

Working together to create a safe working environment at Lenta

You will be reassured that we have put measures in place to ensure that both our clients and our team can work safely. So - our apologies - but you will see more notices around the building. We will all need to work together for our buildings to be healthy, low risk environments.

- » 1. Maintaining social distancing (**2 metres**) at all times.
- » 2. Avoiding close contact with colleagues, clients and visitors (Public Health England define close contact as being within **2 metres** of someone for more than 15 minutes).
- » 3. Maintaining good hand hygiene (washing hands with soap and warm water for at least 20 seconds or use of alcohol hand sanitiser (minimum 60% alcohol)).
- » 4. Cleaning and disinfection of hand contact surfaces.
- » 5. Self-isolating at home if you or a member of your family / household has symptoms of COVID-19 and following Public Health England advice.



How should I access the building?

Card entrance keys will work as normal and - where possible - **a one-way system for entering and exiting the building will be in place**, with entrance through the main entrance and a designated exit identified with signage. Where the design of the building does not permit a one-way system for entering and exiting the building, clear signage will be in place showing you where to wait whilst others enter or exit.

How you can help: Stagger the start and finish times for your employees.



Will the reception be manned?

Our reception desks will be manned and our receptionists available to support you as normally as possible, whilst maintaining the **2 metre social distancing**. Clear floor marking is in place to support social distancing and where achievable a one-way traffic route system will be in place in the reception area.

How you can help: Use the floor marking and place any items that you need to give to the reception team in the marked area.



Will my visitors need to sign in?

Our reception team will enter the details of visitors and contractors on our touch screen sign-in system - to avoid them needing to touch the screens. They will also talk them through our Fire Procedures.



How can we maintain social distancing?

We have taken measures to enable social distancing as you move around the building:

- » Floor markings are in place to remind staff, clients and visitors of social distancing requirements.
- » Seating and furniture have been removed to increase the space available.
- » Clients and visitors are advised to spend less time in corridors. Phone calls, conversations with colleagues etc should take place in office areas, meeting rooms or call booths.
- » Where possible a one-way traffic system will be used, including in reception, break out and kitchen areas, with directional signage.
- » Where one-way traffic systems cannot be put in place due to building design, signage will advise staff and clients that they should wait for a person coming in the opposite direction to pass before proceeding.
- » Our team have been empowered to remind each other, our clients and visitors of the 2 metre social distancing requirements in force if they feel any person is encroaching within the required distance.



Hand washing and sanitisers

Hand washing facilities are available throughout the building, as normal and hand sanitisers with an alcohol content of more than 60% (in line with Public Health England guidance) are available throughout the building.

How you can help: Please let our team know if you notice any sanitiser bottles are empty and they will replace them for you.



Have you increased cleaning in the building?

We know that this is important to our clients, so we introduced enhanced cleaning and sanitising protocols, using an industry leading specialist contract cleaning company. This includes:

- » Enhanced cleaning during office hours, with periodic cleaning and sanitising of kitchen and break out areas, toilet facilities and showers carried out periodically during the day.
- » Frequent ongoing cleaning throughout the day of frequently touched hand contact surfaces including, door handles; push plates; hand rails; lift call buttons; counter tops and tables; hand contact surfaces of chairs (back and seat frame); water coolers; hand sanitiser and soap dispensers; light switches; thermostat controls; fridge, microwave, kettle and coffee machine and vending machine hand touch points and emergency call buttons.
- » Meeting rooms cleaned and sanitised after each use.
- » Overnight enhanced cleaning and sanitising of client office areas.
- » Fridges will be cleaned and disinfected overnight.
- » Cleaners have received fully documented training in COVID-19 risk controls and cleaning procedures.

How you can help: Please do not leave anything in fridges overnight.



Will I still receive my post and deliveries?

Our buildings will still accept post and deliveries at Reception, but deliveries by external couriers will not be permitted direct to offices.

Post will be delivered once each day, either through the letter box, or our team member will knock and leave the post outside the door of your office.

There will be a clearly marked places in reception for outgoing client post for franking and / or postal collection and for items for courier collection.

How you can help: Remind your employees to wash or sanitise their hands following each interaction and handling items previously handled by others.



Are shared printers in use?

Where common printers are offered, sanitiser and disposable paper wipes will be available for clients/ staff to sanitise equipment controls before use.

How you can help: Please follow the directions for sanitising the equipment before use and wash your hands after using shared printers.



Should I use the lifts, or stairs?

Stairs should be used as a preference but where one-way use of stairs is not possible due to the design of the site, to minimise close contact, signage will be in place at each floor level advising you to wait at landings for others to pass and avoid passing on stairs.

Lifts are in use, with reduced capacities, in line with Government guidance. Signage is in place on each floor level, identifying the maximum number of people permitted at one time. Floor markings within the lift indicate where people should stand facing away from each other.

Hand sanitiser will be available in each lift lobby on all floors and lift call buttons sanitised regularly.

How you can help: Please check lift capacities in your building before using them.



Can I book meeting rooms?

Absolutely. Please contact the building team as normal to book meeting rooms. They will advise you of room capacity changes which allow for social distancing. Hand sanitisers will be provided in each meeting room and bins for the safe disposal of face coverings / gloves. Please be reassured that rooms will be sanitised between each meeting.

