



RETURNING TO A NEW NORMAL

Our action plan for
preparing office buildings
for reoccupation



WELCOME BACK

We understand that every building is as individual as the occupiers that use it.

In creating asset-specific plans for reoccupation we will collaborate with occupiers to create a strategy which gives them confidence that they can use their building safely.

The ways in which this is achieved will evolve as necessary to take Government direction, WHO advice and our ongoing conversations with occupiers into account.

This document sets out some practical measures we think will help meet the challenges as part of our contribution to the shared objective of allowing people to start returning to their normal routines as safely as possible.

UNDERSTANDING THE CHALLENGES

Our role as managing agent is to provide a framework for those discussions which demonstrates that we understand the challenges and how best to apply our knowledge and experience of managing property to them. The challenges include:

- How we can help people move through a building whilst maintaining social distancing
- How we enhance cleaning and sanitisation most effectively
- How we manage services, service partners and site teams to reduce risk
- How we can increase ventilation and air flow through a building and customise plant operation.

These challenges are new and will require landlords, occupiers and managing agents to work together in finding the best solutions.

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“We are creating asset-specific plans to give occupiers renewed confidence that the buildings they work in are managed in a safe and considerate way, observing social distancing procedures in our new normal”.

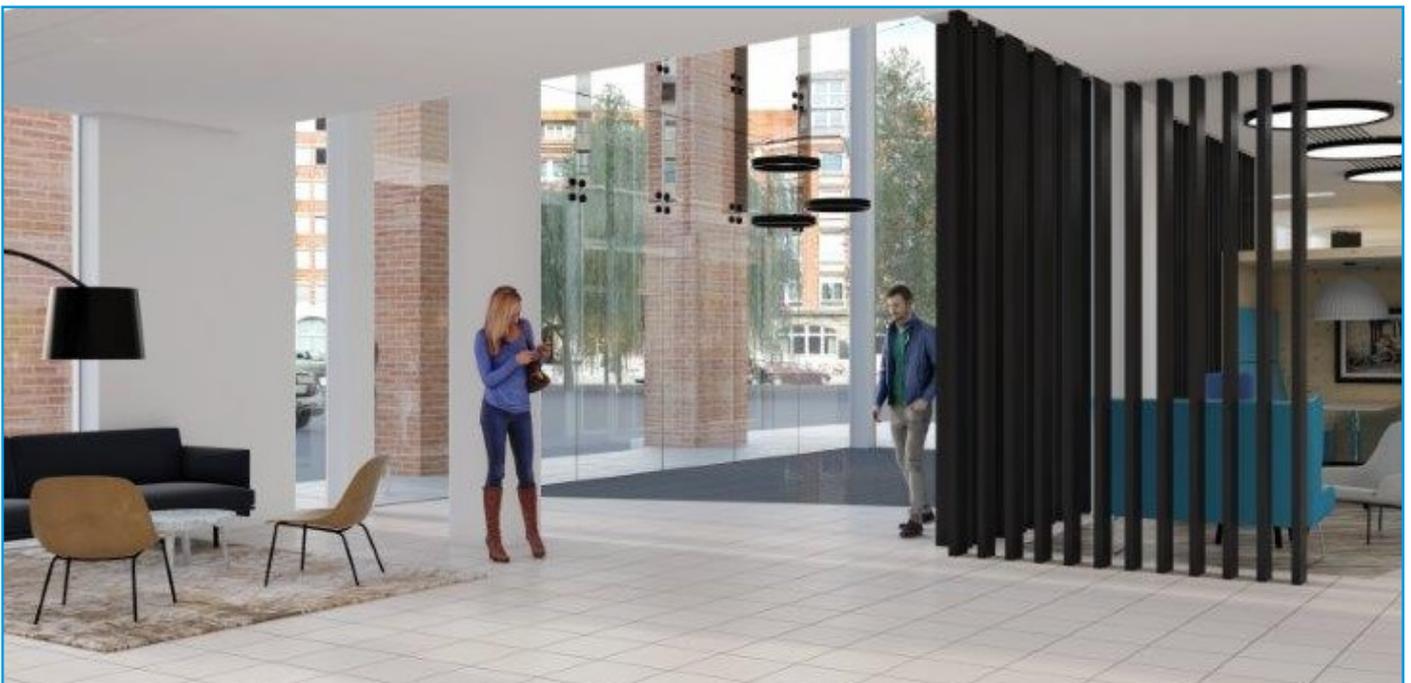
OCCUPIER ENGAGEMENT

We will consult with occupiers about their return to the workplace and provide updates on the measures which will be implemented at their buildings to reassure them about their workplan.

Occupier engagement and feedback will be crucial to making sure they are comfortable and enthusiastic about returning to their offices.

