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Return to Operations

Canary Wharf Retail. A guide to how we are preparing the Estate for retailers to resume trading

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Executive summary

We have produced this specific retail guide to provide you with further detail on the measures we are taking within our Retail Malls and across the Estate and to outline what we will require from you, our tenants, in order to ensure that you in turn can continue to operate safely and securely.

You should all have seen our previous guidance that we produced outlining how we have prepared the Canary Wharf estate for the return of the workforce, but if you haven't seen this document, please contact us as it sets out in detail the measures being implemented across the Estate.

Lastly, it is important to emphasize that the health and safety of our staff, tenants and the public is of paramount importance to us and we remain committed to providing outstanding customer service to our tenants and visitors.

Should you have any questions or feedback about any of the steps outlined in this guide, please contact us via [Retail.Helpdesk@
CanaryWharf.com](mailto:Retail.Helpdesk@CanaryWharf.com)

Camille Waxer

Chief Administrative Officer and
Managing Director, Retail



Keeping the Estate operational for retailers

The health and safety of everybody who uses our Retail Malls 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 [Working Safely During Coronavirus](#) 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 retailers and their staff, are responsible for assessing and managing the risks of COVID-19 and for determining individual responsibilities and capabilities. All Parties should work together towards improving the physical work environment for the benefit of all individuals.

All parties

Must develop and introduce plans and policies that address the implementation and maintenance of social distancing measures, the requirement for customers to wear face coverings when inside certain types of stores, the issue and use of Personal Protective Equipment (PPE) and other actions taken to provide for the health and safety of employees and customers — e.g., signage to maintain safe distances, capacity monitoring in stores, Perspex screens at counters, etc.

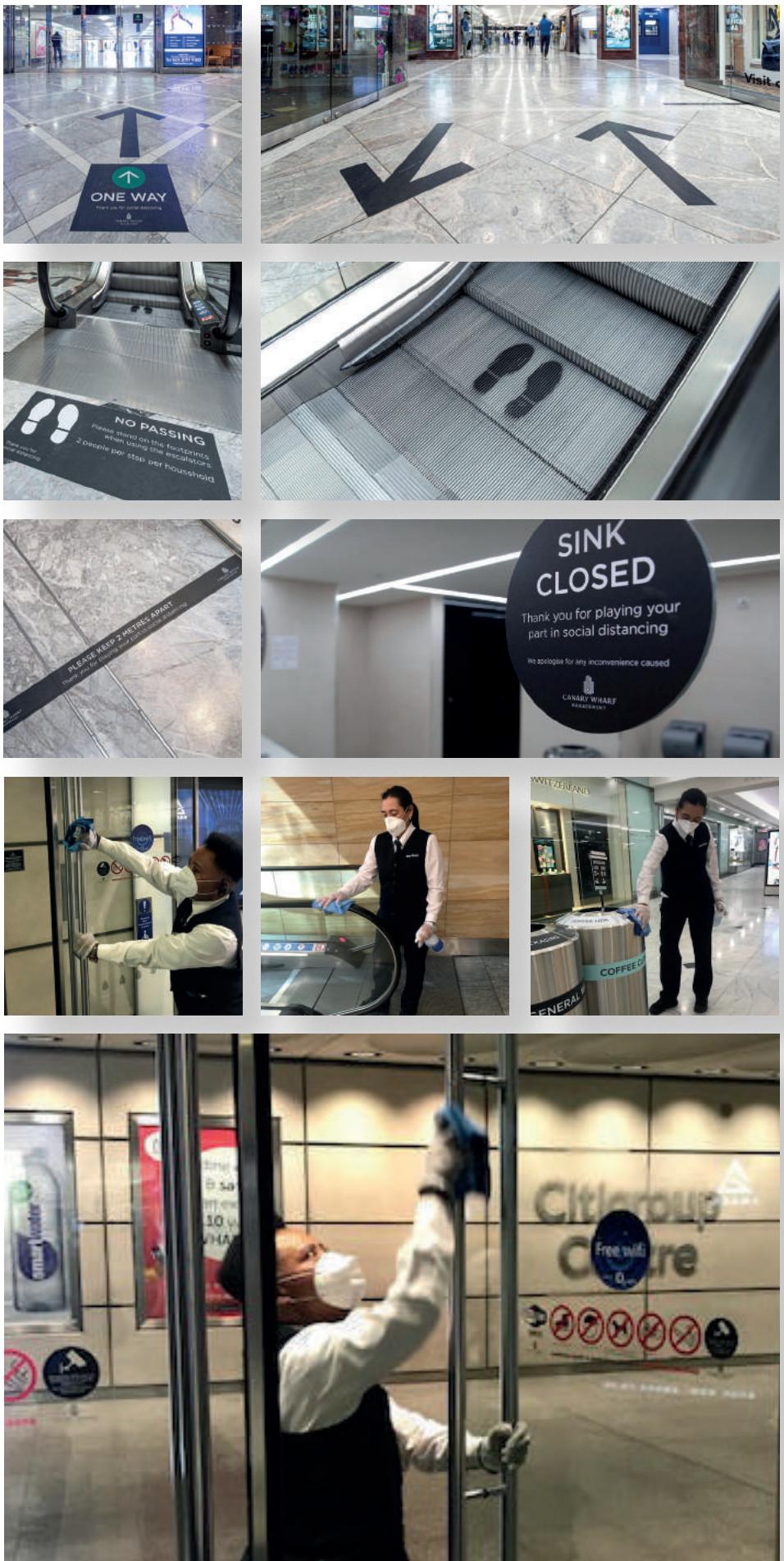
Preparing the public areas

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

All central plant continues to operate, run and be maintained, ensuring we meet the requirements of all our offices, retail and visitors. Ventilation systems have been optimised to ensure a fresh air supply is provided to all areas and increased where possible.

