

May 2020

# Returning to our offices

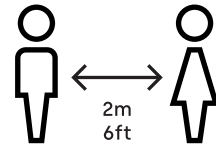
A simple guide

**MAPP**

We've  
missed  
you :)

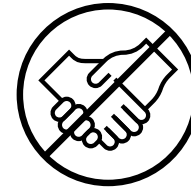
**When the time is  
right, we look forward  
to welcoming you  
back to our offices!**

# The new norm



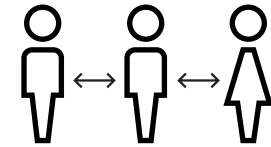
## Distance

Minimum of 2 metres  
whenever possible



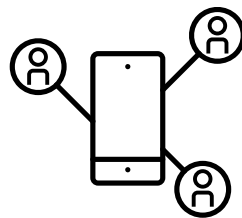
## Avoid

Close contact  
with others



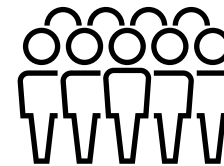
## Small groups

Groups should be kept  
to a minimum



## Don't arrange

To meet up with  
other groups



## Avoid

Any area if it looks  
very busy



## Be kind

To each other, please  
give each other space



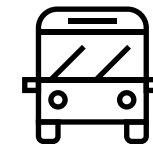
## Wash your hands

Thoroughly as often as  
possible and use hand  
sanitiser where available



## Observe

Observe movement guides  
where instructed via  
graphics on the floor



## Transport

Don't travel by  
public transport  
unless you have to

**We know that things are not quite as you left them, and that the new 'norm' will take some getting used to, but we hope that moving beyond your 'four walls' and returning to the office and some level of normality is something to look forward to.**

The most important thing is that we all keep well and safe and that you feel safe when you do return to one of our offices, even if it is only for the odd day here or there. We have done an enormous amount of work to make sure that happens including decluttering, increasing the circulation space, decorating and deep cleaning and sanitising all of our offices.

The biggest and most obvious change is that nobody will have their own permanent desk, although we have not moved to a hot desking environment either.

Everybody will be allocated a desk when making a booking and will wherever possible use that desk for the entire week. This will help us stop the virus spreading.

We do not anticipate running out of available desks until around 40% of people return to the office and at that point we might need to restrict access and move to team working.

When you first come to the office, you will need to find your belongings which have been carefully removed from your desk area, along with your pedestal and transferred to a box near to where you used to sit or into a meeting room. We have ordered a large number of lockers, but they will not be delivered until late June.

Apart from that, and the obvious wider measures around social distancing and cleanliness, here is the deal:

**General**

Our offices in London, Birmingham, Bristol and Manchester will reopen on the **1st June**. We have mothballed our office in Glasgow for the time being.

**You should only return to work in the office if you are unable to work efficiently or effectively from home.**

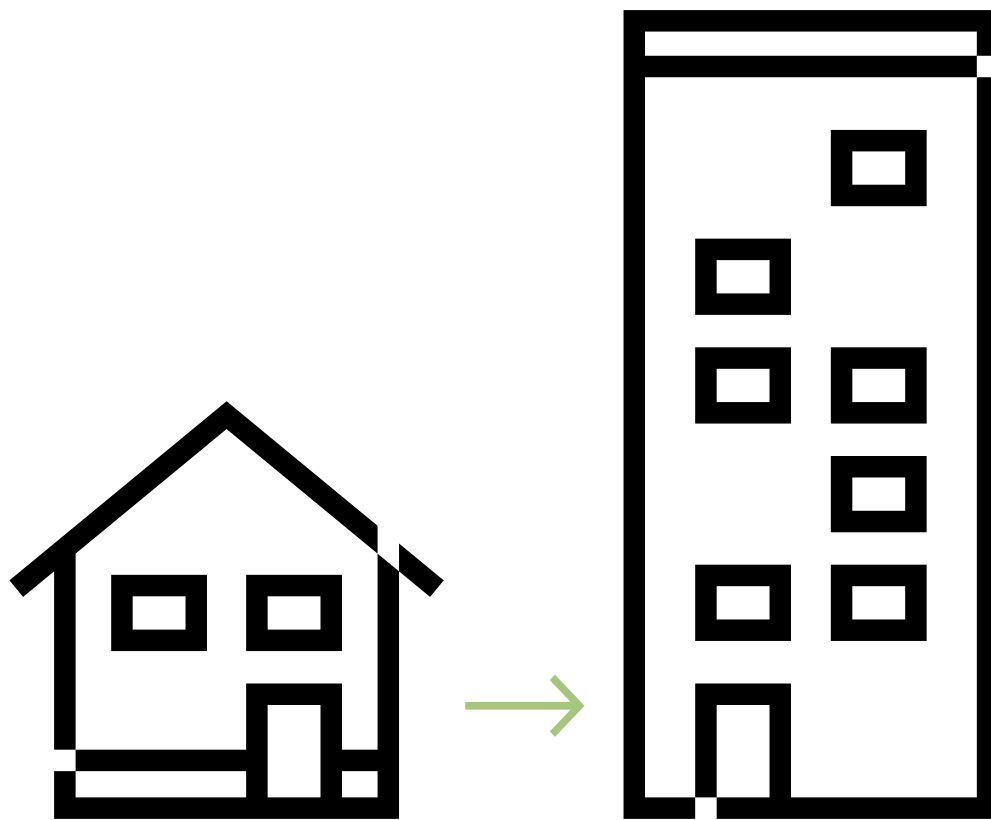
There might be a whole host of reasons why that might be the case including tech issues, space, mental health or that you can only do an element of your role from the office.

