



THE HUB

NEW WAYS OF WORKING – PHASE 1 REOPENING OF OFFICES

Welbeck Street – June 2020 v1.0



INTRODUCTION

The last few months have been a time of change and challenge for us all, in both our personal lives and in our work lives. We are incredibly proud of your adaptability, perseverance and effort whilst we moved to home working and for maintaining business as usual as the crisis unfolded.

We are now at the start of a new exciting phase for the firm. Our desire to reopen the offices is not about a 'return' but a move to new ways of working that allow us all to optimise the balance of working from the office and from home.

The office is an important part of our working lives. It is a hub for interaction and collaboration – both of which are integral to our DNA as a firm. There is no replacement for human interaction and the positive impact it can have, even from a safe distance. The unplanned conversations which result in new ideas, the kitchen chats which spark opportunities and the informal team catch ups, all contribute to the culture and success of the firm.

The health and wellbeing of everyone remains our priority, and we have worked to make the office as safe as we can – but a safe environment relies on the actions of everybody; from regular hand washing, and social distancing, to speaking up and feeling comfortable to raise any issue or concern with your manager, Facilities, HR or a member of the Executive Board. I would like to thank those of you that volunteered to tidy your own, and team members' desks. This was fundamental in preparing the office and moving to a paper free, clean desk, environment.

This will be a gradual and evolving transition; the first phase of which is voluntary, for those that need to be in the office. Over the course of the next few weeks and months, as restrictions hopefully ease further, we will move toward more office working but retain flexibility in how we operate.

This pack is designed to give you information on how Welbeck Street will be set up, what protocols are in place, and the actions we need you to take. It is a comprehensive document which I urge you to read in its entirety, it is essential that everyone coming in to the office knows what protocols will be in place so they can fulfil their role in keeping it a safe environment for all.

This is a new situation for us all so please keep feeding back to the workplace team on your experiences as we enter this new phase: workplace@geraldev.com

If you have any questions or concerns please do not hesitate to speak to me, or a member of the Executive Board.

We really do look forward to seeing you soon.



Simon Rees



Simon Rees
Managing Partner

YOU AND YOUR FAMILY

Your health, and your family's, will always be the number one priority. We have worked to make the office as safe as we can, but you also play a very important part in keeping it safe and clean, reducing the risk to yourself, your family and your colleagues.



SHOULD I COME TO THE OFFICE?

We want everyone to feel confident about coming back to the office. However, there are some circumstances when you should not come into the office:

- If you are exhibiting any symptoms of COVID19 or are living with someone that is, or if you are self-isolating
- If you are deemed to be an extremely vulnerable person (you have been informed that you should be shielding or living with someone that is)
- If you are a member of a vulnerable group, you may be able to come to the office but please speak to a member of HR first so a further risk assessment can be undertaken (this includes individuals with underlying or chronic health conditions, over 70 years old, a weakened immune system, pregnant, or a BMI of over 40).
- Please note guidance is frequently updated, it is important that you familiarise yourself with the information available at: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>



WHAT TO DO IF I FEEL UNWELL AT THE OFFICE?



If you start to feel symptoms of COVID19 in the office you should inform your line manager and a member of HR immediately and go home, avoiding public transport



If you are unable to go home immediately you should go to the first aid room and stay away from others



You should then follow NHS guidance on testing, and track and trace protocol



If you are unwell, and unable to come to the office for any illness, or have had to leave the office, please make sure any absence is recorded in Cascade



TRACK & TRACE

- If you are contacted by NHS, usually by text, to say you have been in contact with someone who has tested positive for COVID19 please follow their instructions to self-isolate for 14 days and inform HR and your line manager immediately. If you are in the office you should go home, avoiding public transport
- We will ask you who you have had close contact with during your time in the office
- Your desk, and areas you have been to, will be thoroughly cleaned and disinfected
- For more information please see <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

Any data relating to your health will be kept confidential and stored securely, and only kept for as long as relevant. If a positive test of COVID19 is present, the identity of that individual will only be shared when, and where, absolutely necessary, and only to those that need to know for their own health & safety.



