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Return to Operations

A guide to how we are preparing
the Estate and Buildings for your
safe return



CANARY WHARF
GROUP PLC

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Executive summary

Over the last few months we have all made changes to how we live and work and made sacrifices to protect our loved ones.

We owe a great debt of gratitude to all the staff across Canary Wharf who have worked on site through the lockdown period, and to the essential workers that have been supporting us all.

As employees start returning to work in the offices, we have worked closely with our customers to develop the measures and processes which will keep us safe at Canary Wharf.

We have developed this guide to set out the practices we have implemented across the Canary Wharf Estate, our managed buildings and our Retail Malls to ensure our tenants and visitors can return to the workplace in a safe, efficient and effective manner.



Sir George Iacobescu, Executive Chairman



Keeping the Estate operational and preparing for the workforce's return

The Canary Wharf Estate has remained open, operational and functional for the office tenants who are working, for the local community to visit the parks and gardens for daily exercise and general wellbeing and for the public to purchase groceries and medical supplies if required.

The relationship between Canary Wharf Group and our tenants is important to us, and as the response to COVID-19 develops we continue to communicate directly with as many tenants as possible to understand what their return to the workplace plans are and to offer guidance and assistance where relevant.

The health and safety of everybody who uses our buildings and Estate is of the highest priority at Canary Wharf and we are actively developing and implementing control measures to reduce the risk posed by COVID-19.

We have reviewed the UK government's 'COVID-19 Secure' guidelines covering all workplace settings and have implemented measures in accordance with the objectives and considerations set out within. Some of these measures are set out within this guide, but tenants are encouraged to review the government guidelines and to apply the relevant measures as part of their workplace plans.

All individuals across the Estate have a shared responsibility for health and safety and should be considering what they can do to manage this accordingly:

All parties	Including tenants, building managers, retailers and contractors, are responsible for assessing and managing the risks of COVID-19 and for determining individual responsibilities and capabilities. All Parties should work towards improving the physical work environment for the benefit of all individuals.
All parties	Should also develop and introduce plans and policies that address the implementation and maintenance of social distancing measures, the issue and use of Personal Protective Equipment (PPE) and other action taken to provide for the health and safety of employees and visitors — e.g., signage to maintain safe distances, capacity monitoring of elevators, Perspex screens at reception areas, etc.

Accessing the Estate	Transport for London have taken a number of steps to enable London to return to work safely and securely.
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In line with government guidance, face coverings must be worn for the full duration of journeys on the public transport network. TfL are encouraging commuters to avoid travelling during peak times (05:45 - 08:15 and 16:00 - 17:30) and to consider walking or cycling, even if only for part of a journey.

Further information regarding the measures TfL are taking can be found in the Briefings for Businesses available [here](#).

On the Estate, additional practices that are being followed include the following:

- ✓ Temporary cycle lanes have been installed at some entry points to the Estate to provide more space for people to travel safely.
- ✓ Additional bicycle racks installed across the Estate, with more than 1,300 cycle parking spaces located at street level, an additional 405 secure cycle parking spaces and a further 3,715 private spaces within individual buildings.
- ✓ All bus stops have social distancing floor markings installed to manage queues.
- ✓ Santander bike stations have been marked to show which terminals can be used to maintain social distancing.
- ✓ Signage enforcing the requirement for social distancing has been installed on all external seating.
- ✓ Heavy footfall routes separated into one-way flows to ensure social distancing.
- ✓ Entry and exit doors opened/sensor operated to remove need to touch doors.
- ✓ Thames Clippers have resumed services from Monday 11 May with social distancing measures implemented across their fleet.
- ✓ Social distancing floor markings have been installed in support of a queuing system for accessing Thames Clipper services at the Canary Wharf Pier.
- ✓ All external lifts will remain open. Social distancing supported by signage at each entrance point.

