



CORONAVIRUS (COVID-19)

OFFICE RETURN PLAN GUIDANCE FOR CLIENTS

Introduction

UBC UK Limited is fully committed to the Government's lockdown position. We must ensure that we continue to adhere to the Government's guidelines and adopt social distancing procedures in our properties to protect the safety of our clients and UBC employees.

We remain committed to serving our clients and their businesses in the safest way possible during these challenging times. We have therefore created this guidance document outlining the safety measures that are being introduced within all of our business centres.

Please take time to read this document and help us to protect everyone's safety.

Management Controls

Symptomatic	We ask that no persons who may be symptomatic or live with someone who is symptomatic attend the property, this includes clients, visitors and contractors. Symptoms include fever, shortness of breath and continuous cough. Please refer to government guidelines for when it is safe to return to work.
Cleaning	All of our properties have undergone extensive deep cleaning and disinfection throughout common areas. Our ongoing cleaning regime will continue to give specific focus to high touchpoints, i.e. door handles, knobs, light switches, countertops, phones, toilets, taps, sinks, handrails, lifts and call buttons etc.
Personal Hygiene	Everybody must continue to manage safe personal hygiene at all times. Hand sanitiser will be provided throughout the building, including entrance/exit points within the properties.
Access / Egress	Signage will be placed at all entrance points and throughout the building so that clients and visitors can familiarise themselves with the rules around social distancing. Floors will be marked out indicating 2-metre spacing where possible.
Visitors	It is strongly advised that all clients review whether necessary for visitors to attend the property. Advanced notice must be given to Reception of any visitors before their arrival, with the individual's name and contact details. All visitors should be notified of the safety procedures where practical to do so.
Kitchen areas	Social distancing measures will be implemented. A maximum of 3 people per kitchen.
One-Way Procedures	All of our premises will be using a one-way system where possible, which will allow all clients to safely navigate around the premises maintaining social distance guidance.
Passenger Lifts	Until further notice, the use of passenger lifts will be restricted to those physically unable to use the stairs and single-use only. Please use the stairs provided unless you are unable to do so.
Smoking Area	Clients and visitors must adopt safe use of the shared smoking areas, where provided, maintaining social distancing measures.

Legionella	The buildings have been largely unoccupied for some time, meaning that the water systems have not been flushed through. We have asked that our cleaning providers ensure that this is done. The risk is extremely low.
Emergencies	In the unlikely event of an emergency please ensure that you are aware of the site-specific emergency procedures.
Face Coverings	Wearing a face covering is optional and is not required by law, including in the workplace. For those that choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.
Client Risk Assessment	For all clients employing 5 people or more, legislation dictates that a Covid-19 occupation risk assessment must be carried out. Please provide your risk assessment to your Business Centre Manager as soon as possible.

Additional Guidance and Supporting Information

Please refer to the following hyperlinked documents for additional information.

- The HSE's website: <https://www.hse.gov.uk/news/coronavirus.htm>
Contains details regarding Coronavirus latest information and advice
- GOV.UK guidance on Working Safely during COVID-19:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

Help & Support

If you require help and information regarding the contents of this guide then please contact your Business Centre Manager, details as follows:

Appendix Section

Appendix 1 - UBC UK Limited Risk Assessment & Method Statement
Appendix 2 - Covid-19 Health Awareness Posters
Appendix 3 - Covid-19 Lift Operational Signage
Appendix 4 - Covid-19 Floor marking- One-way direction
Appendix 5 - Covid-19 Communal Area/Hand Sanitiser Station Signage
Appendix 6 - General Signage



Appendix 1

UBC UK Limited Risk Assessment & Method Statement

Appendix 2

Covid-19 Health Awareness Posters

Employers and businesses guidance

Common symptoms of coronavirus (COVID-19)

new and continuous cough

or

high temperature

If **you have symptoms** of coronavirus, you need to **self-isolate for 7 days**

If **you live with someone who has symptoms**, you need to **self-isolate for 14 days** from the day their symptoms started

Only use **NHS 111** if your symptoms get worse or are no better after home isolation

Stop the spread of coronavirus

Wash your hands more often and for 20 seconds

Use soap and water or a hand sanitiser when you:

- Get home or into work
- Blow your nose, sneeze or cough
- Eat or handle food

Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze and throw the tissue away straight away

Businesses and workplaces should encourage their employees to work at home, wherever possible

Frequently clean and disinfect objects and surfaces that are touched regularly, using your standard cleaning products

Employees will need your support to adhere to the recommendation to stay at home to reduce the spread of coronavirus to others

Those who follow advice to stay at home will be eligible for **statutory sick pay (SSP) from the first day** of their absence from work

If someone becomes unwell in the workplace with a new, continuous cough or a high temperature, **they should be sent home**

Employees from **defined vulnerable** groups should be strongly advised and supported to stay at home and work from there if possible

Appendix 3

Covid-19 Lift Operational Signage



Appendix 4

Covid-19 Floor Marking and One Way Direction



Appendix 5

Covid-19 Communal Area/Hand Sanitiser Station Signage



TOGETHER WE WILL
BE STRONGER

GUIDELINES

OBSERVE SOCIAL
DISTANCING
KEEP 2M APART



PLEASE KEEP YOUR
HANDS CLEAN



AVOID CONTACT WITH
EYES AND MOUTH



THANK YOU

 STAY SAFE

Appendix 6

General Signage



 **WORKPLACE GUIDELINES**

Please follow the below steps for COVID-19 protection

LOOKING AFTER YOUR WELLBEING

 **Distance:**
Please keep at least 2m away from others at all times

 **Contact:**
Please avoid contact with others

 **Sanitiser:**
Please wash your hands regularly or use hand sanitiser

 **Cleaning:**
Please regularly clean common touch surfaces in your workspace, using disinfectant

 **Isolate:**
Please stay at home for at least 7 days (14 days for household) from displaying COVID-19 symptoms