KEEPING HEALTHY

New protocols are in place to reduce the risk of COVID19, these include enhanced cleaning regimes in the office as well as the provision of hand sanitiser. You are responsible for your own hygiene, please follow the below when in the office:



Wash your hands frequently with soap and water for 20 seconds, especially when you arrive into the office



Use hand sanitiser regularly if you are not able to wash your hands



Avoid touching your face



Use tissues for sneezing or coughing, and dispose of these straight away



Do not share equipment (such as chargers or stationery)



Avoid touching door handles where practical



Maintain social distancing and keep interactions brief



MY FAMILY

We understand many of you may have caring responsibilities, and this impacts your working day, as well as the ability to come into the office if you wanted to. As school holidays also approach you may need to change your current working arrangement to help over the summer.

There are a range of options that might help, including changing your working pattern, your working hours, taking holiday or parental leave, or reducing your days temporarily. As everyone has different circumstances please speak with your manager and HR to discuss how we can support you.



SPEAK UP

If you have any questions or feel that something is presenting a risk please let your manager, Facilities or HR know. If you feel uncomfortable about anything please say something – no one will take offense if you raise an issue or take a step back to keep your distance.

If you would prefer to send an email please do so to workplace@geraldeve.com

Further information on health & wellbeing available [here](#)



YOU AND YOUR ENVIRONMENT

Your commute, and how the office looks, are not likely to be the same as when you last came to Welbeck Street. There will be new procedures in place to enable social distancing and protocols for communal areas. We want you to be prepared for what your day might look like:



TRAVELLING TO WORK

Avoid public transport if possible; the Overground, National Rail and Underground will all be working on altered timetables. Please always check before you travel.

If you can, use existing or new [walking and cycling routes](#) for all or some of your journey, and where possible walk instead of using the tube – it may not take as long as you [think](#)

If you do need to use the Underground, TFL recommend avoiding the busiest times between 05:45-08:15 and 16:00-17:30, and these stations and lines:

-  Central line between South Woodford/Redbridge and Stratford
-  Jubilee line between Stratford and Westminster
-  District line between Dagenham Heathway and Aldgate East
-  Victoria line
-  London Overground between Stratford and Willesden Junction
-  DLR between Woolwich Arsenal and Canning Town
-  [Check the busiest stations and times to travel](#)



Travelling safely

- You need to wear a face covering; [Find out how to make a face covering](#)
- Keep 2 metres apart from others where possible
- Wash your hands before and after your journey
- Carry a hand sanitiser or use sanitiser points at the stations
- Use contactless or Oyster to pay for your travel
- Respect priority seating and wheelchair spaces
- Follow [government advice for safer travel](#) and [check the safer travel information sheet](#)



Cycling to work

- There will be 30 bike racks available at Welbeck Street – these are on a ‘first come first served’ basis
- There are local cycle storage facilities at <https://www.spokesafe.com/locations> or <https://tfl.gov.uk/modes/cycling/cycle-parking>
- All bicycles will be left at your own risk, please ensure you have adequate insurance and a cycle lock that conforms to the Sold Secure rating
- If you intend to cycle in and use a bike rack at the office, you must cycle home – no bicycles can be left overnight
- The basement will also have a designated area for storing foldable bicycles
- If you are a novice cyclist please make sure you are familiar with the rules of the road and consider taking a ‘bikeability’ course. For more information on cycles safety please click on this [link](#)
- Always wear a helmet when cycling
- For those of you who have not used the basement facilities in the past please contact fhelpdesk@geraldeve.com for information on the layout and access code
- There are no facilities in the loading bay for motorcycles



Showers & toilet facilities

In addition to the showers and toilets in the basement and on the 3rd and 4th floors, we have permission to use the facilities on other floors. Please follow the clear signage for all shower and toilet facilities usage.

- Only enter the basement showers if there are less than four individuals in there
- Each shower cubicle has a self-contained changing area, please get changed here and not the in GE locker room. Do not leave any personal effects in any of the shower cubicles
- Please follow the guidelines on display in the GE basement locker facility including:
 - > Please use personal lockers (where assigned) to store all personal belongings and if you no longer need to keep your assigned locker please let fhelpdesk@geraldeve.com know and they will arrange to reassign once clear
 - > Have consideration for fellow users, and the enhanced cleaning process, and remove all cycling, sportswear and towels at the end of each working day – only professional workwear is permitted to remain in this facility at the end of the day and must be removed by the end of your assigned working week
 - > Have consideration for fellow users, and the enhanced cleaning process, and limit the number of hooks used and do not leave multiple items of workwear taking up the limited space in the wardrobes
- If waiting, wait at 2m distance from each other
- Always remember to wash your hands when leaving the shower and toilet areas