Estate Management offices and staff	<ul style="list-style-type: none"> ✓ We have ordered additional stocks of water-based signs to put into place as required to support the messaging for social distancing. ✓ Screens have been installed in all management offices to assist with social distancing. ✓ Soft furnishings in reception areas removed/restricted from use. ✓ Office entrances separated to allocated teams. ✓ Hand sanitiser stations positioned outside office entrance points. ✓ All deliveries to loading bays to be booked in advance and social distancing measures maintained between loading bay operators and delivery drivers.
Cleaning regime	<ul style="list-style-type: none"> ✓ We continue to monitor the stock levels of our cleaning products and PPE equipment – additional orders are raised on a daily basis. ✓ Cleaning regimes across the Estate enhanced with particular focus on door entrances and handrails. ✓ Door handles and glass cleaned and disinfected throughout the day. ✓ Waste bins emptied frequently. Any waste suspected to be contaminated will be separated, double bagged and disposed of in accordance with PHE requirements.
Personal Protective Equipment (PPE)	<p>Under the Personal Protective Equipment Regulations 2002, PPE should only be issued as the last resort when other control measures cannot be implemented or where a significant risk remains despite other controls. PPE should be provided to employees in line with Public Health England (PHE) recommendations and all applicable risk assessments.</p> <p>Canary Wharf is committed to ensuring that suitable PPE is available for those working in areas that are assessed as requiring it. This includes the provision of face coverings to those working in public and customer facing roles. We will work with our tenants to provide guidance as required.</p>
Face coverings	<p>In line with government guidance, face coverings are now required in a number of areas, including on public transport and within shopping centres and certain types of shop & supermarkets.</p>

It is an individual responsibility to comply with the regulations and we have taken steps to encourage our visitors to comply with the government regulations, including placing signage throughout the retail malls along with PA messages in the malls to remind people, as the Government recommends.

Consideration for tenants

Issues that tenants will need to consider include:

- ✓ All applicable safety practices need to be followed and communicated to relevant parties, with reference made to existing regulatory requirements, policies, procedures and risk assessments.
- ✓ Suitable training and information must be developed and provided to guide users in the use and application of PPE.

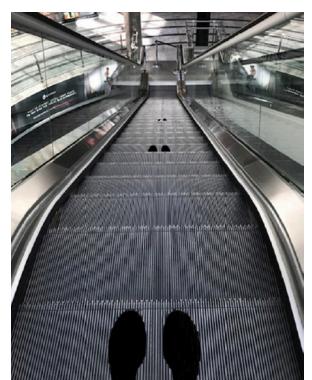
Preparing our Retail Malls

Throughout the lockdown period all our shopping malls have remained open, as well as all our internal links to the office buildings and car-parks for the benefit of all of our office tenants, shoppers and visitors.

As restrictions have been lifted non-essential retail stores have re-opened in line with government 'COVID-19 Secure' guidance. Our Retail Management team has worked closely with all stores to ensure they comply with the government guidance and to ensure any measures implemented (such as customer limits or queuing systems) do not create an increased risk in shared demises.

All central plant continues to operate, run and be maintained, ensuring we meet the requirements of all our offices, retail and visitors. Where plant running times were reduced where possible during the period of lockdown (to lower operating costs), these have been revised as visitor numbers have increased.

Ventilation systems have been optimised to ensure a fresh air supply is provided to all areas and increased where possible.



Our mall cleaning regimes have all been reviewed and enhanced to include:

- ✓ Increased cleaning to all touch points including escalator handrails, door handles and lift push buttons.
- ✓ Mall staff cleaners visible during the peak periods carrying out additional sanitisation duties throughout.
- ✓ Periodic sterilization fogging of Retail Malls and Loading Bays.
- ✓ Sanitising floor solution used in all our mall and back of house scrubber floor drier machines.
- ✓ Temporary closures for short periods of time of our mother and parent rooms to allow additional deep cleans.

Additional measures to further promote good hand hygiene and reduce the risk of transmission include:

- ✓ Hand sanitisers positioned at all entrance points into the shopping malls.
- ✓ Signage and PA announcements requesting visitors wear face coverings when in the shopping malls in accordance with government guidance.
- ✓ All disabled doors converted from push button to automatic opening on approach.
- ✓ Where possible, mall Entrance/Exit doors held open to reduce contact.
- ✓ All mall benches, leaflet holders and newspaper stands removed.

