

What will coming back to work look like for our clients, colleagues and visitors?

Below is a list of frequently asked questions and answers we have had from our clients and colleagues, to help you understand what returning to our centres will look like once we are allowed, and it's safe to do so. Further details on the measures we have implemented can be found on our website.

THE BUILDING

How will I access the building and business centre once lockdown is lifted?

Both the buildings and business centres have been accessible throughout the lockdown period and will continue to remain open. As before, you will still require your access cards and keys. If you have lost your access card, please contact your centre team, and we can replace this for you at your cost.

Will the lifts be in use?

The lifts will be in use, but restrictions will be in place. We are working with building management to understand what these will be, and each individual building will follow a bespoke plan. Please speak to your centre team to get more information.

How will you improve air quality?

With our landlord partners, we will be monitoring the quality of our filtration systems, if needed increasing our fresh air intake and restricting the re-circulation of air within our buildings. Currently, there is no evidence to suggest COVID-19 remains airborne for long periods. The virus is said to be through contact with contaminated surfaces and that droplets settle within 2 metres. Therefore, the spread through air conditioning is thought to be minimal.

Emergency Procedures

We are currently reviewing all emergency procedures to deliver a safe environment for all our clients, colleagues and visitors. With this in mind, currently, there has been no advice given on changing the fire evacuation procedure, therefore as it stands, we ask that you continue to adhere to the policy set out by your company and follow instruction from the centre teams in the event of a fire. We will be providing you with further updates related to your specific business centre and communicating any changes as advised by the government and HSE.

More information to follow - We will be sending out a more detailed breakdown of what our building management partners will be implementing in your buildings in due course.



THE BUSINESS CENTRE

CLEANING

During lockdown has my office been cleaned?

Offices have been regularly cleaned throughout lockdown, regardless of occupancy. We are working closely with our cleaning teams to ensure all main touchpoints are priorities, lift buttons, door handles, phones etc. We have thoroughly cleaned and sanitised all communal areas and will continue to do so.

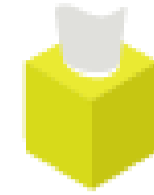
What additional cleaning practices have been introduced?

We have reviewed all our current cleaning practices and are working closely with our cleaning companies to ensure the greatest attention is given to the cleaning of our centres and your offices.

We will continue to focus on cleaning high-frequency touchpoints each evening, such as door handles and light switches. We have also increased our cleaning frequency for all high-risk areas such as reception areas, lift lobby, toilets, breakout spaces, meeting rooms and tea points.

We have provided sanitiser throughout the centres for client use and cleaning wipes in our meeting rooms.

Our centre teams will also be conducting regular spot cleans ensuring all hand contact points are cleaned on a frequent basis throughout the day including, door furniture, handrails, IT equipment, desks, phones, push plates, taps, dispensers, toilets, kitchens and tea points.



COVID-19 case cleaning – see ‘CONCERNS OVER COVID-19 section.

RECEPTION AREA AND COMMON AREAS

What do I now need to do when I arrive at the centre?

Sanitise on entry, with the hand sanitisers provided, respect social distancing in all areas. For further information, please visit our website -

<https://info.orega.com/coronavirus-update>

We have put together a visitor guide for all visitors coming into the centre to follow detailing the measure laid out and what is expected of them – available at reception.

How will you protect your clients and visitors in the reception area?

We have already removed all the touch screens from our reception areas and signing in will now be done by our reception team on your behalf.

We have screens at reception*, placed 2-metre waiting spots on the floors in our receptions, advising people where to stand and wait to be greeted at reception. We are asking people to please respect the social distancing rules.

Hand sanitiser and tissues will be available on all Orega receptions. We have issued our teams with gloves and face masks to be worn at reception. We will also provide cleaning wipes to clean after each interaction.

*currently awaiting delivery of screens

RECEPTION AREA AND COMMON AREAS

How will you encourage and promote personal hygiene in your centres?

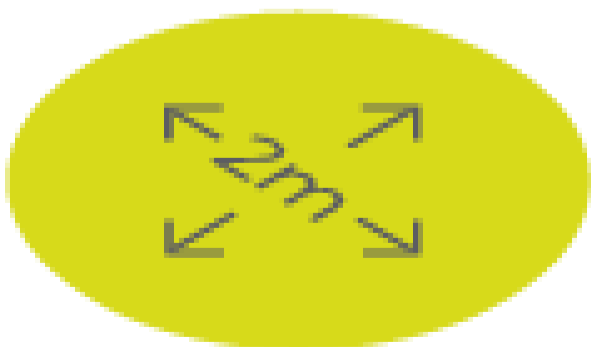
We are continuing to promote handwashing for at least 20 seconds with soap and water. Sanitising stations will be installed at all main entrances and high-risk areas. Our centre teams will be promoting good personal hygiene to clients and visitors. Signage has been placed around our business centres as a reminder.

For further information, please visit our website - <https://info.orega.com/coronavirus-update>

How do you plan to introduce and maintain social distancing in communal and shared spaces such as lounges, tea points and receptions?

We have placed 2-meter floor spots for clients and visitors to adhere to throughout our business centres, along with a one-way traffic flow system. We are asking our clients and visitors to respect the 2-metre social distancing rules at all times, including the use of alternate seats in breakout spaces.

For more information, please go to our website - <https://info.orega.com/coronavirus-update>



THE OREGA TEAM

What will you be doing to protect Orega Colleagues?

As stated in how we will protect clients and visitors in reception above plus, hand sanitiser will be provided throughout our centres, in tea points, meeting rooms, communal areas, and toilets.