Arriving & leaving the office

To reduce the number of people entering the office at any one time, and to help with your commute, there will be flexibility in arrival and departure times to the office:

- Core hours will be introduced to give greater flexibility over your day
- Core hours will be 10am-4pm – these are times we ask you aim to be in the office but appreciate as we navigate new or impacted commutes you may need more flexibility around this dependent on your travel
- Please arrive and leave flexibly around these hours
- You are required to work your normal total number of hours to enable your tasks to be completed – but it no longer needs to be 9am-5.30pm
- If you work designated shift times, speak to your manager first about what times are best for you to arrive and depart
- For full details of the Core Hours policy please click [here](#)
- We may need to put in place more formal staggered arrival and departure times if we see that a large number of people are arriving and departing at the same time and social distancing is not able to be maintained in reception areas
- Please take your laptop home with you each day where possible, you must ensure you have everything with you at the end of your week in the office



At the office

As you may want to arrive extra early, or stay late, on rare occasions you may find you are on your own, or one of a few, in the office for a short space of time. As such please familiarise yourself with the [Lone Working policy](#) – and please familiarise yourself with the emergency procedures posted on the noticeboards in each tea point.

On arrival

- Lifts will still be in use to come up to the office, and subject to a 2 person maximum. Once inside the lift, please face away from the other person. Use clothing, your pass, or an elbow to press the required floor button
- The stairs will also be open to be used with clear signage on which side of the stairs you should use
- Reception on the 3rd floor will have a screen around to protect our receptionists, and reconfigured for social distancing
- Visible signage on the floor will indicate the direction you are required to walk
- A one-way system will be in place to enable social distancing as much as possible on corridors
- In some areas a one-way system is not possible and you may not be able to be 2m from someone else (for example if someone has to walk behind your chair), in such instances please turn to face away from them
- Wash your hands on arrival for a minimum of 20 seconds with soap and water
- Keep your pass with you at all times, temporary passes will not be issued at this time

Your desk

- You will be assigned a desk and this may not be the one you used to sit at. This is to enable social distancing
- Your desk will either be red or yellow and throughout the course of the week, only people designated the same colour desk will be present in your area and only people assigned the same colour will be permitted to work on the premises for that particular week



- Only every alternate desk will be in use for that particular week and you should, under no circumstances, move to another desk regardless of whether it is empty.
- You will be required to provide a week's notice to bhill@geraldeve.com and fhelpdesk@geraldeve.com if you wish to visit the office and they will discuss your requirements and the process involved – this includes anyone wishing to visit the office or briefly pop in
- Please do not use desk fans as these may circulate droplets, if you are uncomfortable with the office temperature please log with fhelpdesk@geraldeve.com
- Do not borrow anyone else's IT equipment, or phone chargers
- Sanitising wipes are available across the floors to wipe down equipment
- Personal boxes of belonging will be left in the training room for collection upon your return, all boxes will need to be sorted and cleared on the first day of collection – please file away, archive or dispose of contents as appropriate



CLEAN DESK POLICY – ACTION REQUIRED

- We have learnt over the past few months that we do not require the paper we previously thought we needed
- To enable thorough cleaning and to move forward to become a paperless, tidier and more agile and environmentally sustainable workplace a Clean Desk Policy will now be in place
- Contractually we are required to maintain client confidentiality at all times, therefore it is incumbent on each of us to ensure that all sensitive and confidential data is secured, a clean desk policy is instrumental to this
- At the end of each day your desk must be cleared of all paper, files and documents – these need to be stored in cabinets or your pedestal which should then be locked
- If you require assistance in archiving documentation please contact fhelpdesk@geraldeve.com
- There should not be any belongings left under your desk
- We will be setting up a working group to help us create and sustain a paperless office – for more information or to take part please contact hfoley@geraldeve.com



