



COVID-19 PLAN

**SILCOCK DAWSON & PARTNERS
BRISTOL**

VERSION 1 : 08.06.2020

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SILCOCK DAWSON & PARTNERS

BRISTOL

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REVISION SHEET

COVID-19 PLAN

SILCOCK DAWSON & PARTNERS : BRISTOL

Version 1

Date of issue 08/06/2020

Prepared by Chris Smart / Tom Hill

| Revision | Date | Details | Changes | Author | Checked |
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1. INTRODUCTION

We understand how important it is that we can all work safely during the COVID-19 pandemic and this document is to help our employees, self-employed contractors, suppliers and clients understand how we plan to work safely during the COVID-19 pandemic, keeping as many people as possible 2 metres apart from those they do not live with.

2. THINKING ABOUT RISK

We have undertaken a COVID-19 Business Risk Assessment for our company to assess and manage the risks of COVID-19. The objective of the Business Risk Assessment is to identify sensible measures to control risk in the workplace.

The results of the Business Risk Assessment are available to all staff members, clients and suppliers.

3. MANAGING RISK

Whilst the Government lockdown is in place all staff members who have not been furloughed are requested to generally work from home where possible.

Where working from home is not possible, or when a return to office working occurs, every reasonable effort has been made to comply with the social distancing guidelines set out by the Government (keeping people 2 metres apart wherever possible).

Actions being undertaken:

- Requesting staff to increase their frequency of hand washing and use of surface cleaning products provided for their use.
- Placing of 2 metre indicating tape to remind staff of safe distancing.
- Hand sanitizers have been made available at entry and exit points, in meeting rooms, in the kitchen area, and placed throughout the office in accessible locations.
- Hot-desking, sharing of equipment, etc. is no longer permitted.
- In-person meetings in our offices will be avoided. Meetings will be undertaken via video conferencing where possible.
- Back-to-back or side-to-side seating arrangements, rather than face-to-face.
- Reduction of the numbers of staff members in each office at any one time to reduce contact with others.

All staff members aged 70+, who are pregnant or have certain health conditions, are being instructed to work from home. Staff members who are self-isolating have also been instructed to work from home.

Any member of staff (or a member of their household) becoming ill with COVID-19 must inform their Director immediately and self-isolate in accordance with Government guidelines.

All elements of our COVID-19 Plan will be reviewed and updated as Government advice is amended.

4. SOCIAL DISTANCING AT WORK

All staff members are to maintain 2 metre social distancing wherever possible, including whilst arriving at and departing from work, while in work, whilst travelling and when visiting other offices/sites.

Actions being undertaken:

- You must maintain social distancing in the workplace wherever possible.
- Where social distancing guidelines cannot be followed in full in relation to a particular activity, we will consider whether that activity needs to continue for the business to operate and if so take all the mitigation actions possible to reduce the risk of transmission. Mitigating actions will include:
 - Further increasing the frequency of hand washing and surface cleaning.
 - Keeping the activity time involved as short as possible.
 - Using screens/barriers to separate people from each other.
 - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
 - Reducing the number of people each person has contact with by using fixed teams or partnering (so each person works with only a few others).

Social distancing applies to all parts of our business, not just the place where people spend most of their time, but also entrances and exits, meeting rooms, kitchen areas, and similar settings.

Staff members are being requested to bring in their own food, avoiding congestion in kitchen areas and unnecessary visits to local food stores.

4.1 COMING TO WORK AND LEAVING WORK

To maintain social distancing wherever possible, on arrival and departure, and to ensure hand-washing upon arrival, we have put in place the following steps:

- Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.
- The use of 2m distancing floor markings.
- Providing hand sanitizer at entry/exit point.

4.2 MOVING AROUND PREMISES

To maintain social distancing wherever possible whilst people travel through the workplace, the following steps are being undertaken:

- Regulating use of high traffic areas including walkways to maintain social distancing. 2 metre distance markers are being provided to all thoroughfares.

4.3 WORKPLACES AND WORKSTATIONS

For people who mostly work in one place, workstations will be adjusted to maintain social distancing wherever possible.

Workstations are assigned to an individual and not shared.

If it was not possible to keep workstations 2 metres apart then we have taken all mitigating actions possible to reduce the risk of transmission.

The following steps are in place:

- We have reviewed layouts and processes to allow people to work further apart from each other.

- Floor tape is being used to mark areas to help workers keep to a 2 metre distance.
- Where it is not possible to move workstations further apart, workstations have been rearranged for staff to work side-by-side or facing away from each other rather than face-to-face.
- In instances where it is not possible to move workstations further apart, screens are provided to separate people from each other.
- Occupancy levels are being managed to enable social distancing.
- Avoiding use of hot desks and spaces and, where not possible, for example, training facilities, cleaning workstations between different occupants including shared equipment.
- Each workstation to be cleaned daily, i.e. keyboard, telephone, mouse, etc. by staff member at the end of each working day or on leaving the office using cleaning materials provided throughout the office.

