

Return to Operations plan post Covid-19

Canary Wharf Group employees



CANARY WHARF
GROUP PLC

Canary Wharf Group Employees

This sets out the concept and actions (both as a Group and individual employees) that CWG are now and will continue to take as we return the Estate back to full operation. The safety and well-being of our employees, tenants and visitors is the singularly most important criterion.

From 1 August we are asking all staff not already working in the office to plan to return to the office. We have worked hard to make the whole estate and our offices a Covid-19 Secure environment and have implemented a number of measures to ensure your safety.

Worker safety

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 you and your loved ones safe during this period of uncertainty.

Canary Wharf Management have been actively maintaining the buildings and retail areas during the lockdown and suitable processes have been implemented to maintain worker safety during reoccupation of all of the Group's workspaces.

Canary Wharf Residential Management and Vertus have been actively maintaining the residential offering in Wood Wharf and at Southbank Place, with processes implemented to maintain the safety of residents and staff.

Some of the processes implemented to safeguard our employees and tenants include:

- ✓ 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 a flexible approach for workers in particular situations, such as vulnerable workers or those those with vulnerable household members, childcare issues etc.
- ✓ Development of a Covid-19 safety & reoccupation strategy and implementation of a suite of risk assessments.

Canary Wharf Contractors Ltd have implemented the Construction Leadership Council's Site Operating Procedures, which are specific construction industry guidance written in accordance with the Public Health England advice. This is to ensure a consistent approach across all our projects. The areas of focus include:

- ✓ Staggering shift start times and providing free car-parking spaces to employees and trade contractors to reduce the risk of travelling on the public transport network during peak times.
- ✓ Implementing measures at site access and egress points to enable social distancing and reduce congestion.
- ✓ Appropriate adjustments to the site offices, welfare and canteen arrangements to aid social distancing.
- ✓ Increased provision of hand washing and changing facilities.
- ✓ Planning work activities to avoid close working and for Trade Contractors to follow the hierarchy of controls as outlined within the site operating procedures.
- ✓ First aid and emergency preparedness arrangements.

Visitor safety

The health and safety of individuals who visit and work at Canary Wharf each day is of paramount importance to Canary Wharf Group. Measures have been introduced throughout our retail areas, buildings and infrastructure spaces to ensure that visitors can remain safe whilst using the facilities and to enable our malls and public spaces to remain open.

We are also in regular communication with our tenants and with TfL, Tower Hamlets and other relevant bodies to ensure that the highest standards of social distancing and hygiene management are employed throughout the Estate. Ongoing review of our control measures has been established and action plans and risk assessments implemented to identify and track measures across the Estate.

Cleaning, disinfecting and supplies

Canary Wharf Group are working closely with our cleaning teams to ensure that cleaning is kept as a top priority. We are actively focusing on cleaning and sanitizing high-use areas and areas of particular risk e.g. common areas, receptions, lifts, toilets etc.

Supply stations have been installed throughout the business for employees to use to keep their office spaces clean. These stations contain disposable gloves and face coverings, hand sanitiser and cleaning wipes for desks and keyboards.

Tenants are responsible for implementing cleaning regimes within their demised spaces.

When you come back to the office there will be changes to the way we work and the way we come to and from work:

All employees that come into the office are to ensure desk spaces are cleared of all items at the end of the day, with only IT equipment remaining. This is in order to support the thorough cleaning process that is currently taking place

on a nightly basis. Further to this, employees should ensure the number of personal effects stored in communal areas (including clothing stored within closets) is kept to a minimum. This will help reduce the burden on the cleaning staff and will ultimately help reduce the risk of transmission in the workplace.

For those travelling to the office to work, Flexi Hours and staggered employee arrivals/departures need to be discussed with managers, to ameliorate rush hours risks of breaking physical distancing. In addition, managers are to consider the length and be flexible over break times and lunch times. Shopping, even for a 'grab and go' sandwich lunch will take longer with retail unit restrictions.