Kitchen areas

- An enhanced cleaning and waste disposal regime will be in place throughout the course of the day
- Vacherin staff and a daytime cleaner will be in attendance to keep the kitchen areas clean
- Please wipe down hard surfaces including worksurfaces and kitchen equipment after use
- There will be a one-way system with signage clearly visible
- Social distancing will need to be maintained in these areas
- As a temporary measure disposable crockery and cutlery (made from recycled plastic) will be provided and should be recycled where possible
- If you want to bring in your own crockery and cutlery you should clean these and keep them with you, it should not be stored in the kitchen
- Individuals can prepare their own drinks but please refrain from making colleagues drinks or doing the ‘tea run’
- New arrangements for the storing and disposal of food in tea points and kitchens will be in place and clearly signed
- Food brought in and stored in fridges must be contained within Tupperware, or in its original packaging, and brought in and stored on a daily basis only
- The fridges will be cleaned periodically throughout the day and storing of condiments is no longer permitted
- Microwaves will not be in use



Lunch time

- If you are nervous or unsure about going out at lunchtime, our Chef, Mustafa will be preparing lunches that can be purchased and collected from a small tea point on the 3rd floor. This is a pilot and temporary scheme.
- Food prices will be subsidised by the firm
- Breakfast smoothies and pastries will also be available
- Please download the Vacherin Catering App to order your food, payment can be made by card
- Anyone with dietary requirements should speak to a member of the Vacherin team in the first instance to discuss in more detail





The HUB

- The 4th floor HUB has been reconfigured to allow for social distancing – 4 people can use the sofa area that has been fitted with screens
- Please use this area if needed for internal meetings



ICT, printers & print room

- Only one person will be able to enter the print room at any one time; please be considerate to your fellow colleagues and think of other printers you could use if you have a large amount to print
- Avoid using your fingers to touch the screen – use clothing or a non-scratch implement
- Wipe printer screens with wipes provided
- Hand sanitiser and wipes will be available for binding machines



Stationery & coat cupboards

- Stationery will be regularly replenished by Facilities
- Please ensure that you take only what you require and do not share stationery items
- Appropriate cleaning materials will be available at all stationery cupboards and printer stations
- Do not leave anything overnight in the coat cupboards, please take your possessions home at the end of each day



Deliveries

- As per normal, no personal deliveries or post should come to the office
- Employees should keep couriers and work related deliveries to a minimum providing sufficient notice to facilities in order that they can implement the relevant procedures
- Non-perishable deliveries, including post, will be moved to an isolated place for 72 hours and all post will be scanned to the addressed individuals. Hard copies of post will be sent to employees upon request 72 hours later
- A special protocol using PPE will be in place for time sensitive documents
- Access to post room facilities is restricted in line with social distancing. All requests for items from the post room must be made to Facilities via fhelpdesk@geraldeve.com. The team will then deliver the requested item, following strict hand hygiene protocol at all times



Air conditioning

- Ventilation will be supplied through the air conditioning, it will be set up to be in line with recommendations from REHVA (Federation of European Heating, Ventilation and Air Conditioning Associations) & CIBSE (Chartered Institution of Building Services)
- There will be increased extraction and reduced supply air to create a negative pressure in the property for several intervals during the day to ensure fresh air quality
- Additionally toilet extract air systems will be run 24/7 at increased extract and reduced supply to maintain negative pressure
- Negative pressure within the building means an extraction of more air from the building than put into the building, allowing for more air changes to take place throughout the day providing better air quality on the floors



Dress code

- You should dress appropriately for your duties and work schedule for the day
- Please remember you are representing the firm and should be presentable
- With less people in the office the temperature may not be the same as previously so please bring layers for your individual comfort



Leaving the building

- When leaving the building you are encouraged to use the stairs if you are able to do so, if not, please use the lift and remain socially distanced when waiting and whilst in the lift
- If you are unable to walk up and down the stairs please inform facilities prior to your return to the office so additional risk assessments can be carried out



Emergency evacuation & procedures

- There are no practice evacuations planned, however, should you need to evacuate the building due to a fire or other hazard please follow directions carefully
- Social distancing may not be possible whilst exiting the building but please try to maintain distance once outside the building
- Normal fire points will not be in use, you are recommended to disperse a safe distance away from the office but remain in the vicinity to hear when it is safe to return to the office
- Notice Boards in the kitchen detail Fire and First Aid Wardens

WHAT DO I NEED TO BRING BACK TO THE OFFICE?