To assist social distancing and customers queuing within the mall we have arranged the following:

- ✓ Queue locations marked out and social distancing floor markings installed at the entrances to large food stores.
- ✓ Two-way directional signage throughout our malls.
- ✓ Two-way entry and exit and signage at all entrances.
- ✓ Limiting the number of people in the lifts.
- ✓ All mall benches and leaflet holders have been removed.

- ✓ Installed social distancing signage in public amenities such as washroom sinks and urinals.
- ✓ Additional toilet attendants during the peak periods.

Case Study: Our Wharf Kitchen food court changes include the following:

- ✓ A number of retailers remained open throughout the duration of the lockdown, providing takeaway and delivery services only. Further retailers have reopened following the lifting of restrictions.
- ✓ Some seating removed or fixed seating designated as 'closed' in order to allow customers to remain socially distanced.
- ✓ Hand sanitiser dispensers at entrance and exit.
- ✓ Removal of food trays.
- ✓ Floor markings set out to reinforce social distancing and stanchions to assist with queuing.

Consideration for tenants

Retailers pre-opening arrangements: Notify all key departments of expected opening date, to include:

- ✓ Senior Management team
- ✓ Loading bay staff
- ✓ Security team
- ✓ Maintenance team
- ✓ Cleaning team
- ✓ Marketing and promotion department

Building Management team arrangements to include: Prior to return telephone and email contact providing essential return to work information and arranging to meet the tenant upon arrival to discuss the following:

- ✓ Opening and trading hours
- ✓ Fire and life safety advice
- ✓ Security requirements
- ✓ Assistsances with water, electrics and A/C start-ups
- ✓ Refuse collection requirements
- ✓ Promotion assistance and advice
- ✓ Temporary car parking

Preparing our Buildings

Canary Wharf Group took the decision at a very early stage of the lockdown period that we would continue to run, operate and maintain the operation of our managed buildings, as they remained open, although the occupancy greatly reduced to just those who required continued access for essential work and for the usual programme of cleaning and maintenance.

All life safety and critical building systems managed by Canary Wharf Management (CWM) have remained operational during the lockdown period and been maintained in accordance with regulatory and insurance requirements. In particular:

- ✓ The fire safety systems throughout the buildings and retail areas have been inspected and checked by our external contractors to ensure they are operational.
- ✓ All water systems (including sinks and toilets) have been flushed. A review of our management system and risk assessments has been conducted by our water specialists.
- ✓ Fire extinguishers and other firefighting devices within CWM controlled areas have been checked to ensure they remain operational.
- ✓ Lifts and escalators have remained operational and have been inspected as per regulatory requirements.
- ✓ The air conditioning systems, central plant chillers and cooling towers have remained operational to maintain the internal environmental conditions of the office floors and the IT equipment that required to be left running, to meet the home working needs.
- ✓ Specialist maintenance contractors have continued to undertake maintenance works as per their annual schedules of work.

In addition, CWM critical maintenance teams have been deployed in the buildings 24/7, undertaking plant safety maintenance incorporating the following:

Water services

- ✓ Flushing of outlet taps
- ✓ Daily cooling tower checks
- ✓ Monthly cooling tower checks
- ✓ Humidifiers inspection and testing
- ✓ Sentinel temperature checks
- ✓ Shower head chlorination

