

Return to Work Guide at BusinessLodge

Over the coming weeks and months, as the stay-at-home restrictions begin to be lifted and businesses start to come back to their physical workspaces, we want to ensure we are doing all we can to help you navigate the process. We want to help you be prepared for your return to your BusinessLodge workspace and ensure the transition is safe, and effective and aligned to the needs of your organisations and people.

We have been working hard to prepare our approach on how we will reoccupy our buildings, considering all safety and control measures needed to ensure everyone's health and reassurance.

The Return to Work update and FAQs below outline some of the current thinking and planning already in place to support your transition back to your BusinessLodge workspace, as well as managing your expectations as we re-mobilise our own teams and building processes.

We have developed five core areas of focus which we believe are applicable to each of our buildings and all of our client's businesses – large and small. These priorities will be developed and evolved over time in line with government guidance and continually informed by the World Health Organisation (WHO) and relevant health authority advice.

Return to Work Priorities

- **Supporting Social Distancing:**

Please refer to further detail below on Client House Rules with regard to social distancing around the buildings. BusinessLodge have increased signage around the building, with further instructions on where restrictions are in place. Furniture layouts in common areas have also been revised to allow more individual space. We will continue to monitor the use of common areas.

- **Supporting Our Teams:**

We will be supporting our centre teams to ensure they are ready to handle new procedures, including new Health and Safety protocols and Covid-19 government guidelines. We will continue to monitor changes to the recommendations from the relevant health authorities and give further guidance where required.

- **Cleaning & Hygiene:**

Cleaning specifications across all buildings have been up scaled, to include areas such as high-frequency touch points, door handles, lift buttons etc. Staff will be provided with PPE where required. In all the communal spaces clients will find hand sanitising stations and personal hygiene guidance throughout the buildings. We will review cleaning specification on an ongoing basis.

- **Centre Preparations:**

Before your return to the office, we will clearly display Health & Safety signage and floor markings in all appropriate areas. All office space will be cleaned using fogging equipment. Contractors and facilities staff will be supplied with PPE to wear when required. You will see protection screens at the reception desks, along with sanitisation points around the buildings and in the communal areas.

- **Reception Policy:**

We will set protocols for reception to ensure effective physical distancing can take place as well as implement new client and visitor check-in processes at the reception desks. We have removed the sign in book for your safety and visitors will check-in in person with the receptionists. We have also developed a new process for receiving and posting deliveries, as well as a lift policy where relevant to ensure safe distancing.

Client House Rules - Covid-19

Social distancing measures are steps that everyone should take to reduce the social interaction between each other. This will help reduce the spread of coronavirus (COVID-19) to protect us and our families. This document forms part of our House Rules and therefore the terms & conditions of your Licence Agreement.

These measures must be followed at **all times** without exception.

Around the building:

- Stay a minimum of 2 metres (6 feet) away from other people at all times.
- When coming through the airlock or using the lift this must be done **one** person at a time.
- The reception team will sign in and out each of your visitors please confirm with reception when your visitor has vacated the building.
- Please respect personal space:
The reception area and communal kitchens will have designated space marked out on the floor, please continue to remain 2 metres away from any other person using this space.
- Wash/Sanitise your hands regularly.
- If you feel unwell or have a temperature whilst at home you must **NOT** come into the building.
- If you have a temperature or feel unwell whilst at work you must take yourself offsite immediately and seek professional medical advice – do not return until the illness has gone – you must inform your centre management team if you have any symptoms.
- For everyone's safety we have instructed all contractors to use the back doors only – please do not use this door as a general exit route – this fire door is alarmed. This door is for use by contractors **only**. This door is only for use by clients in case of an emergency.
- The gym will remain closed until further notice in line with government guidelines.
- When navigating around the building please make sure you use the **left hand side** of the corridor and stairwells as you walk around. Be mindful of other guests and visitors, if possible please avoid crossing nearby someone already in the corridor.
- Toilet facilities will be restricted by the number of users to ensure that 2 metres (6 feet) social distancing can be maintained.