Our cleaning regimes have all been reviewed and enhanced considerably 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 malls 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 with signage displayed in lift lobby and lift car floor.
- ✓ Installed social distancing signage in public amenities such as washroom sinks and urinals.
- ✓ Additional toilet attendants during the peak periods limiting numbers in toilets.
- ✓ Escalator step social distancing signage.
- ✓ Public address system announcements reminding visitors to adhere to social distancing measures broadcasted every 20 minutes throughout the malls.

Case Study: Wharf Kitchen food court:

- ✓ 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 the entrance and exit to the food court.
- ✓ Removal of food trays.
- ✓ Floor markings set out to reinforce social distancing and stanchions to assist with queuing.

Preparing the Buildings

All fire, 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 fully 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 external 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 required.
- ✓ 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

- ✓ 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

- ✓ Visual inspection of filtration Air Handling Units
- ✓ Chillers
- ✓ Domestic water services pumps and risers
- ✓ BMS checks

Lifts

- ✓ Weekly/monthly maintenance of passenger, fire and goods lifts.

Monitoring and testing A/C systems

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 our air conditioning 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.

The inspections being undertaken on the main AHUs comprise of visual, bacteria and fungi checks and sampling of air quality tests across the retail malls, carried out by Tritec Environmental Services LTD. All Landlord AHU's were cleaned and sanitised by Comfort Services LTD, filters have also been replaced.

Monitoring and testing water systems

- ✓ 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.

We will be adhering to the advice of the Federation of European Heating Ventilation and Air Conditioning Associations (REHVA) which is to:

- ✓ 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).

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

- ✓ Cleaning and sanitisation of building entrance and exit doors throughout 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 should review their units and working spaces to identify the control measures which will be most appropriate and effective. Canary Wharf Retail Management will continue to communicate and liaise with 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 the Canary Wharf Retail Management team. Transparency, ongoing communication and awareness will be vital to a successful transition back into the physical environment:

Fire systems

- ✓ 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.
- ✓ Tenants must ensure they have a trained Fire Marshal present at all times.

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.

Toilet facilities in tenant demise

- ✓ Flush toilets.
- ✓ Pour water in floor drains (if present) in order to prevent traps from drying out and to reduce the presence of sewage odour.
- ✓ 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.

Kitchenettes & breakrooms

- ✓ Plug in and turn on appliances.
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 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.
- ✓ Review self-cleaning technology for high touch surfaces and applications for cash registers, point of sale machines, 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.
- ✓ Do you have enough cleaning chemicals & equipment? Review site inventory of cleaning chemicals, materials, and consumables to ensure inventory levels are aligned with forecasted unit 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 in line with disinfecting guidelines.
- ✓ 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.

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 cash registers, point of sale machines, tablets and screens.

Personal protective equipment (PPE)

- ✓ Obtain and store enough supply of all required PPE at the time of reoccupation.
- ✓ PPE disposal: PPE including masks and gloves to be disposed of in residual (blue) bin bags and double bagged.
- ✓ Further guidance and support can be obtained from the Canary Wharf Retail Management team.

Preparing for stores to reopen

In addition to those actions taken in the public areas and within the retail malls themselves, there are additional arrangements and processes that need to be in place before Retailers reopen. These include:

Retailers pre-opening arrangements:

The Retailer is to notify the Retail Help Desk on telephone 0207 418 2659 of expected opening date, so that the Building Management team can inform:

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

Retail Management team arrangements to include:

Once notified by the Retailer, the Canary Wharf Retail Management team will contact you to review essential return to work information and arrange 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
- ✓ Short term temporary car parking

Tenants need to consider and confirm to Canary Wharf Retail Management that they have actioned the following areas:

- ✓ All actions below should be carried out in line with the government's [Working Safely During Coronavirus](#) guidance.
- ✓ A risk assessment for COVID-19 has been carried out prior to resuming business. Risk assessments should be carried out in consultation with employees. [A copy of Canary Wharf Retail Management's risk assessment can be viewed in Appendix 1.](#)
- ✓ A review has been conducted into how social distancing within the retail unit will be maintained.
 - ✓ Where it is not possible to maintain social distancing, what actions will be taken to reduce the risk of transmission between staff and customers.
 - ✓ Tenants should explore measures to eliminate or reduce queues forming outside of stores in Canary Wharf managed areas. These could include enhanced 'click and collect' processes and opening by appointment only.
 - ✓ Where social distancing measures will result in queues forming outside stores, these are to be agreed with the Retail Management team prior to the store reopening.
- ✓ A review has been conducted into how contact between customers and members of staff will be managed.
 - ✓ Where face coverings are required to be worn by customers a review has been conducted into how this will be communicated to customers and managed by staff.
 - ✓ Guidance explaining these measures should be visible and accessible.
 - ✓ [A copy of Canary Wharf Management's Signage Pack can be viewed in Appendix 2.](#)
- ✓ Comprehensive cleaning procedures will be in place prior to the store reopening.
- ✓ You have engaged with and briefed the workforce on all measures that have been implemented, from your risk assessment process through to what they will be expected to do upon returning to the retail unit.

After re-opening, should any Retailer require to close to conduct deep cleaning, this should be communicated to the Retail Management team as soon as it is practical to do so.

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 retail tenants and visitors

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 Canary Wharf's Retail Tenants 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 Retail.Helpdesk@CanaryWharf.com