Fire life safety	<ul style="list-style-type: none"> ✓ Fire alarm test ✓ PA/VA sounder test ✓ Sprinklers/Wet Risers ✓ Fire Phones testing ✓ Smoke extract system inspection and testing ✓ Stair pressurisation system ✓ Fire Doors ✓ Emergency lighting ✓ Generators/off load/visual
Plant inspections/Checks	<ul style="list-style-type: none"> ✓ Visual inspection of filtration Air Handling Units ✓ Chillers ✓ Domestic water services pumps and risers ✓ BMS checks
Lifts	<ul style="list-style-type: none"> ✓ Weekly/monthly maintenance of passenger, fire and goods lifts.
Monitoring and testing A/C systems	<p>In support of the ongoing maintenance that we have been undertaking we have brought forward the quarterly inspection audit of the A/C systems. This is being undertaken by our external consultant (Bureau Veritas) on the A/C systems and office environmental conditions. The audit includes air quality and thermal comfort factors that have been assessed against limits specified or recommended by Schedule 1 of the Code of Practice for the Safety, Health and Welfare at Work (Chemical Agents) Regulations, 2001, CIBSE and Bureau Veritas UK Ltd.</p> <p>The inspection checks being undertaken on the main AHUs are visual and for bacteria and fungi. Office floors include sampling for:</p> <ul style="list-style-type: none"> ✓ Carbon dioxide ✓ Humidity ✓ Dust levels ✓ Fungi ✓ Bacteria
Monitoring and testing water systems	<ul style="list-style-type: none"> ✓ Cooling tower maintenance and monitoring has continued incorporating all the requirements of L8 and HSG274. ✓ Domestic water systems have been systematically flushed throughout the lockdown period. This also included the reduction in capacity of the water storage tanks. <p>We will be adhering to the advice of the Federation of European Heating Ventilation and Air Conditioning Associations (REHVA) which is to:</p> <ul style="list-style-type: none"> ✓ Increase the supply of outside air as much as possible.

- ✓ Extend the operational times for buildings with mechanical ventilation.
- ✓ Consider keeping the ventilation on 24/7 with lower ventilation rates when people are absent.
- ✓ If employee numbers reduce, do not place remaining staff in smaller areas.
- ✓ Exhaust ventilation systems of toilets should always be left on 24/7.

We will continue to review and monitor guidance issued from relevant organisations, including REHVA and CIBSE (Chartered Institute Building Service Engineers).

Cleaning We have continued with the enhanced cleaning of the buildings common areas schedule this includes:

- ✓ Cleaning and sanitisation of building entrance and exit doors right through the day.
- ✓ Touch points, door handles, and glass cleaned and sanitised throughout the day.
- ✓ Access control turnstiles and partition glass cleaned and sanitised during the day.
- ✓ Lift car interiors and floor destination buttons cleaned and sanitised throughout the day.
- ✓ Building washrooms and toilets cleaned and sanitised during the day and deep cleaned at night.
- ✓ Hand sanitiser positioned on the building reception desk.

Consideration for tenants Tenants are responsible for implementing cleaning regimes within their demised spaces. Consideration should be paid to the following elements as part of the cleaning process:

- ✓ Do you have enough cleaning chemicals & equipment? Review site inventory of cleaning chemicals, materials, and consumables to ensure inventory levels are aligned with forecasted building occupancy.
- ✓ Ensure a safety data sheet and COSHH assessment is available for all chemicals and cleaning staff trained in the safe use and application of cleaning items.

- ✓ Ensure cleaning equipment and tools are in working condition and are inspected prior to use.
- ✓ Cleaning staff should review and complete refresher training on general cleaning and site-specific protocols.
- ✓ Cleaners must be trained on proper disinfecting guidelines.
- ✓ Determine areas that require thorough cleaning due to heavy usage once reopened such as event & meeting spaces, gyms/locker rooms, conference rooms and toilet facilities.
- ✓ Prior to initiating cleaning tasks, ensure all staff practice hand hygiene, washing hands thoroughly prior to putting PPE on, and follow Health, Safety & Environment (HSE) requirements with PPE.
- ✓ Treat all surfaces using disinfectants from government approved or authorized lists ensuring all chemical dwell times are adhered to.
- ✓ After use, workers should properly dispose of or sanitize PPE in accordance with PHE or HSE requirements.

Tenants should review office and working spaces to identify the control measures which will be most appropriate and effective. Canary Wharf Group will continue to communicate and liaise with the tenants to ensure the highest standards of safety are maintained throughout the estate.