Frequently Asked Questions (FAQ's)

- **What Will Be The Procedure To Report Suspected Or Confirmed COVID-19 Cases?**

As before, please continue to let us know if you have a suspected or confirmed case by emailing your Centre management team. We will action deep cleans of communal spaces for confirmed cases. If you would like a deep clean of your office for a suspected case, we can arrange this for a fee.

- **Will You Be Providing PPE For Employees & Visitors?**

We will provide our own staff where we feel appropriate with PPE, however we will not be providing PPE for our clients or visitors. We are looking to be able to provide this at cost to you should you wish to purchase any, speak to reception for any prices. (Subject to availability).

- **How Will You Protect Your Staff & Visitors In The Reception Area? What Changes Will Be Made To Visitor Registration?**

We are taking many steps to protect all our people within communal spaces including the reception. We will request that you respect social distancing while queuing at reception and there will be floor markings to indicate spacing recommendations. Hand sanitiser will be available on all receptions. We will no longer be using the sign in book to sign-in, alternatively our reception team will sign you in and out.

- **Will The Centre Teams Be Available To Help Me? Will We Still Be Able To Speak To The BusinessLodge Teams In Person?**

In terms of the Centre, we are absolutely committed to providing a service 100% and we have kept the Centre open so that you can continue to run your Business. As you know the welfare of the team and the clients is paramount and we are doing everything we can so that the Centre can remain operational, we are still here if you need us and will be on hand, in person or via phone and email. The centre will be manned between the hours of 09.00 – 16.30. The Centre opening hours will be reviewed on an ongoing basis. We want to provide you with the best possible service so if you have any questions, please email your management team to arrange a time to meet and discuss. Please note we will be adhering to social distancing practices and our staff may be wearing PPE. If you would prefer to talk over the phone or via email, just let us know.

- **Will The Post Room Be Open? How Will I Collect My Deliveries When We're Back In The Office?**

The post room will be restricted to clients, however you can collect your post and packages as normal from the reception team. We will notify you daily via email if you receive any post to minimise the congestion in the reception areas. We have been forwarding post for clients as usual, if you would like us to forward any post or package please let us know.

- **How Will You Encourage & Promote Personal Hygiene?**

Sanitising stations will be installed at all main entrance doors, receptions, lift areas and all break out space. Best practice is still to wash hands thoroughly for at least 20 seconds, as the most effective way to maintain personal hygiene, regardless of the soap being antibacterial or not. Signage to remind clients to maintain good personal hygiene will be on display.

- **What Recommendations Can You Make For Our Office?**

We recommend that you display the appropriate signage in your office advising of personal hygiene and social distancing guidelines. You may wish to consider returning your staff to work in phases or introducing shift patterns and looking to alternate seating in your offices, increasing the space in-between desks or introducing panels between desks, which we can assist with. It is highly recommended that you provide hand sanitiser and antibacterial wipes for your office so your staff can sanitise keyboards, desks and phones regularly.

- **Will The Lifts Be In Use?**

The lifts will be in use, but we would ask for you to act responsibly in trying to respect social distancing where possible. We recommend you use the stairs if possible. Hand sanitiser stations will be installed outside the lift. Lift access will be limited to one person at a time.

- **Am I Able To Book Meeting Rooms, If So, How Will You Facilitate Social Distancing & Hygiene Standards?**

Our meeting rooms are available to book with reception team as normal. We encourage you to use alternate seating when using the rooms and we will limit the maximum capacity based on room size until further notice. Hand sanitiser will be provided in the meeting rooms for you and your visitors. Meetings will no longer be bookable back to back, we will now allow half an hour between bookings to enable a thorough clean of the space. Our building team will be provided with anti-bacterial cleaning products and PPE to enable them to refresh the rooms thoroughly between bookings.

Meeting Room catering options are being reviewed.

- **How Are You Managing Your Suppliers & Contractors When Entering And Working In The Buildings?**

All contractors have been made aware of the need to work in a manner that takes into consideration enhanced safety and hygiene protocols. We have devised a set of risk assessments and control measures that all contractors must adopt when working in our Centre including social distancing practices and the use of appropriate PPE. These have been issued to our contractors and BusinessLodge will enforce a strict monitoring and inspection regime to ensure our high standards are adhered to.