to give you some reassurances.

The following pages detail the new measures and protocols we are starting to implement at all our workspaces which will be fully in place for when the current restrictions start to be lifted.

Cleaning and the delivery of safe spaces has long been undervalued by many, but never by us. We decided over 10 years ago to create an in-house cleaning division instead of sub-contracting to a third-party supplier, so we could specify and control the exact high standards we require. We devote over 150,000 hours a year to cleaning our centres with continual daytime and night-time schedules, and view it very much as one of the reasons why clients remain with us. During this period, our cleaners have continued to sanitise our space with intensive deep cleans.

We will continue to adhere to the protocols put in place by the government, but are preparing for the full return to work, and to deliver the first-class service you have always enjoyed. Our focus is providing quality, great value but above all else, safe workspace for you and your team.

We hope to see you back in our centres soon.  
Kind regards,

**David Saul & Simon Rusk**  
Co-Founders



## Cleaning Procedures

### Deep cleaning schedules

Our primary focus is to sanitise our workspaces and prevent any potential risk of infection from surfaces. We have implemented a vigorous deep cleaning programme with particular focus on communal areas with the highest footfall. We have invested in acquiring industrial standard deep cleaning equipment and are working with specialist suppliers to ensure we take every precaution possible.

### Fogging service\*

We have deployed high-end fogging machines throughout our centres which spray an ionised solution into the air that settles covering surfaces and crevices, coating the area comprehensively, resulting in a sterilized environment for up to 30 days. The workspace is completely safe for use one hour after application, and we are repeating this treatment once per month. This treatment replicates what is being used by government bodies, the NHS and TfL.

### Focus on key touchpoints

One of the benefits of having had an in-house cleaning company for many years is that we have an unrivalled understanding of what are the heaviest use areas of a business centre and thus what requires the most attention. As part of the continual cleaning programme we will focus on the key touch-points including door handles, coffee machines, toilets and kitchen facilities.

### Easy-wipe coverings for lift buttons

We have enclosed all our lift buttons with a plastic cover to enable an easier and far more effective wipe clean scenario. With regular cleaning attention this will shield clients from one of the most frequently used touch-points.

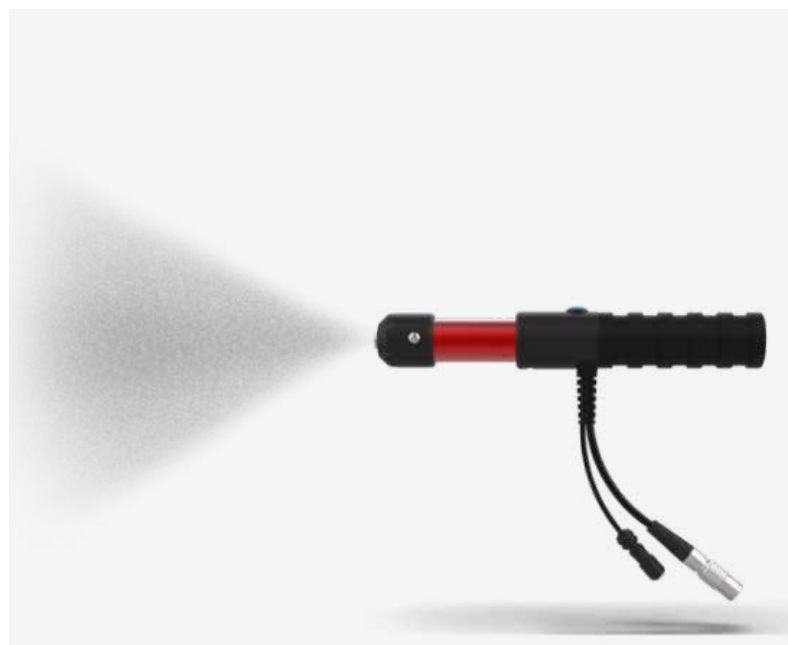
### Displayed cleaning schedules

We want to be totally transparent about our cleaning schedules and are proud of being unique in our sector for having both daytime and night-time cleaners. To further this, we are installing boards in our communal areas stating the last clean and when the next clean is due, similar to the screens in our toilets. Our cleaning supervisor team are strictly adhering to our agreed cleaning protocols.

### Clear desk policy

We would kindly ask that clients implement a clear desk policy throughout their office suite so our team can have easy access to your handsets, keyboards, screens and surfaces of your workstations for a daily clean.

*\*Items have been ordered but are subject to delivery times. Installation will be as soon as possible.*



## Proactive Measures

### Manned centre hours

We will continue to adhere to the protocols put in place by the government, and initially plan to have a phased working structure for our teams. You will continue to have 24/7 access but please bear with us if some aspects are not as seamless as you would usually expect.

