

# COVID Secure in multi-occupied office building

Working safely during COVID-19 in offices and contact centres 12 August 2020 Edition



## Main Message to Occupiers

The building is actively practicing COVID Secure and supporting tenants in every practical way for staff to return to office.

Each tenant demise should be treated as a support bubble and our aim is to reduce time occupiers must spend outside their bubble to a minimum.

## Managing Risk

Objective: To reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable is acceptable).

(HP: Reassurance & encouragement)

## Ventilation

Objective: To use ventilation to mitigate the transmission risk of COVID 19.

(HP: Prepare for winter)

## Coming to work and leaving work

Objective: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.

(HP: Every effort to go the extra mile to help tenants returning to office by 1/ extend opening time, 2/ champion cycling to work.)

### Moving around buildings and worksites

Objective: To maintain social distancing wherever possible while people travel through the workplace.

(HP: 2 enclosed spaces, *lift & toilet*, targeted for special attention)

- Lift - returning to ground to reduce waiting time. Maximise travel speed to reduce time spent in lift car.
- Toilet – exclusive use on each floor forming part of tenant support bubble.



### Common areas

Objective: To maintain social distancing while using common areas

(HP: Reduce time spent in common areas)

- Prearranged Signing-In process.
- No waiting area in reception.

### Managing your contractors

Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.

(HP: Overtly demonstrate extra measures.)

- Wearing mask
- Temperature check

### RICS advice on service charges during the COVID-19 pandemic

<https://www.rics.org/globalassets/rics-website/media/news/covid19/rics-advice-on-service-charges-during-covid-19.pdf>

- The principle aim of the code is to promote best practice, uniformity, fairness and transparency in the management and administration of services charges in commercial property and this is especially true at the present time.
- Wherever appropriate, costs should be limited to the provision of works and services required to keep properties safe and secure and at a level to comply with health and safety concerns.
- The current position places a huge burden on all parties – occupiers, owners and managing agents and RICS encourage all parties to work together on a case-by-case basis to recognise these challenges and create an approach that is proportionate and appropriate for each set of unique circumstances.

(HP: My actions will be guided by negotiated service charge position with occupiers and owners. My objective is to demonstrate best practice on service delivery within given cost constraints.)