To assist with your reoccupation plans, we have developed the following aide-memoir – Buildings and occupant spaces should only be declared ready for occupancy after tenants have coordinated and communicated on preparations with Canary Wharf Management. Transparency, ongoing communication and awareness will be vital to a successful transition back into the physical environment:

- Fire systems**
- ✓ Verify operation and check for any trouble indicators; arrange for a competent systems contractor to check system. If building was shut down during lockdown and fire system non-operational then ensure a thorough maintenance and service visit is undertaken by a registered systems specialist.
 - or**
 - ✓ Liaise with Canary Wharf Management/Building Management team to confirm that fire alarm system is operational and has been tested.
 - ✓ Perform visual checks on fire extinguishers within tenant demised spaces. Confirm security tag is in place, pressure gauge (if present) reads satisfactorily and extinguisher is in date.

- Kitchen/food prep areas**
- ✓ Clean and sanitize all surfaces within the area including high touch areas (fixtures, light switches, appliance handles and buttons).
 - ✓ Turn on appliances and verify they are working satisfactorily.
 - ✓ If kitchen extract is present – verify that the last clean and inspection is in date. If not, arrange for service to be carried out.
 - ✓ Remove and dispose of any spoiled products where applicable.
 - ✓ Clean and sanitize all appliances.
 - ✓ Reset pest control normal operational frequency.
 - ✓ Flush toilets.
- Toilet facilities in tenant demise**
- ✓ Pour water in floor drains (if present).
 - ✓ Flush sink and check water temperatures – above 60 degrees should be reached within 1 minute and below 20 degrees within 2 minutes.
 - ✓ Check non-touch hand dryers are operational and clean thoroughly. Review stock of paper hand towels.
 - ✓ Ensure signage is clearly displayed to indicate maximum occupancy numbers and to remind users to wash hands frequently.
 - ✓ Plug in and turn on appliances.
- Kitchenettes & breakrooms**
- ✓ Turn on supply water to appliances.
 - ✓ Check operation of each appliance.
 - ✓ Ensure signage is clearly displayed to indicate maximum occupancy numbers and to remind users to wash hands frequently.
 - ✓ Provide adequate stock of hand sanitizer, disinfectant wipes, hand towels and other such products.
 - ✓ Verify stock of crockery and cutlery to ensure staff do not have to share items during the working day. Check dishwashing facilities are operational.
- Cleaning**
- ✓ Introduce and maintain advanced cleaning and disinfection standards, such as routine cleaning and disinfecting of high-touch spaces and surfaces.

- ✓ Review and prepare plans regarding changes to cleaning scope or any additional services in response to COVID-19 protection.
- ✓ Perform advanced cleaning and disinfection of workspace.
- ✓ Sanitize all workspace areas, including offices, conference rooms, breakrooms, cafeterias, toilets, and other areas.
- ✓ Review self-cleaning technology for high touch surfaces and applications for tablets and screens.
- ✓ Place signage in workspace and common areas promoting worker safety through emphasizing basic infection prevention measures, including displaying hand-washing signs & posters in toilets.

- Supplies**
- ✓ Review stock levels of toilet paper, paper towels, cleaning materials etc.
 - ✓ Provide no-touch waste bins, hand soap, alcohol-based hand sanitizer and wipes containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces.
 - ✓ Provide additional hand sanitizer, surface disinfectant wipes and hand towels available in office areas, kitchenettes, break rooms, and high traffic areas.
 - ✓ Review self-cleaning technology for high touch surfaces and applications for tablets and screens.

- Personal protective equipment (PPE)**
- ✓ Obtain and store enough supply of all required PPE at the time of reoccupation.
 - ✓ PPE disposal: identify suitable disposal methods e.g. provide separate bins for masks and gloves wherever possible.