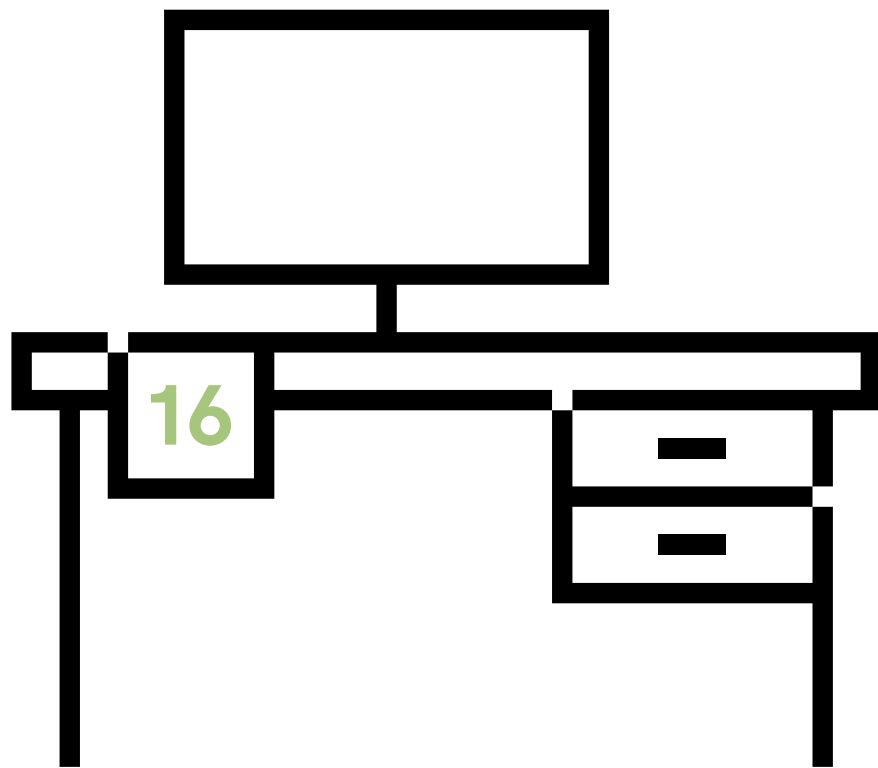
There is all sorts of new snazzy signage reminding you what to do or not to do.

There are one way systems in place in the London and Manchester office to help with social distancing.

**Please stay at home if you or any member of your family are displaying symptoms of COVID-19.**

Coming back to the office and feeling safe will only work if we all pull together, give each other space and consider each other. We know you will want to do that.





**Desks**

You must book a desk in advance so that we can manage numbers and allocate you a desk. They will all be numbered. If you change your mind and decide not to come in, do let us know so that we can release the desk to someone else.

Desks must be booked at least 48 hours in advance.

**Please do not leave home unless you have received an email confirming that you have been allocated a desk.**

To book a desk you, contact your office manager.

Please sit at the desk we allocate you, not the one you used to sit at or one that is closer to a friendly face (if you would like to sit near someone let us know when you book).

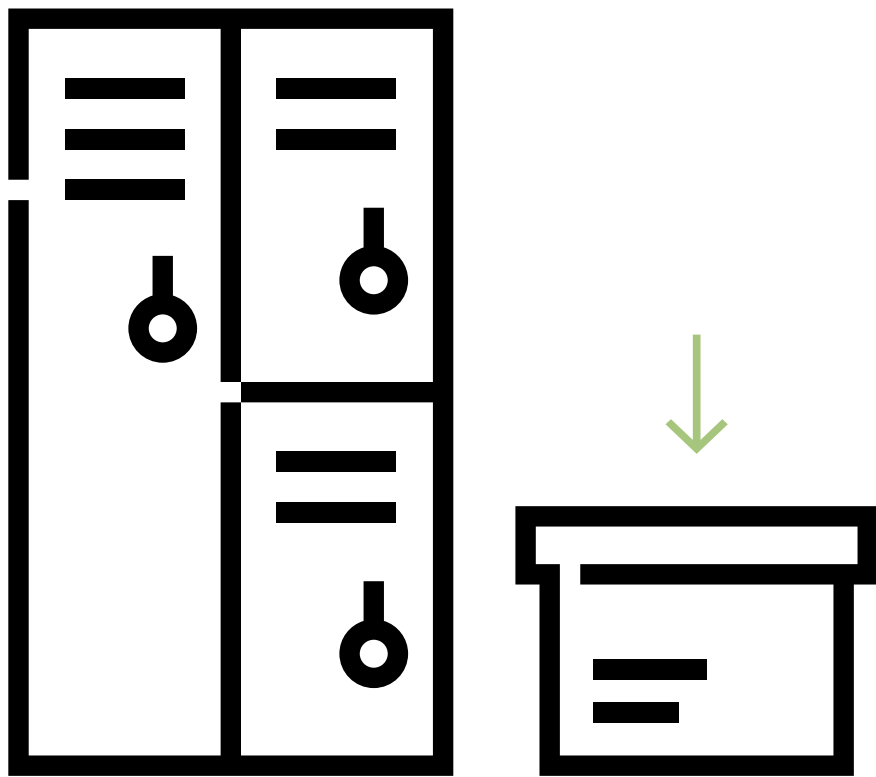
All desktop phones have been removed and you should use mobiles or the RingCentral App.