### Heat map CCTV\*

We are installing heat mapping technology at all centres so we can alert people if they are showing increased residual temperature and maybe at risk of COVID-19 symptoms. Anyone showing abnormal readings will be asked to retake the test and will be refrained from entering the building until they no longer show symptomatic temperatures.

### Paperless office

Amongst our team we are operating a paperless environment wherever possible to limit handled materials and reduce the amount of waste. We would strongly encourage clients to also adopt this strategy.

### Eco-friendly single-use replacements

Research has suggested that hand dryers are a potential hotspot so we have temporarily disconnected them and replaced them with recycled paper hand towels in all toilets.

We have also sourced biodegradable cups for use with coffee, teas and water in our centre. We want to limit shared-use items such as water cups and coffee mugs.

### Gym and showers

In accordance with the government guidelines our gyms will remain closed until restrictions have been lifted, although we will continue to clean these to ensure a safe environment for when they are available for use again. The showers will remain open for use as we know many of you will be considering cycling or running to work or choosing to do your daily exercise around your centre.

### Community events and services

We must adapt our offering in the short-term to ensure your workspace is as safe as possible, therefore we are removing the cereal dispensers, apples in kitchens and the much-loved doughnut trolley on a Friday. Whilst regrettable, we must do everything we can to adhere to best practices.

Our community programme is being reconfigured to work in these unprecedented circumstances with the continuing aim of benefitting clients to developing their networks, knowledge and

making our workspace as pleasant as possible. However, for the foreseeable future we will not be encouraging large gatherings of clients in a centralised point.

### Viewings of new space

We are preparing for workspace viewings for when the current restrictions are lifted but with social distancing remaining in place. Unfortunately, we will not be able to greet people with a handshake and will be required to keep the stated two metre distance between participants but will be able to conduct full tours of our buildings. We would ask that no more than two people visit for a viewing at any one time. All materials and proposals will be distributed via email.

*\*Items have been ordered but are subject to delivery times. Installation will be as soon as possible.*





## PPE

### Reception areas

We are providing our teams with the equipment and sanitising surface cleaners to enable them to work safely. To protect our front of house teams and to limit the spread of germs we are installing sneeze screens on our reception desks.

### Hand sanitiser gel dispensers

Commercial hand sanitiser gel dispensers have been installed in communal areas and receptions, all with a minimum of 70% alcohol-based gel.

We will continue to adhere to government guidelines as a minimum for our level of cleanliness, and look to go well beyond, striving for the highest standards.

### Desk guard screens

We offer professional guard screens for clients to hire in their office suites. These transparent screens provide a physical barrier between desks, reducing exposure to airborne transmission, whilst still allowing eye contact and visual communication between teams. We can arrange installation on your workstations upon request.





## Social Distancing Measures

### Our teams

Our workforce will be returning on a split shift basis to allow for easy movement around our offices. We will continue to provide all the services you would expect but kindly would request your understanding as we look to obey the specified distance between individuals.

Our Centre Managers are available on our website chat feature if you would like to contact them in that manner and, of course, are on email and telephone.

### Two metre markings

To aid clients and team members with social distancing we will be marking two metres lines on the floor behind key areas in the centre that are typically have the highest footfall. These include our reception desks, coffee machines, lift entrances and kitchen points. In kitchens, we would recommend a one-in-one-out approach.

### People flow

We are recommending people walk on the left-hand side of corridors, stairwells and rotate around break-out areas in clockwise fashion.

A maximum amount of two people in each lift carriage will allow recipients to adhere to social distancing, although we would recommend using the stairs where possible. Please also stand behind the marked two metre lines at the lift entrance.



Additional kitchen equipment, particularly microwaves, where people tend to wait, are being sourced and installed, where possible, to minimise congestion and queuing.

To cater for increased cycling capacity we are looking to expand our bike storage facilities.

### Empty 'every other' chair policy

In our communal break-out areas we are implementing use of every other chair to allow a natural buffer of space from the empty chair. These areas will remain open and will be intensively cleaned on a regular basis.



We are also operating this practice in our meeting rooms which will be essentially 50% capacity from their standard sizes for the foreseeable future.

### Space Planning

Our specialist CAD team are available to help clients with space planning in their individual offices to facilitate social distancing. We can send you a overhead floorplan to help visualise operations in your suite.





## Specialist Advice

We have sourced specialist advice during this unprecedented period and asked BMI Healthcare to review our return to work practices. It is our goal to continue to provide the highest standard of workspace in our industry. Whilst our buildings have always been accessible during this period, we feel these additional measures we have put in place will make us better, and most importantly a safer place to work.

## Key Contacts

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For all business continuity enquiries please contact [bc@beoffices.com](mailto:bc@beoffices.com)

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