



# WORKWELL

Return to Work Guidance for Members

July 2021







## An environment to support your teams

WorkWell has always taken pride in providing the best workspace for you and your team to be productive.

We've kept all of our buildings open since the outbreak of Covid-19 in order to support the essential businesses that needed to continue working while not being able to from home. We are prepared for more people returning to the office, identifying every way to protect your safety.

We've been working hard on a number of solutions to mitigate any potential risk to our members and staff. With an increased focus on our already rigorous cleaning and hygiene maintenance routines, as well as strategic changes to our design and operations. These are outlined in this document, with further details on our full Covid-19 policy available to all members.

As we have throughout the pandemic, we will keep up to date with the latest in government advice to ensure all our services and operations are compliant and as always, with your best interest in mind.



As we move forward we are working hard to introduce new ways of working to support the increased levels of flexibility required. As always, we welcome your feedback so if there's anything you need, feel free to get in touch.

It's a time of uncertainty, but we welcome challenge and with your understanding and assistance we will navigate the future together, while continuing to deliver a workspace that offers the best for your wellbeing.

Finally, I would like to thank all our members for their continued support over this period, in particular those of our key workers and NHS workers.

We look forward to welcoming you back to WorkWell.

Oliver Corrigan - CEO



# Service and Hospitality

Collaboration has always been at the heart of what we do at WorkWell. While we're busy actioning our latest initiatives, we welcome everyone's support to uphold our new standards in order for them to be effective.

We encourage all members to observe social distancing guidelines throughout all communal areas.



All guests must report to front-of-house to sign in, on arrival to any of our buildings.



We have increased the frequency of our cleaning schedules.



We have increased the bandwidth across all offices as we understand being highly connected is more important than ever.



We will be creating a series of FAQ documents to help you get used to the ongoing changes.



Additional coffee stations have been provided to reduce kitchen usage.



Hand sanitiser has been placed throughout the buildings for your use.

All those entering our buildings; including staff, contractors, members and guests; must not have any symptoms commonly associated with Covid-19, as per government guidelines. Anyone who feels unwell or who has a fever is recommended to stay at home and away from the office.





# People

We urge everyone engaged in company business to take all necessary personal precautions over and above any decisions and advice provided by the company or that of Public Health England.

The following basic foundations for all of our front-of-house team have been implemented ahead of your return to WorkWell.



## Updated Training

All staff will receive updated health, safety and COSHH training as well as additional procedures related particularly to Covid-19.