- ✓ All CWG employees have been provided with a pack containing hand sanitiser, moisturiser and a reusable cloth face covering. These items are for personal use and can be worn in places where face coverings are mandatory, such as on public transport or in shops and supermarkets. Employees should speak to their line manager if they haven't received a pack upon returning to the workplace.
- ✓ Car parking will be made available to employees who do not wish to take public transportation. (Employees should speak to their line managers).
- ✓ Access to buildings and movement around them will be controlled. (For example, you will see in the Lobby of One Canada Square that you will be directed to your lift bank along a set route).
- ✓ You will see floor markings and signs to maintain physical distancing.
- ✓ Staff will be located at the lobby level of each lift bank to assist with access control and physical distance compliance, and/or pressing lift buttons as required.
- ✓ A maximum of 4 people will be allowed to enter a lift at any one time.
- ✓ Stairwells will be made available should an employee feel uncomfortable travelling within the lifts.
- ✓ A dedicated member of the cleaning staff will be posted at building entrances and car parks during high-traffic periods to perform continuous disinfection of entry doors, handrails, push buttons, etc.
- ✓ CWG employees must observe social distancing requirements (i.e. traffic flows etc.) when entering tenant spaces.
- ✓ During lockdown in One Canada Square and 40 Bank Street we have installed an integrated digital visitor management system with building access control system to allow for contactless visitor check-in and building access via turnstiles, elevators and/or tenant space.

- ✓ Access card applications to be completed online with tenants providing photos. All tenant information will flow through the tenant administrator to CWG. This will decrease face to face contact.
- ✓ Where contact is required protective shields and physical distancing markers are implemented (for example in lobbies, customer service desks etc).
- ✓ Additionally, all customer-facing and/or designated property management office employees have been provided with PPE – gloves and disposable masks – and advised to wear these where social distancing cannot be maintained.
- ✓ When a CWG employee is called into an area where face coverings are mandated by government regulations (such as shops, supermarkets or TfL areas) then it will be compulsory for the employee to wear a face covering.

When in the office

Whenever employees are in the office there are a number of protocols that should be followed:

- ✓ Employees are to wash their hands thoroughly using soap and water upon arrival at the workplace and at regular intervals throughout the day. When soap and water is not available, employees should use hand sanitiser which is available throughout the workplace and on entrance to our buildings.
- ✓ Social distancing signage within the offices will be installed where possible however employees need to observe it regardless, continuing physical distancing practices in CWG offices, break out and meeting rooms etc.
- ✓ When face to face meetings are held those attending should ensure they practice social distancing and increased hygiene practices (such as cleaning surfaces at the start and end of meetings). Meeting Room capacities have been reduced to support the maintenance of social distancing.
- ✓ Employees should continue to make use of Microsoft Teams for meetings with internal and external audiences. The IT department are working to ensure some meeting rooms are set up to enable video conferencing. Employees should check when booking a meeting room if they require this facility.
- ✓ Exterior and internal doors at high- traffic areas will be propped open to assist contactless building access, excluding fire doors and these will be monitored by staff.
- ✓ Acrylic or glass dividers to be installed in open plan offices.
- ✓ There will be frequent disinfection of surfaces, including door handles, handrails, light switches, restroom fixtures, other commonly touched items. Employees should limit where possible the use of communal items such as printers and white-boards.

- ✓ We will be increasing the cleaning frequency of HVAC air handling equipment, air filters, surface cooler, heaters, humidifiers, condensate pans, etc.
- ✓ Employees are recommended to disinfect their mobile devices at an increased frequency.
- ✓ Where employees need to travel, rules regarding wearing face coverings on public transport must be followed. Where employees are uncomfortable using public transport for work they should discuss the use of taxis and private hire vehicles with their line manager. Please note, this does not apply to an employee's regular commute to and from work, arrangements for which are outlined on page 4 of this guide.
- ✓ Employees are to minimise the amount of personal deliveries ordered to the workplace, instead directing deliveries to the home or to an alternate location, such as the Amazon lockers located in Jubilee, Cabot and Canada Place malls.