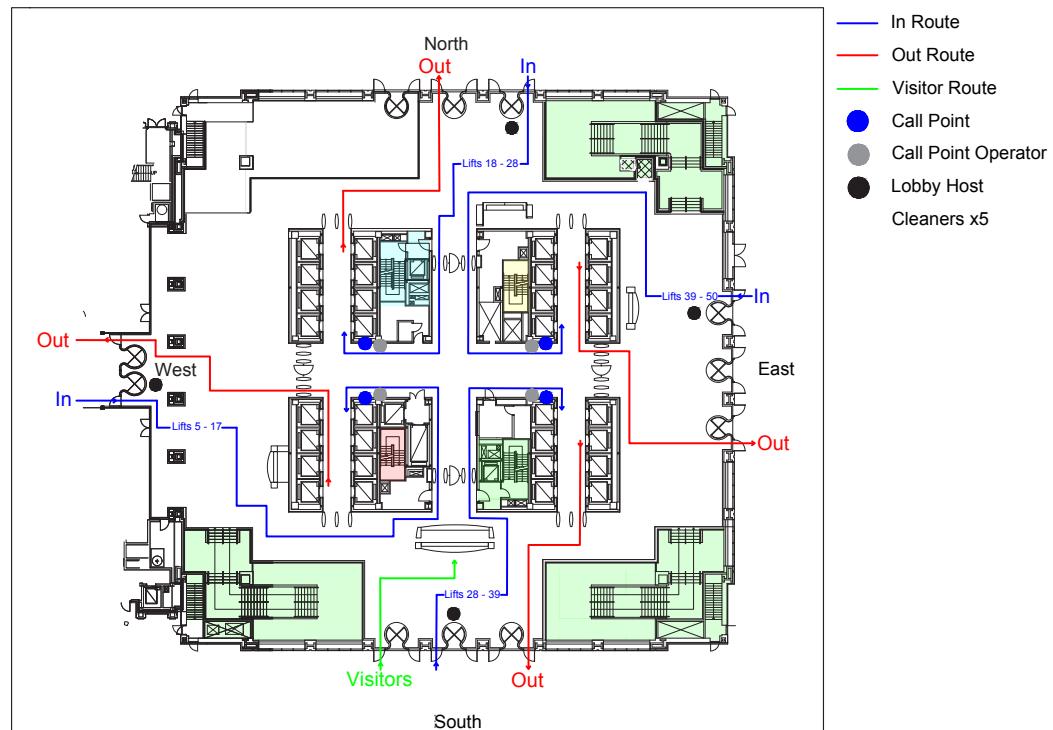
Further guidance and support can be obtained from the Canary Wharf Group H&S and Resilience teams.

Case Study: Balancing the demands on lifts with the requirement to implement social distancing measures in One Canada Square.*

The use of the lifts in One Canada Square presents a challenge when considering the social distancing guidelines. To give tenants some comfort regarding their use, the following options are being implemented or considered.

*A similar approach has been taken in other buildings operated and managed by Canary Wharf Management.

For all points, please refer to the lobby plan for more detail below.



- ✓ In One Canada Square, we have four separate main entrance points (N, S, E & W), so we intend to use them to commence separation on access to the building.
- ✓ Revolving doors to be bypassed on each face – disabled doors utilised and all held-open.
- ✓ We will locate staff and external wayfinding signage to guide occupiers to the correct entrance, on approach to the building.
- ✓ There will be four set queue locations within the building, with social distancing and directional signage on each – one queue for each lift bank, linked to the four separate entry points to the building.
- ✓ The turnstiles will be amended to one-way flow at certain locations.
- ✓ Receptionists will be deployed to assist occupiers as they enter the building.
- ✓ The lift queues lead to the four central lift call points where a CW employee will call the lifts as requested and control access to the lift cars as necessary.
- ✓ Lift queue operative to wear PPE for duration.