4.4 MEETINGS

To reduce the possibility of transmission due to face-to-face meetings and to maintain social distancing in meetings, the following steps will be taken:

- Using remote working tools to avoid in-person meetings.
- Where in-person meetings are necessary, only absolutely necessary participants should attend and they should maintain 2 metre separation throughout.
- Holding meetings in well-ventilated rooms wherever possible.

4.5 COMMON AREAS

To maintain social distancing whilst using common areas, the following steps will be taken:

- Using safe outside areas for breaks.
- Encouraging staff to bring their own food and drinks to minimize kitchen usage.
- Encouraging staff to bring their own kitchen utensils (spoons, etc.) which should be kept at their own individual workplace.
- The use of the microwave/shared kitchen equipment is forbidden.
- Antibacterial spray provided to for use shared equipment such as ZIP tap, kitchen taps, drawer handles, etc.
- Staff to only obtain their own drinks from kitchen areas; not to “get a round in”.

5. MANAGING CONTACTS

Unnecessary visits to either our office or to other offices must be minimised. In-person meetings should be avoided where possible.

Visitors (including clients, design teams and suppliers) to the workplace should be limited. Where visitors are essential, our social distancing and hygiene rules should be explained to them prior to their visit and on arrival.

Steps that will be taken include:

- Encouraging visits via remote connection/working where this is an option.
- Where visits to our offices are essential, site guidance on social distancing and hygiene will be explained to visitors before and on arrival.
- Where visits to client/customer sites and/or offices are essential, site guidance on social distancing and hygiene must be requested prior to your visit and, where necessary, a site/business risk assessment should be requested and recorded/filed into our system.
- Limiting the number of visitors at any one time.

- Limiting visitor times to a specific time window and restricting access to required visitors only.
- Maintaining a record of all visitors.
- Visitor signing in arrangements to ensure social distancing and hygiene; visitors to use their own pen to sign in.
- Private deliveries for staff (Amazon etc.) are banned until further notice to reduce the number of deliveries.

6. PROVIDING AND EXPLAINING AVAILABLE GUIDANCE TO VISITORS

To assist our staff to understand what they need to do to maintain safety, we will undertake the following:

- We will provide clear guidance on social distancing and hygiene to visitors before their arrival and on arrival, for example, via our website and/or by email.
- We will establish host representatives relating to COVID-19 and provide any necessary training for staff who act as hosts for visitors.

7. WORKPLACE CLEANING

7.1 CLEANING THE WORKPLACE BEFORE RE-OPENING

To make sure that any site or location that has been closed or partially operated is clean and ready to re-start, the following will be undertaken:

- The premises will be thoroughly cleaned prior to full re-opening.
- Where feasible, windows and doors will be opened frequently to encourage ventilation.

7.2 KEEPING THE WORKPLACE CLEAN

To keep our workplaces clean and prevent transmission by touching contaminated surfaces, the following steps will be taken:

- Frequent cleaning of work areas and equipment to be undertaken between uses, using cleaning products provided through the office.
- Frequent cleaning of objects and surfaces that are touched regularly to be undertaken, such as door handles and keyboards.
- Cleaning materials and hand sanitizer will be provided adjacent to high usage equipment i.e. photocopiers/printers.

8. HYGIENE - HAND-WASHING, SANITATION FACILITIES AND TOILETS

To help everyone keep good hygiene throughout the working day, the following steps will be taken:

- Using signs and posters to build awareness of good hand-washing techniques, the need to increase hand-washing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Providing regular reminders and signage to maintain personal hygiene standards.
- Providing hand sanitizer in multiple locations in addition to washrooms.
- Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.
- Providing waste facilities and frequent rubbish collections.
- Where possible, providing paper towels as an alternative to hand dryers in hand-washing facilities.

9. HANDLING GOODS, MERCHANDISE AND OTHER MATERIALS

To reduce transmission through contact with objects that come into the workplace, the following steps will be taken:

- Introduce hand sanitizer for staff handling goods and merchandise entering the offices.
- Non-business deliveries, for example, personal deliveries to staff, are forbidden.

10. PPE EQUIPMENT

Although PPE equipment is not a requirement in our offices, PPE equipment in the form of face masks, disposable gloves, hand sanitizer, equipment cleaning wipes and antibacterial surface sprays are available in our offices for staff use.

APPENDIX A : MEETINGS / VISITOR(S) WITHIN SDP OFFICES

- The person visiting our office must be provided with a copy of this Appendix to ensure they are aware of their responsibilities.
- To avoid the use of push button/video access systems, visitor(s) must call the person being visited on their mobile or direct dial number to announce their arrival at our office so that the staff member can meet them at the entry point.
- The person being visited must provide the visitor(s) with disposable gloves.
- The person visiting must bring their own refreshments as these will not be provided.
- The person visiting must accept responsibility for their own wellbeing throughout their visit.
- Every visitor must sign-in/sign-out using their own pen.