This communication strategy will include:

- Early contact with occupiers to establish and assist with their return to work plan
- The Workman team engaging with occupiers and completing a 'Reoccupation Checklist' with each occupier to ensure the building is prepared in advance of their return
- Scheduling occupier meetings (via Zoom or conference call) to communicate the measures which have been implemented to facilitate social distancing, reassuring occupiers and addressing their concerns
- Encouraging the use of existing building apps and portals for occupiers to ask the building team questions and facilitate the distribution of building messages to employees (updates on cleaning practices, building operation times etc)
- Providing regular updates via weekly/ monthly building newsletters.



ARRIVAL AND USE OF COMMUNAL AREAS

As our occupiers plan for the return of their workforce, it is essential that there are strategies and procedures in place from the moment employees and visitors step through the front door and continue their journeys throughout the building.

We have identified some key areas and procedures we are planning to adopt, outlined below.

BUILDING ENTRANCE AND RECEPTION AREAS

Social distancing and 'touch free' measures in these areas may include:

- Reception desk accessibility and protection for front of house/ reception and security personnel eg. PPE, plexiglass screening, and distancing vinyl on the floor, 'touch free' sanitiser
- Visitor management - the requirement for printed visitor passes to be evaluated and procedures for visitor arrivals and 'meet and greet' to be adapted
- Entrance and egress routes to be assessed to establish the need for additional security during peak hours to manage traffic flow and establish the requirement for different entry methods, avoiding the use of door push plates, revolving doors, security gates etc.
- Consideration will be given to how waiting areas are laid out and managed, including; altering seating layouts to ensure social distancing is observed.

We recommend that reception reading material is removed to prevent people waiting in reception areas for prolonged periods of time.

Security gate processes (where applicable) will be reviewed to reduce touch points. In some cases security gates may be left open and occupiers asked to present passes prior to access being granted.

Alternatively, we could consider closing every other access gate or limiting use.

LIFTS AND LOBBY AREAS

At each property we will evaluate use of lifts and whether a one person per lift policy can be adopted. Waiting points in lift lobbies will be marked to ensure the two metre social distancing rules are being observed.

There are likely to be increased waiting times for lifts which should be considered. Where a single-use lift policy cannot be adopted we will consider in-car lining to separate passengers.

Where possible we will look to implement revised lift procedures, including the use of goods lifts and platforms.

As a minimum there will be touch-free hand sanitiser near each lift entrance.

We will introduce directional signage within lift lobbies if other means of travel between floors are available, meaning that the use of lifts can be avoided.

COMMUNAL FACILITIES

(Cafés, meeting rooms, bike storage)

Where shared occupier facilities exist, measures will be considered to encourage social distancing, such as:

- Adjusting meeting room and café seating layouts to maintain two metre social distancing
- Encourage telephone and video conferencing as much as possible
- Removal of 'high touch' items such as board markers and remote controls
- Adapting café areas to 'grab and go' or pre-order, reducing dwell time.
- Considering the installation of additional cycle racks where possible to facilitate increased demand as occupiers may revise their commuting arrangements.

ARRIVAL AND USE OF COMMUNAL AREAS

CIRCULATION ROUTES

In buildings where there are multiple staircases, we will consider implementing one-way systems to avoid congestion in the stairwells.

The direction of foot traffic may be signposted in the main circulation areas. Handrails will be regularly disinfected and where possible, hand sanitisers will be placed at the entry and exit points of the stairwells.

Where there is more than one entry/exit route into a building, we will consider allocating entrances for specific purpose and amending access control arrangements to that effect.

WELFARE FACILITIES

Welfare facilities including WCs, shower rooms and changing rooms will be subject to an enhanced cleaning regime. Other measures which will be considered are:

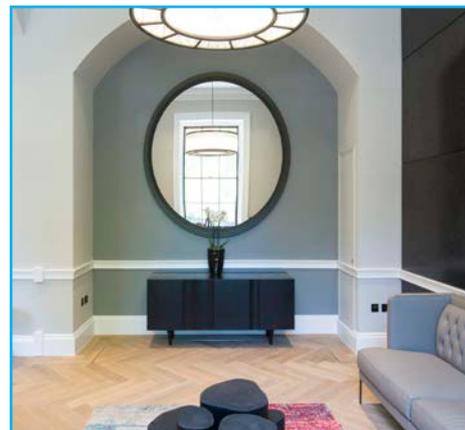
- Display 20-second hand washing signage to promote good hygiene
- Install floor stickers to mark two-metre distances to enforce social distancing within welfare facilities
- Take alternating urinals out of use
- Where sink banks are installed, taking every second sink out of use
- Install touch-free soap dispensers
- Suspend services such as towel laundry services when staff first return to work
- Replace touch-dryers with paper towels.

POST FACILITIES

We will review processes on post handling and deliveries, collections to and from occupiers to minimise contact. This may include the entry and exit routes for couriers and Royal Mail deliveries being assessed.

Hand sanitiser should be freely available where post is being handled.

Where viable, parcel should remain unhandled for 24 hours from the time of delivery.



BUILDING SERVICES

Given the fast-moving situation that we find ourselves in it is essential that building services are adapted to ensure the comfort and safety of our occupiers and visitors to buildings.

We have identified some key areas and procedures we are planning to adopt, as outlined below.