Cases of Covid-19 in the workplace

It is important that we remain alert to the potential that further outbreaks of Covid-19 may affect CWG employees and it is vital that we remain vigilant. **Any employee who is experiencing symptoms of Covid-19 or shares a household with someone who is experiencing symptoms (a high temperature, a new, continuous cough or a loss of, or change to, their sense of smell or taste) must stay at home and report this to their line manager.** Employees who are experiencing symptoms should apply for a test and communicate their results to their line manager. Line managers should inform Personnel in all these instances and keep Personnel updated with any further developments (including positive or negative test results).

If an employee or visitor reports feeling unwell whilst in the workplace they should be escorted to an enclosed space (a meeting room or suchlike) and building management informed. Building management will arrange for cleaning to be carried out in the area of the employee's desk and common areas.

If an employee tests positive for Covid-19 Canary Wharf Group will work with the local Public Health team and the government's Test and Trace process to ensure any potential contacts are identified and any control measures (such as contacts being required to isolate or get tested for Covid-19) are implemented.

The company will post on SharePoint regular updates to employees related to viruses, as well as general health and hygiene

Visitor Management

The Group will minimize the number of visitors it receives, with a phased approach for visitors as we return to operations. But initially, if absolutely necessary:

Visitors must be pre-registered and it is the responsibility of the host to ensure that visitors follow all guidelines in place.

Visitors must be processed using the new contactless check-in and/or access procedure in One Canada Square.

Return to Operations

If staff have feedback, questions or concerns about any of the measures we are implementing to support the Return to Operations, please email RTO.Feedback@CanaryWharf.com

Canary Wharf Group FAQs

Who decides who comes back to work and who continues to WFH?

Line managers will provide guidance to their staff as to who is required to attend the Estate. From 1 August the Group will be asking all staff not already working in the office to plan to return to the office. We have made significant changes to ensure the risk of returning is minimized. If you have any concerns, please speak to your line manager.

Can I still WFH if I chose, even if my Manager thinks I should come in. Is it my choice?

Any requests to continue working from home, either partially or fully, should be considered as part of the Flexible Working Policy. We are encouraging managers to consider new ways of working if operationally possible. But, should your line manager have operational reasons to decline your request, you will be required to attend work.

Who decides who is a vulnerable person and at risk and should I stay at home?

The criteria for who is classified as ‘clinically extremely vulnerable’ and therefore needs to be ‘shielded’, is determined by the UK government and can be found [here](#). The guidance outlines what steps you should take if you meet the criteria. From 1 August the UK government advises those classed as clinically extremely vulnerable will be able to go to work, as long as the workplace is Covid-19 Secure, but should carry on working from home if they can.

I am worried about using public transport, can the company help me?

If you are uncomfortable using public transport, please speak to your line manager in the first instance. We would suggest that staff avoid travelling by public transport at peak times, and staff should discuss appropriate start times with line managers.

The company has made additional free car parking available for our employees. To be considered for this, please speak to your line manager and then email car.parks@canarywharf.com.

We have provided employees with reusable cloth face coverings to be worn when travelling to and from the workplace.

Can I change my hours to avoid the rush hour?

A request to change working hours can be considered as part of our Flexible Working Policy. It can be a temporary change (informal – managed locally by your line manager) or a permanent change (formal – involving a contractual amendment), subject to review, operational demands and approval from your line manager.

Can I have flexi hours to avoid peak periods?

Again, same as above, it can be considered as part of our Flexible Working Policy, subject to operational demands and line manager approval.

Are you going to take people's temperatures before they are let into the building or onto the floors?

We will not take the temperature of people coming onto the Estate or entering buildings. There is currently not enough scientific evidence to support this practice as not everybody who has a raised temperature will have Covid-19. Body temperature can be affected by a wide range of factors, including; gender, non Covid-19 health conditions, air temperature, and recent exertion.