- ✓ Lift car floors to have designated floor markings to indicate location to stand – six-maximum in each car. See attached Signing appendix.
- ✓ Lift system set to restrict the maximum occupants in each lift car.
- ✓ On exiting the current requirement to present a valid pass card to operate the gate line, will be suspended – free exit applied.
- ✓ Sanitisers located throughout the lobby.
- ✓ Signage advising on the lift operations throughout the lobby.
- ✓ Enhanced cleaning regime in lobby – one cleaner dedicated to each lift bank – visible at all times in full PPE.
- ✓ One additional cleaner on reception desks.
- ✓ Deep clean of all lobby areas each night – signage in place to advise of same.

Lift car capacity data

All feedback to date has indicated that the return to work will be slow with occupancy levels rising on a very gradual basis. It is also likely that in line with TfL guidance tenants will move away from the previous core hours travel/work period, so peaks will be flatter.

The lift control system will be set to allow a maximum of initially four and then, as demand increases, six occupiers in each lift car at any one time. This, coupled with the time limited aspect of lift travel and floor markings indicating occupiers should not stand face-to-face, allows us to operate with 1m social distancing in place within the lifts. On this basis:

Each of the four lift banks have seven lifts (one out for control system replacement).

Four persons in each lift = 28 persons

- ✓ Each lift round trip takes 2.5 minutes at 5 to 6 meters per second – this includes stops and is a worst-case scenario.
- ✓ On that basis, we can move 56 persons every 5 minutes which equates to 672 persons per lift bank per hour on average.
- ✓ This equates to an ability to move 2,688 persons per hour over the four lift banks.
- ✓ If we allow for a conservative 10% efficiency reduction, this reduces to 2,419 persons per hour over the four lift banks.



- Six persons in each lift = 42 persons**
- ✓ Each lift round trip takes 2.5 minutes at 5 to 6 meters per second – this includes stops and is a worst-case scenario.
 - ✓ On that basis, we can move 84 persons every 5 minutes which equates to 1,008 persons per lift bank per hour on average.
 - ✓ This equates to an ability to move 4,032 persons per hour over the four lift banks.
 - ✓ If we allow for a conservative 10% efficiency reduction, this reduces to 3,629 persons per hour over the four lift banks.



On this basis, we would be well within tolerances of lift capacity in the initial peak periods, based on the expected lower occupancy levels.

Preparing our workforce and our workspace

We have reviewed our office spaces to ensure that they are as safe as possible for our tenants and employees and some key changes have been implemented including:

- ✓ Perspex screens have been mounted on reception desks to introduce separation and limit infection routes.
- ✓ Lift usage numbers have been reviewed, and floors marked with safe standing points. Queuing systems have been enforced to ensure social distancing measures are adhered to.
- ✓ High frequency cleaning and disinfection of high-risk areas and communal spaces introduced and carried out throughout the day.

Staff and HR

Key to preparing the Estate, our Retail Malls and our Buildings is ensuring the safety and wellbeing of our staff. Canary Wharf Group is committed to ensuring the health, safety and wellbeing of its employees and contractors at all times. We are aware that our employees are our greatest asset and we are working hard to keep them and their loved ones safe during this period of uncertainty.

Canary Wharf Management have been actively maintaining the buildings and retail areas throughout the period of lockdown and subsequent phased relaxation of restrictions and suitable processes have been implemented to maintain worker safety during reoccupation of these spaces. Some of the processes implemented to safeguard our employees include:

- ✓ All operational Estate employees undertaking specific COVID-19 risk assessments and toolbox talks.

- ✓ Contractors required to attend site for critical maintenance/testing required to follow social distancing protocols. Contractors required to provide suitable PPE for the duration of their tasks.
- ✓ We will continue to realign the staff breaks times and use of mess rooms.
- ✓ Staff shift patterns altered to avoid peak travel times and give maximum separation between operational teams.
- ✓ Teams separated so that tools are not shared.
- ✓ Procurement and issue of appropriate PPE as required (masks, gloves, eye protection and coveralls).
- ✓ Development of training relating to the fitting, wearing and using PPE as well as safe removal, sanitizing and disposal of used items.
- ✓ Introduction of posters and campaign materials to remind employees of the requirements for hand washing and social distancing.
- ✓ Remote working options and phased/staggered returns considered across the Business to limit the number of individuals using our office spaces at any one time.
- ✓ Development of a COVID-19 safety & reoccupation strategy and implementation of a suite of risk assessments.