We are also providing cleaning wipes for teams to sanitise phones, laptops and work surfaces throughout the working day. Appropriate PPE will be provided to centre teams, and colleagues will be following social distancing practices.

SERVICES AND SUPPORT INCLUDING VISITORS

Will there be a member of the Orega team onsite to assist me? Will we still be able to engage with the Orega centre teams in person?

There will always be a member of the Orega team in the centre to help and assist you with anything you need Monday to Friday. Our centre teams will be practising social distancing. Your centre team will also be available via phone or email.

What changes will be made to visitor sign in?

For visitors, we have prepared instructions, which will be issued via email pre-arrival. Visitors will need to report to reception, where a member of the Orega team will sign them in, and this guidance will be advised again.

Please see the link for visitor guidance - <https://www.orega.com/social-distancing-policy>

SERVICES AND SUPPORT INCLUDING VISITORS

Am I able to still book and use meeting rooms?

Yes, our meeting rooms are still available to book and use between Monday – Friday. Please discuss your requirement with your centre team, and they will be happy to make arrangements to cater to your needs.

What hygiene and social distancing standards have been introduced for meeting room usage?

Sanitiser stations and cleaning wipes have been provided in our meeting rooms. Meetings will no longer be bookable back to back; we will now allow half an hour between bookings to enable a thorough clean of the space; this will also allow time for air quality improvements. Our centre team will be provided with anti-bacterial cleaning products and appropriate PPE to enable them to refresh the rooms thoroughly between bookings.

When using our meeting rooms, we encourage using alternate seating. We are limiting the number of people permitted in each meeting room until further notice. To reduce any inconvenience, this may cause we will be upgrading groups to larger rooms.

We offer large screens, with cameras and microphones, in many centres, therefore where possible consider conducting video calls/meetings to keep meeting sizes down and limit in-person interaction.

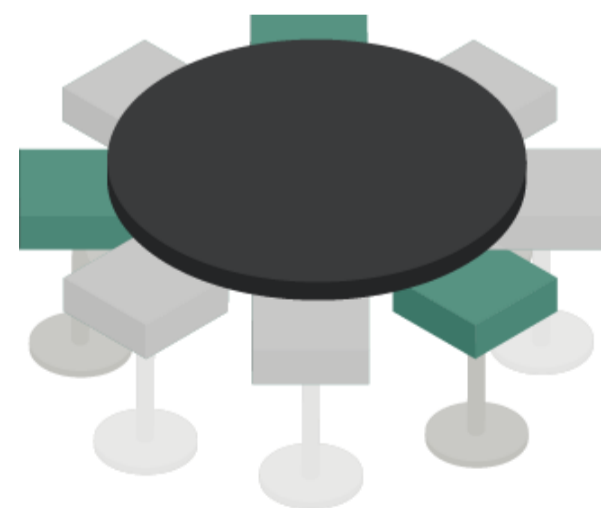
Meeting Room catering options are currently being reviewed. We are in discussions with our partners and suppliers, and we are looking at a limited offering of pre-packaged refreshments; more details will be shared in due course.

What happens with my post/deliveries? How will I get this?

As usual, our centre teams will deliver this to your offices if you are an office client of ours. Our colleagues will be wearing appropriate PPE and will clean doors, and any areas touched once delivered.

All office clients can still visit the centre to collect mail. Alternatively, the onsite team can open and scan your mail to you. Please speak to your centre team to arrange.

Please note, we will no longer be able to accept personal deliveries sent to the centres. The government have advised that we restrict this service to reduce contact for our teams.



MY WORKSPACE

What recommendations can you make for our workspace?

You are responsible for the health and wellbeing of your staff and colleagues, while within your offices.

We advise that you use the latest government advice as a guide: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>. This details ideas and suggestions on how to get your teams back into the workplace safely and in a phased approach, increasing the space in-between desks or introducing panels between desks.

It is highly recommended that you provide hand sanitiser and cleaning wipes for your office so your colleagues can sanitise keyboards, desks and phones regularly.

We have sourced clear screens/panels that you can purchase and put up in-between workstations where it is not possible to distance your teams.

We would suggest providing signage to display in your office, promoting good personal hygiene and social distancing practices.

Complete a risk assessment for your organisation, and if you employ more than 50 employees, this should be displayed on your website.

We recommend a clear desk policy so our cleaning team can thoroughly wipe desks and surfaces each evening.

Will some of the spare offices be available to use for free if needed to ensure social distancing?

Where available and subject to prior booking in accordance with our fair use policy. Please speak to our centre teams for more details.

CONCERN OVER A COVID-19 CASE

I want to report a suspected or confirmed COVID-19 case. Who should I contact?

If you have a suspected or confirmed case of COVID-19 within your company, please call or email your centre team as soon as possible. If you would like to report a case outside of our operating hours, please call 0800 840 5509.

What cleaning will take place for confirmed cases?

We will provide a full surface/touchpoints clean of all communal spaces and impacted office for confirmed cases.



CONCERN OVER A COVID-19 CASE

What cleaning will take place for suspected cases?

We will continue to focus on cleaning high-frequency touchpoints each evening and throughout the day, such as door handles and light switches. We have also increased our cleaning frequency for all high-risk areas such as reception areas, lift lobby, toilets, breakout spaces, meeting rooms and tea points.

If you would like a full clean of your office for a suspected case, please contact your centre team to discuss options.

Are you using 'misting' to clean the space?

At this point no, this is a one-off clean which is effective until the space is used again due to contamination through contact.

Are you implementing 'track and trace'?

Not at this point, in the event we have a confirmed case within the centre, we will email our main contact in your business to cascade.