ENHANCED CLEANING REGIMES

At each property we will develop a plan and specification with the cleaning contractor for preventative and reactive cleaning.

Cleaning operatives must use suitable products to eliminate virus transfer from surface to surface. We already have robust cleaning schedules in place but these will be increased, with enhanced cleaning across areas including:

- Communal kitchens and canteen areas with shared food, beverage facilities - single use products may be considered
- Lift call buttons
- Key-entry pads (where it is not possible to avoid use)
- Door push plates and handles on entry/ exit and circulation doors
- WCs and kitchen taps
- Stair railings.

Occupiers will be provided with spot cleaning supplies so they can safely clean areas as they go and ensure good personal hygiene.

We will review cleaning hours so that the busiest periods in the buildings are avoided and increase the cleaning frequency in high risk areas.

SITE STAFF AND SERVICE PARTNERS

We will work closely with service partners to ensure that their staff and our occupiers share a safe environment to work in.

Site staff

We will ensure that appropriate PPE provisions are in place in line with Government guidance for onsite staff including Building Managers and support staff, reception and security staff, cleaning and engineering teams. Site staff will be asked to limit shared tool use.

We will review shift and break patterns to ensure social distancing is maintained.

Building operations may be reviewed in line with occupier re-mobilisation plans. We will consider gradual increases to staffing levels to fall in line with occupiers' requirements.

At each building there will be a response process for confirmed COVID-19 cases. Site teams will ensure that occupiers and service providers are fully briefed.

Service partners

At each asset we will review the supply chain and stock held with service partners to ensure that in-demand products (hand sanitisers, PPE etc) can be sourced.

PPM planners will be reviewed and we will work with service partners to ensure that PPM tasks are rescheduled for out of hours where occupier contact is unavoidable, or works are in high footfall areas.

Cleaning specifications and SLAs for the communal areas will be reviewed to take into account the enhanced measures required.

Contractor site safety procedures will be reviewed to ensure they include specific COVID-19 action plans and Method Statements, incorporating social distancing guidance.



“It is essential that building services are adapted to ensure the comfort and safety of our occupiers, visitors, site teams and service providers”

BUILDING SERVICES

VENTILATION AND WATER SYSTEMS

Our goal is to achieve maximum air exchange and flow. Building management teams will consider and implement the following measures:

- Switch AHU ventilation to nominal speed at least two hours before the building usage time and switch to lower speed two hours after the building usage time
- At nights and weekends, do not switch AHU ventilation off, but keep systems running at lower speed
- WC ventilation plant should run 24/7 and any demand-controlled ventilation should be disabled
- Switch air handling units with recirculation to 100% outdoor air and switch fan coils either off or operate so that fans are continuously on
- Ensure regular airing with windows to boost ventilation to occupied spaces, even if this is at the expense of thermal comfort
- Regular filter replacement and maintenance works shall be performed with common protective measures including respiratory protection.

Each property will need a clear plan regarding the re-commissioning of water systems. This should consider building reoccupation, ensuring that the timeframes allow for suitable re-commissioning and sampling. The plan should include the following measures:

- Evaporative cooling systems or other high-risk plant should already have robust start-up and shut-down procedures in place, these plans should be verified and followed
- Regular flushing of all water outlets at point of use through the period of low occupation, site staff and building management to ensure records are kept on site
- Water outlets should be sampled following re-commissioning and confirmation of the occupiers' reoccupation strategies
- Samples should be taken two-seven days following recommissioning and not on the day of a disinfection; follow-up samples may need to be considered to ensure that ongoing controls, monitoring and review processes are in place.

Systems returning positive samples should be subject to additional precautionary measures; cleaning and/or chemical disinfection.

Reasonably practicable measures such as limiting aerosols and keeping showers out of service should be maintained to minimise exposure while systems are being sampled.

SIGNAGE

Before implementing any additional signage measures, consideration will be given to:

- Ensuring clear wording to explain the expectations of the audience the signage is meant for
- Ensuring close liaison with occupiers to understand their procedures and what signage they will be installing in their own demises
- Recommended signage to be considered for all communal areas based on evaluation of specific asset's physical & occupier profile:
- Traffic management (on staircases, within lifts and welfare facilities)
- Distancing reminders on the floors and throughout the communal areas
- Hygiene standards signage - on entrances and by hand sanitisation stations, '20 second, hand washing' posters in WCs, shower facilities and communal kitchen areas
- Mask and glove usage tips
- Regular cleaning and disinfecting updates, with dates and times.



Our experienced Property and Facilities Managers will work with clients, occupiers and other building stakeholders to take practical measures aimed at making buildings safe to use during the pandemic.

We recognise that we do not yet have all the answers and we are committed to working with others to find the best available options. If there are any good outcomes of this pandemic then one of them must be a desire to pull together and support each other.

We are here to help our clients, occupiers and service partners work in partnership to meet the challenges of the return to our places of work.

Please contact your Workman representative in the first instance should you wish to discuss any of the contents in this document, or to put forward suggestions.