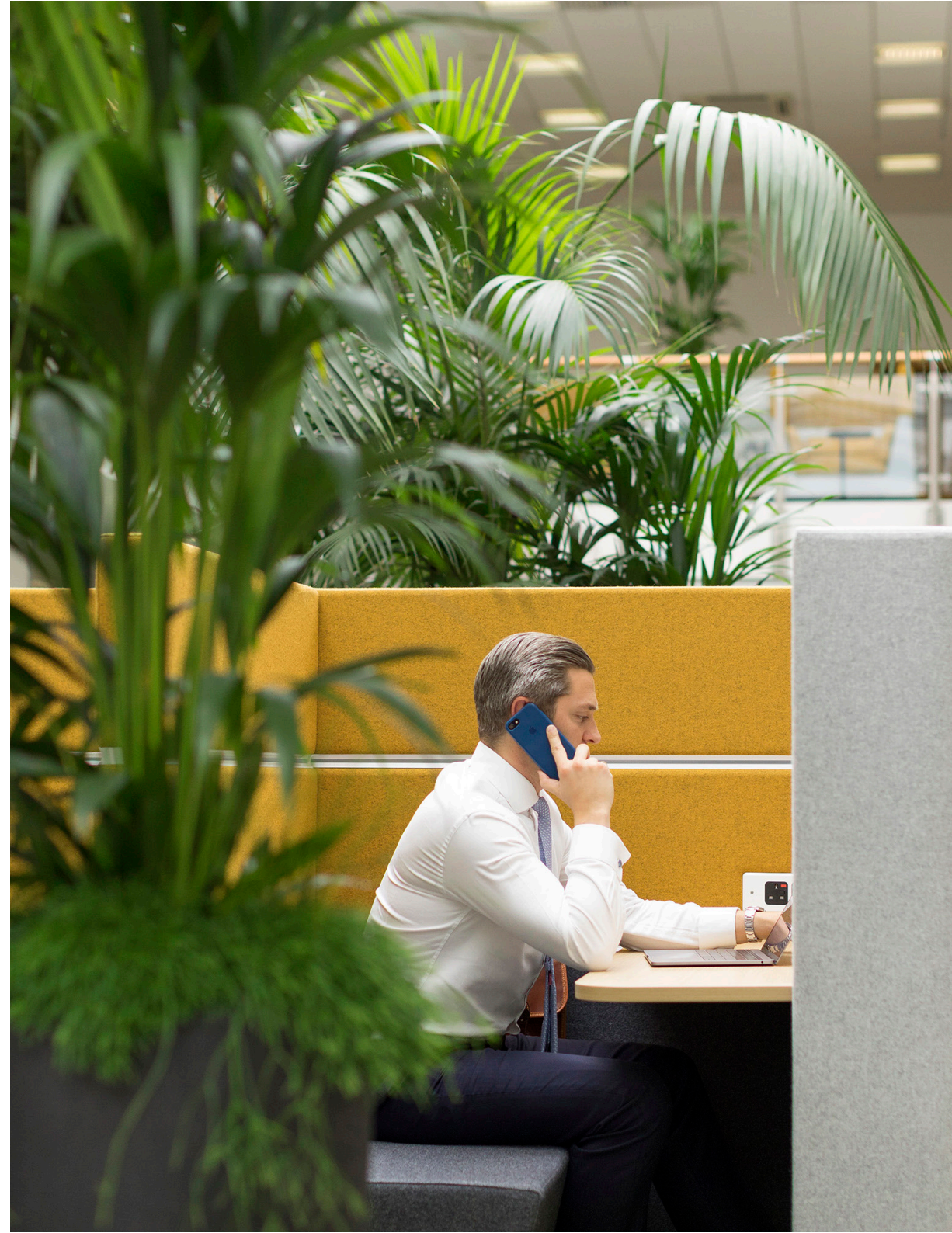
## Protection for Staff

Those positioned at front-of-house will be protected by a screen in front of the reception desk and provided with appropriate PPE.



## Help Always at Hand

Our team are always available and happy to answer any questions you may have. If there's anything you're not sure of, please ask.





# Environment & Space

## Meeting Rooms

Our dedicated meeting rooms will continue to be spaces where teams can collaborate in the privacy of a focussed space. We have introduced additional safety measures for your comfort.



**Added Functionality**  
Ability to call reception to avoid needing to travel around the building.



**15-Minute windows between meetings**  
Allowing for thorough cleaning and disinfection including all surfaces wiped with a high strength virucidal spray.

## Communal and Breakout Spaces

Originally designed for working at a different pace, collaborating and conversing, our breakout spaces remain but will now be bookable. Contact your front-of-house to make a booking.



**Visual Cues**  
Follow the signage and markings throughout the buildings to prompt social distancing, extra hygiene and directing footfall.

## Outdoor Spaces

Having spent so much time indoors lately, it's the perfect time to take advantage of our beautiful rural surrounding and outdoor workspace.








# Environment & Space




## Air Quality

We’ve reconfigured, serviced and cleaned our state-of-the-art air ventilation for all of our spaces to ensure we are delivering on the cleanest, freshest air.

-  Cleaner Filtration  
Enhanced cleaning and planned maintenance of air handling systems.
-  Increased Flow of Outside Air  
Reducing the amount of recirculated air.
-  Selected Planting  
Greenery, chosen for air purifying qualities is placed throughout all public areas.

## Kitchen & Coffee Stations

Originally designed for working at a different pace, collaborating and conversing, our breakout spaces remain but will now be bookable. Contact your front-of-house to make a booking.

-  Increased Cleaning  
Increased cleaning schedules for kitchen and coffee areas.
-  Disposable Cups & Cutlery  
Encouraged use of disposable cutlery and crockery, to be disposed of immediately after use.
-  Coffee Stations  
We have added extra coffee stations in the buildings to encourage members not to use the main kitchen areas.





# Design & Technology

We always take a strategic approach to design across all of our buildings. We are focussed on easing the flow of people in high traffic areas to allow for easy social distancing.

## Movement through the building

We want to keep things moving; avoid congestion and minimise overcrowding in high traffic areas. Please support us by following this guidance and acting responsibly.



### Queue Management

Many of the measures may result in queues, as we have sufficient space throughout our buildings there is plenty of room to maintain social distancing.



### One Way System & Follow Markings

To ease flow in high traffic areas, we're recommending a one-way system and keep left.

## Technology

Whether you choose to work remotely, come into the office or work flexibly with a mixture of both, we want to ensure a common experience across your physical and virtual office.



### Video Conferencing

Wireless connectivity in our meeting rooms is already highly specced for video conferencing and we are looking to increase the availability of video conference-specific spaces.



### WiFi & Bandwidth

We have high capacity bandwidth and we will be making further upgrades to our IT infrastructure as demand fluctuates.





# We're in this together

We thank you for taking the time to understand all the measures we are working hard to put in place for your safety and wellbeing. Here is a basic reminder that you can share with your team on our updated guidance.



## Government Guidelines

Please keep up to date with the latest government advice, and follow this at all times.



## Be Considerate

We ask that you be considerate at all times, including to our own staff who are here for you.



## Bring Your Own

Any shared services such as cups and cutlery will be available, but we encourage members to bring their own.



## First Aid & Contingency Planning

Ensure your team has a first aid point of contact, and they are aware of what to do in an emergency.



## Follow Signage

Take note and follow all signage throughout all of our buildings.



## If in Doubt, Ask

If you're not sure about something, please feel free to contact a member of our team for help.