Are you doing an individual risk assessment for when people start coming back to work?

Organisational risk assessments have been conducted which identify the control measures we will be implementing to keep the risk to staff as low as practicably possible. These can be viewed on the [coronavirus SharePoint page](#). Individual risk assessments will be carried out on a case-by-case basis and in the following circumstances:

- ✓ Employees identified as high-risk as per government guidance and that are required to return to work on the Estate.
- ✓ Pregnant employees – particularly those employees in the third trimester of pregnancy.

Please speak with your line manager if you believe that you fall under either of these categories.

Will there be a noticeable change to our working environment?

Yes, we are making significant changes to ensure you are comfortable when we return to the office. These changes include; limiting the number of passengers in the lifts, marking the floors in public space to encourage everyone to take part in physical distancing and an increased cleaning regime throughout the buildings and across the Estate.

Signage will be placed in the kitchens, canteens and common areas encouraging people to limit their use and furniture has been removed so that others do not sit too close to you whilst using these facilities.

Will I be at risk of catching Covid-19 in the lift?

We are actively working to reduce the risk of transmission wherever possible and various controls have been implemented within our lifts. When you return to the office you will notice that a maximum of 4 passengers will be permitted to use the lifts at any one time, and that floor markings have been installed to identify safe standing points.

Although the risk cannot be removed completely from the lifts, the control measures implemented should help to reduce the risk to the lowest level possible and be enough for the short journey time whilst in the lifts.

Are you providing all employees face masks and gloves?

All customer-facing and/or designated property management office employees have been provided with PPE - gloves and disposable masks - and advised to wear these where social distancing cannot be maintained. We are also making other changes to ensure your safety, which include putting in physical clear barriers and screens to reduce the risk of transmission.

When a CWG employee is called into an area where face coverings are mandated by government regulations (such as shops, supermarkets or TfL areas) then it will be compulsory for the employee to wear a face covering.

For those employees who are not in customer facing roles, we are providing reusable cloth face coverings which can be worn by those who wish to when travelling in and out of the office. These are part of a pack, also containing an individual bottle of hand sanitiser, which were first made available in May. If upon your return to the office you have not received one of these packs, please raise this with your line manager.

How often is my work station being cleaned?

Each work station will be cleaned daily, with deep cleans covering all floor space each weekend.

Will you provide employees cleaning wipes?

Supply stations have been placed across our workplaces containing hand sanitiser, surface wipes for desks and keyboards and disposable gloves and face coverings.

Can you tell me if you have made any changes to the air conditioning system to help combat Covid-19 spreading?

Our systems will be supplying as much outside air as possible, and we have extended the operating times to ensure there is more fresh air for longer than beforehand.

We continue to work closely with industry bodies to ensure our systems operate in line with best practice.

Will we still be having face to face internal meetings?

Yes, but when face to face meetings are held those attending should ensure they exercise safe working practices such as increased hand hygiene measures and cleaning surfaces at the start and end of meetings.

Meeting Room capacities have been reduced, with fewer seats available and communal use items such as flip-chart pens removed to help us support the maintenance of social distancing.

The technological solutions which have been introduced in the past months will still be available and employees should continue to make use of these collaborative tools where appropriate.

Can we have external meetings?

We understand that external face-to-face meetings are required as part of our business processes and that these will sometimes be the most appropriate option to follow. However, when arranging meetings, you should consider whether they can be conducted virtually as in the point above – if not possible, visitor and meeting numbers will be reduced to maintain social distancing protocols.

What happens now in the break out areas?

All break-out areas and staff kitchenettes will have signage displayed to indicate the maximum number of users permitted at any one time. Staff should ensure that they adhere to this in order to meet social distancing requirements. We will be conducting regular cleaning of break-out and welfare areas; you may notice that soft furnishings are removed or restricted from use as they can be harder to clean.