- You will need to bring with you any firm ICT equipment that you had at home (including your laptop, mouse, keyboard, docking station and charger if you had taken these home with you)
- Bring to the office any confidential documents that you need to shred

COMING IN TO THE OFFICE FOR THE FIRST TIME

- Please speak to your manager if you would like to come into the office
- During this initial phase we will need a minimum of a week's notice to allocate a desk due to the rota system in place
- Please **do not turn up** to the office without speaking to your manager first

YOU AND YOUR TEAM

Each team will have different numbers of people in the office or working from home, this will mean we need to adapt as to how we work best together. Unlike in the past, where the majority were in the office, or all were working from home, a mix of both means we need to make sure we are communicating in the best way and keeping everyone up to date.



Rota scheme

- A weekly rota scheme is in place to enable social distancing in the office – split between Red & Yellow desks
- It is essential you do not move from your allocated desk. Please note it may not necessarily be your old desk
- You do not have to come into the office every day on your allocated week, but you cannot change weeks you are in the office



Team meetings

- Some meetings now consist of members in the office and members from home, try to keep in mind that non-verbal cues are easier to read in person than they are virtually
- Internal meeting rooms have been redesigned to enable social distancing so you may not all fit in a room like you did previously. The maximum capacity is 6 people – make sure you book any rooms through Condeco ahead of time to allow for cleaning to take place
- Please do not use any meeting room without booking in advance



Annual leave

- As travel increases, and countries open their borders you may want to take some leave abroad
- Please speak to your line manager and book leave in advance, entering all leave into Cascade
- Please notify HR of your travel destination – this data will only be kept for a short amount of time to ensure we are aware of quarantine measures and any additional risks we need to take into account



New ways of working

- If you are back in the office, it doesn't mean you need to slip back into old ways!
- Think about what has worked well digitally that you could continue in the office
- Ask other teams what has worked well for them and could be used across other areas of the business to be more efficient and productive
- Just because a printer is now available – doesn't mean you need to print everything! We want to work in a paperless environment



Protect yourself and others!
KEEP A SAFE DISTANCE

Protect yourself and others!
KEEP A SAFE DISTANCE

YOU AND OUR CLIENTS

Supporting our clients is of the utmost importance, even if it is a call to say hello and keep in touch. Our clients will remember the advisors who showed empathy and who were there for them and this includes how we communicate with them about our safety protocols, our meeting arrangements and processing their data.

You may be asked to go on a site visit, meeting or inspection. Each of these should be risk assessed within your team, with virtual meetings being the first port of call. If you are required to go externally, and you are comfortable to do so please note the following information.



Inspections

- Full information on inspection protocol can be found [here](#)
- RICS guidance can also provide [information](#)
- PPE is not necessarily required for every inspection or site visit, if you do need some protective equipment please speak to the facilities helpdesk – please give as much notice as possible if you require any kit



External meeting protocol

- We will not be hosting external visitors during the first month of our reopening process. Once we can, advance notice will need to be given to Facilities so a risk assessment can be carried out
- If you are requested to attend a client site, only do so if you feel comfortable and it is required
- All non essential travel should not take place; this includes travel to other offices



Data protection of client Information

- To be COVID secure you may be asked by clients or building managers if you have any symptoms of COVID19, or are a member of a vulnerable group – this is standard procedure so please be honest, never feel under pressure to attend a meeting or office if you are feeling symptoms of COVID19
 - > If you have any concerns about how they are handling your data, ask them what their data policy is
- Similarly, you may be required to ask this of clients, please only keep this information for as long as it is required. This information should not be transferred to anyone else at any time.
- For more information please read <https://www.rics.org/globalassets/rics-website/media/news/covid19/covid-19-data-protection-and-reopening-the-property-market.pdf>
- And the Firm's data protection policy which can be found [here](#)
- If you have any questions about data protection, or the handling of client data please speak to [Gill Dixon](#)

Thank you for reading this information – we know there is a lot to take in, and it will take time for new behaviours to become second nature, but it is essential for your own health, and that of your colleagues and family, that we all play our part in keeping the office a safe environment. We will update this and other documents in line with Government guidance developments. If you have any questions please contact workplace@geraldev.com

For more information on H&S – please read our policies [here](#)

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