Webcams for desktop machines are also available so that you can join in any video meetings.

We will be cleaning the desks, screen and arms of the chair every day.

Please remove everything from the desk at the end of the day apart from the phone, screen and docking station.

Lumbar supports and footrests are available from reception in London and locally in the regional offices. They should be returned on your last working day each week.



**Storage**

Until the lockers arrive in mid to late June, you will need to use a cardboard box [provided] to store your belongings.

The filing cabinets that remain are not available for storage of personal items.

Please try not to use the coat stands and please take home all clothing each night.

**Kitchens**

In London, both kitchens will be closed as we do not feel we can adequately manage the risk. We will provide cans of water and some soft drinks.

In Birmingham, Bristol and Manchester the kitchens will remain open but should only be used by one person at a time. We have however removed all mugs, plates, cutlery and utensils and are asking you to bring in and take home your own utensils and mugs. Please clean up after yourself and use the antibacterial wipes provided to clean crucial touch points such as kettles, microwaves and fridges.

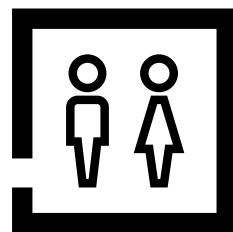
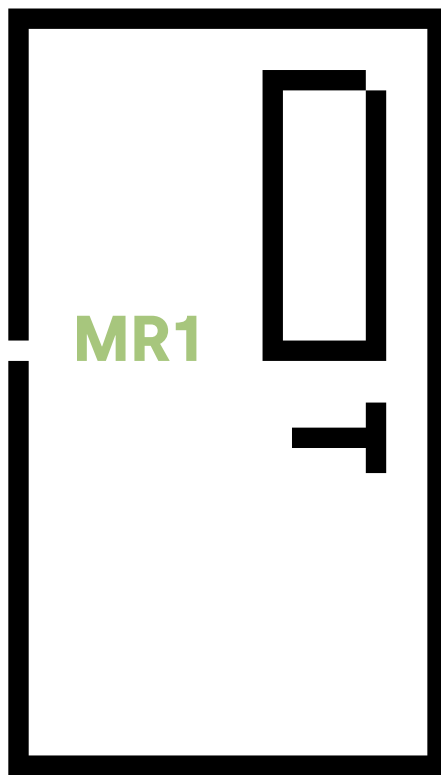
Please take all uneaten food home with you every night. It should not be left in lockers, fridges or on desks.

**Moving around the office**

Observe the signage and only move when it is safe to do so.

Take extra care when using the toilets – a one way system is in place in London.





### **Meeting rooms**

The meeting rooms should only be used if it is essential to have a face-to-face meeting.

Only two people should be in a meeting room at a time.

We have removed all refreshments.

With the exception of individuals coming in for an interview, external visitors are not allowed into our offices.

Please wipe down the meeting room tables and chairs after use.

### **Printers**

Use of printers should be limited and if used, please wipe down the touch points with an antibacterial wipe.

### **Common areas**

Please observe the rules and regulations set out in the common areas by our landlords and their Property Managers (that is us in Birmingham and Manchester). Occupier handbooks will be circulated where relevant.

### **Travel and hours**

The offices are open from 6.00am to 10.00pm. Consider mixing up your hours to help with non peak travel and to fit in with what you need to do at home.

### **Only use public transport if you really have to.**

Try and think laterally about travel. Can you run, cycle, walk or drive part of the way? We are hoping that electric scooters will be made legal shortly!

There is a small amount of parking available at City Tower, Manchester, and several car parks in Birmingham and Bristol which offer low cost options.

If you are working alone, please let your line manager know when you have left the office. We want to know that you are safe.



We understand that you may be apprehensive returning to the office.

We have done all that we can to help you feel safe when that happens, but please do provide feedback or voice any concerns you have.

The policies and the way we are working will evolve as the Government advice changes, numbers coming into the offices increase and in response to your feedback.

As an encouragement, the few people who have been working in the office over the last few weeks have adapted to the new way of working. It very quickly becomes a new normal, in the same way that working at home has been your normal for the last few weeks.

Coffee shops and food retailers are all open, and more will be opening over the course of the next few weeks.

Stay safe,  
see you when  
you get here!