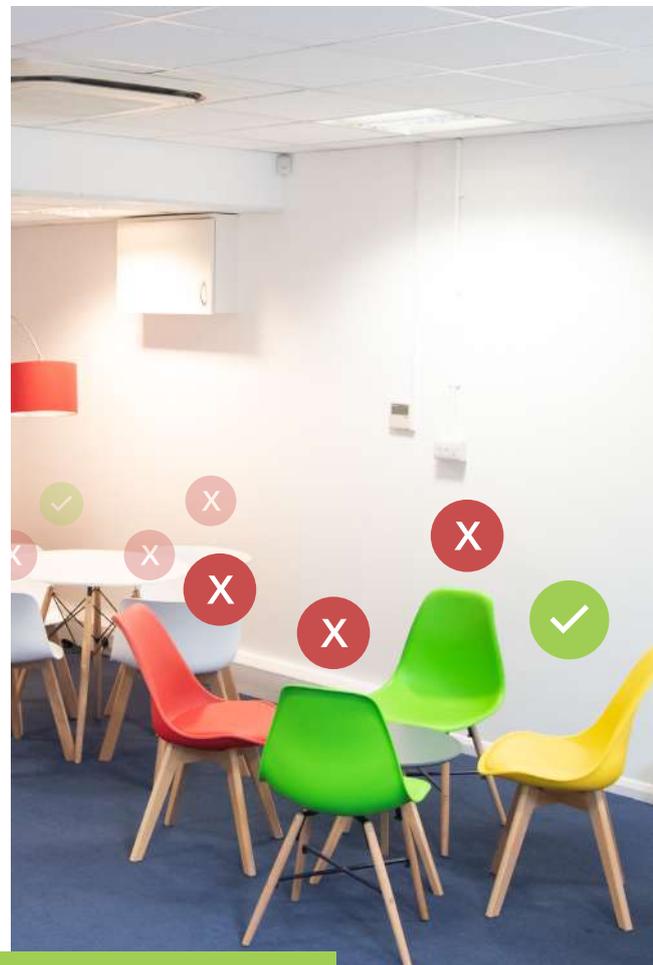
How you can help: Please give us as much notice as possible of your meeting requirements to ensure that we can meet them.



What is the advice on using shared kitchen and break out areas?

Our kitchens and breakout areas are open for you to use, with some sensible precautions in place:

- » Seating in breakout areas will be reduced to ensure 2 metre social distancing.
- » Where possible a one-way flow system will be in place with social distancing markings in place supported by signage.
- » Where kitchens are not large enough to maintain the required social distancing only one person will be permitted to use the area at a time, signage to this effect will be in place.
- » Clear signage is in place asking clients to put all crockery and cutlery into the dishwasher and not leave any items on counters or in sinks for others to clear, or to leave, or store personal crockery or cutlery in the kitchen / break out area.
- » Signage is in place advising staff and clients to wash or sanitise their hands after loading the dish washer. Cleaning materials will be available for clients to allow them to disinfect hands before they use them.
- » Please minimise time spent in kitchens and breakout areas, returning to your offices to eat or drink.
- » Kitchens and breakout areas will be out of use during the stated cleaning and sanitising times.



How you can help: Use the shared areas as respectfully as you would at home and adhere to the signs.



Are there any changes to the use of toilets?

Where toilets have more than one cubical or urinal, closing off units may be required to maintain **2 metre social distancing**. The same principal will also be applied to hand wash sinks and signage indicating the correct hand washing practise is in place in sinks areas.

You may see signage indicating single person use outside toilet facilities area too small to allow social distancing, together with a means of indicating whether the toilet is vacant or occupied.

How you can help: Please take note of signage and be respectful of others.



Are gym and showers facilities available?

Our gyms are currently closed in line with Government directives. Once that is lifted, we will reopen with appropriate guidance.

Shower facilities are open but please remember to bring your own towels, toiletries etc. which must be removed from the shower area after each use - lockers are not currently in use.

How you can help: Sanitise the shower area with the cleaning materials provided before use.



Will additional bike storage be offered?

We appreciate that government guidance to avoid public transport will result in more of our clients wishing to cycle to work. Speak to our team, who will be identifying areas for additional storage for bikes where possible, allowing for social distancing when depositing or retrieving bikes. Hand sanitiser will be provided at bike storage areas.

How you can help: Stagger start times, especially if you need to shower on arrival.



How will you maximise fresh air flow?

Our team have been directed to maximise fresh air flow through the buildings as much as possible, as COVID-19 survives poorly in the open air. So, you may notice more windows open, where it is safe to do so, and air supply systems may be set to high levels.

How you can help: Consult the team about improving fresh air flow in your private office space.



Will the team be showing potential clients around the building?

We will be minimising tours by conducting 'virtual' tours in the first instance but where an on-site tour needs to be undertaken, we have devised safe procedures for showing potential new clients around our buildings. This involves briefing potential clients on how they should proceed around the building, wedging doors open and maintaining social distance.



Are emergency evacuation procedures affected?

In the event of an emergency requiring evacuation of the building, the Government guidance is that the 2 metre social distancing rules do not apply, as the immediate potential risk to life from fire must be prioritised above all other potential risks.



The Lenta team are always here to help

Our team have been given clear guidelines on our safe working practises and how the building should be run day to day, to minimise the spread of COVID-19. We would also like to reassure you that we have clear rules in place for staff self-isolation in case of COVID symptoms.

If you have any concerns, or need support or advice to meet your responsibilities to ensure appropriate COVID-19 controls within office areas, please do speak to your centre manager.



How long will the current measures be in place?

The practises outlined in this document are effective from June 1st until Public Health England advice changes.