Cutlery and crockery (including mugs) will be available for use; however, these must not be shared during the day and it is recommended that crockery is washed before use with warm soapy water.

Used items must not be left in the sink and should be placed in the dishwasher after use – please ensure that you clean and remove any personal items you may have brought in and take these with you at the end of the day.

You should also be prepared to bring in your own food items which must be individually wrapped and stored.

If I suspect one of my colleagues has Covid-19, to whom should I go to register my concern?

If you have any concerns please speak to your line manager. If you do need to provide assistance to an individual who is showing signs of Covid-19, direct the person to a place away from others. If there is no separate room, ask others to stay at least 2 metres away from the individual. Follow the online [NHS 111 advice](#) and ensure you follow the hand-washing advice.

Will the company provide free testing for Covid-19?

We will not be providing testing for employees at this time. **Anyone who is showing symptoms** can request a test through the UK government [website](#).

Will the company fully support me if I get Covid-19?

Should you contract or display symptoms of the virus, the company will fully support you to work from home. Those that have been advised to self-isolate and are unable to work from home will be paid for the duration of the advised period of absence. If they are advised to self-isolate beyond the 14 day period, employees should contact the Personnel Department for further advice.

Absence related to the virus will not adversely affect your attendance record.

Managers should continue to conduct regular welfare checks for their respective staff members who are sick/self-isolating.

What if my family gets Covid-19, will the company support me and allow me time off and paid?

If you are following the UK government advice to self-isolate because a member of your household is sick, you should advise your line manager immediately and the company will fully support you to work from home. Those that have been advised to self-isolate and are unable to work from home will be paid for the duration of the advised period of absence. If they are advised to self-isolate beyond the 14 day period, they should contact the Personnel Department for further advice.

Again, absence related to the virus will not adversely affect their attendance record and managers should conduct welfare checks for their staff in these circumstances.

What happens to my holidays? What if I still have holiday at the end of the year?

We understand that as a result of the Covid-19 threat many colleagues have had to change holiday plans and delay booking annual leave whilst also adjusting to new ways of working.

We appreciate that current circumstances are uncertain, but we are asking you all to liaise with your managers to ensure that you are utilising your annual leave allocation and taking time off from work to rest and recharge.

It is very important that every one of us takes their wellbeing seriously and ensure that we take time away from work, even if current circumstances means we are not able to travel. At a time when home becomes the place of work, it is more important than ever that all of our colleagues continue to take time away from work.

As always, annual leave requests will need to be agreed by line managers. Your line manager will need to consider requests against business requirements as well as other leave requests within the wider team. Holiday leave which has been previously booked should be taken. However in exceptional circumstances, subject to line manager approval, leave may be rescheduled.

Our Company holiday policy allows you to carry over some holiday into the following year, to be used by the end of March. However, at the end of this holiday year, we will also consider requests to carry over some holiday for longer (to be taken by the end of 2022), if an employee was unable to take it during 2020 because of the Covid-19 situation. We will consider these requests on a case-by-case basis.

Please discuss issues or concerns with your manager in the first instance.

Are you providing additional counselling for returning to work?

All employees can access a free confidential counselling service on 0800 389 0285. The Employee Assistance Programme (EAP) offers employees and their family members information and support on a wide range of topics including workplace issues and health which are accessible 24 hours a day. The EAP also provides 6 free face to face counselling sessions with experienced professional counsellors.

Staff who are members of Bupa can call Bupa Direct on 0345 605 0261 to obtain support including counselling sessions. We will be re-advertising our network of Mental Health First Aiders to further support staff.

The Chaplaincy is here to offer a confidential listening ear to anyone who would like to talk but at this stage do not feel they need formal counselling. They can be contacted via email at talktous@canarywharfchaplaincy.co.uk or you can find further contact details on their website <https://canarywharfchaplaincy.co.uk/who-we-are/>

Employees can also contact a member of the Personnel Team at any point for guidance or further support.

CWG Employees Covid-19 information pack **issue no. 2.0** 22 July 2020