Consideration for tenants

Tenants should review their processes and identify suitable controls (such as those above) which can be implemented to ensure their workers can work safely.

Managing an evolving crisis

The impacts of COVID-19 across the world continue to evolve and, whether as a result of changes to guidance issued by public health authorities, changes in demand from our tenants or in response to further outbreaks of the virus, we anticipate the measures outlined in this guide may be subject to change.

Responding to future outbreaks

In accordance with the UK government's '[Working safely during coronavirus](#)' guidance individual organisations are responsible for contacting the [local PHE health protection team](#) in the event of a suspected outbreak (more than one confirmed case of COVID-19) in the workplace.

If the local health protection team declares an outbreak, organisations will be asked to record details of symptomatic staff and assist with

the test and trace process. The health protection team will advise on an outbreak management process, including any required control measures, communications to staff and prevention messages to be reinforced.

When the local health protection team declares an outbreak within a tenant organisation, that tenant should inform Canary Wharf Group via Resilience@CanaryWharf.com. This will allow us to monitor where outbreaks occur and, working directly with PHE, identify any areas where an outbreak may spread beyond individual organisations. Canary Wharf Group will work closely with tenants and the local health protection team to take measures to reduce the risk of outbreaks spreading between tenant organisations.

Monitoring, reviewing and altering measures

Canary Wharf Group's management and resilience programmes are certified to International Standards in Environmental Management (ISO 14001), Business Continuity (ISO 22301), Occupational Health and Safety (ISO 45001) and Quality Management (ISO 9001) to ensure that both its internal operations, which support the operation of the Canary Wharf estate and the population and tenants on the Estate, can continue business during any incidents or issues, including those presented by the COVID-19 crisis.

Canary Wharf Group's management and resilience teams have been monitoring, reviewing and altering the measures outlined in this guide and will continue to do so as the situation evolves, in line with models set down in the International Standards listed above.

Any changes which impact on services provided to or relied upon by our tenants or the public will be communicated with the relevant parties as soon as reasonably practicable.

Communicating with office tenants

We will continue to communicate with Office Tenants through a number of established channels. These include:

- ✓ Direct contact between Canary Wharf Group and tenant management.
- ✓ Canary Wharf Security and Resilience Notifications (to pre-identified Points of Contact).
- ✓ If you do not believe your organisation receives these notifications, please contact Resilience@CanaryWharf.com who will be able to advise.
- ✓ Our website, www.canarywharf.com where you can find a summary of the actions we have taken to keep the Estate operating as well as an

updated list of the retail stores open within our Malls and information relating to our risk assessment approach.

Communicating with retail tenants

We will continue to communicate with Retail Tenants through a number of established channels. These include:

- ✓ Direct contact between Canary Wharf Group's Retail Management team and tenant management.
- ✓ Direct contact between Canary Wharf Group's Retail Helpdesk and individual stores. The Retail Helpdesk can be contacted on 0207 418 2659.
- ✓ Estate Alert panels.
- ✓ If your organisation does not have an Estate Alert panel, please contact the Retail Helpdesk for further information.
- ✓ Our website, www.canarywharf.com where you can find a summary of the actions we have taken to keep the Estate operating as well as an updated list of the retail stores open within our Malls and information relating to our risk assessment approach.

Concluding remarks

The measures set out in this guide should help all those who work on the Canary Wharf estate understand the steps we have taken to help plan for a safe, efficient and effective return to the workplace. We will review these measures regularly and will continue to provide advice and guidance as the situation evolves.

Should you have any questions or feedback about any of the steps outlined in this guide, please contact us via returntowork@canarywharf.com

Should you wish to discuss any further areas Canary Wharf Group can assist, including areas such as technology and innovation in the built environment and further office leasing availability, please do not hesitate to get in touch.