APPENDIX B : MEETINGS HELD AT OUTSIDE COMMERCIAL/OFFICE PREMISES

- Should a situation occur where you have no option but to visit another company's office/commercial premises for a meeting you must request a copy of that company's COVID-19 Plan prior to your meeting to ensure appropriate safety measures are in place.
- You should ensure that you have your own PPE equipment with you i.e. gloves, hand sanitizer and where required a face mask. The disposable items should be disposed of after the visit/meeting.
- The use of public transport should be avoided. Where this is unavoidable - the use of a face mask is essential.
- Ensure that you do not share any equipment during your visit including pens, etc.
- Ensure that you take your own refreshments with you for your visit.

APPENDIX C: CHECKLIST FOR MEETINGS AT PROJECT/CONSTRUCTION SITES

ACTIVITY CHECK-LIST PRIOR TO VISIT

| ITEM | ACTIVITY | ✓ |
|------|--|---|
| 1. | Should project site visits be unavoidable, you must obtain a copy of the contractors COVID-19 plan/instructions prior to your visit. If you have any queries on the measures in place, please raise these prior to your visit. | |
| 2. | If you have been deemed as potentially 'High Risk' to COVID-19, you must not attend site visits. | |
| 3. | You must adhere to the contractors COVID-19 plan/instructions for that site at all times. | |
| 4. | You should ensure that you have your own PPE equipment with you, i.e. gloves, hand sanitizer and, where required, a face mask. The disposable items should be disposed of after the visit. | |
| 5. | The use of public transport should be avoided. Where this is unavoidable - the use of a face mask and gloves is essential. | |
| 6. | Ensure that you do not share any equipment during your visit including pens, etc. | |
| 7. | Ensure that you take your own refreshments with you for your visit. | |

| | |
|----------------|--|
| Project Number | |
| Project Name | |
| Employee Name | |
| Signed | |
| Date Completed | |

Please scan a copy of your completed Check List and save into the project folder.

APPENDIX D: LANDLORDS COVID-19 PLAN FOR COLSTON TOWER

A GUIDE TO REOCCUPATION POST COVID-19

COLSTON TOWER
BRISTOL



**BNP PARIBAS
REAL ESTATE**

Real Estate for a changing world

INTRODUCTION AND CONTENTS



Recent weeks have been a time of unprecedented change, as we have all looked for ways to minimise the impact of Covid-19. Now that we are looking to re-enter the workplace there are many things to consider to ensure the safety, security and wellness of all building occupants whether permanent or temporary staff, visiting guests or contractors.

As it is likely social distancing will still be necessary for some time we will need to embrace it and make it part of our lives. With this in mind we have put together a plan of how we will implement and manage social distancing in the common areas at Colston Tower.

We recognise that maintaining a safe working environment is a shared responsibility and we ask for your cooperation in maintaining the standards set out in this document.

Let's make sure that when we return to the new normal, we do it safely.

Help Prevent Coronavirus spreading, further advice and guidance can be found at <https://www.gov.uk/coronavirus>

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- Wellness of Occupiers
- Reception and Front of House
- Access and Egress – Occupiers, Deliveries and Contractors
- Lifts
- Washrooms
- M&E and Water and Water Systems
- Occupier Considerations
- And finally.....

WELLNESS OF OCCUPIERS

Occupiers must prepare for a more discerning workforce that will expect continuous, credible assurances that they are working in a safe environment. All parties should ascertain individual responsibilities and capabilities, and then work toward collectively improving the physical environment for the benefit of all building users.

This may include clear displays of updated safety, health and wellness information and resources for occupiers, employees and visitors throughout the building and specific workplace.

BNP Paribas have included the following in its considerations and planning for initial re-occupation:

- 'Social Distancing Measures' or 'signs for Safety Etiquettes' - (floor markings and signage)
- Physical barriers where applicable maintaining social distancing in all common areas
- Enhanced levels of hygiene and cleaning activity
- Waste management considerations for discarded PPE
- Traffic management for flow of people by staircases and vertical transport

RECEPTION AND FRONT OF HOUSE

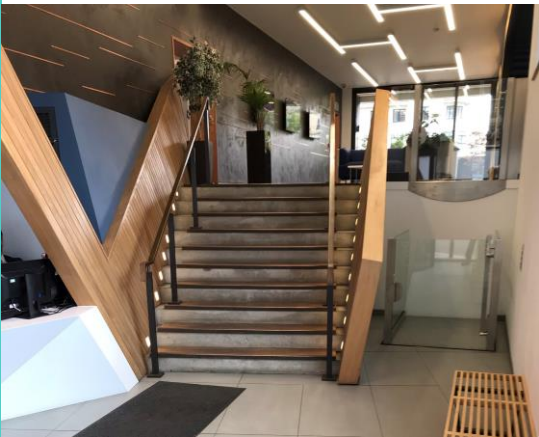
Social distancing will be achieved in the main reception area primarily through the use of signage and floor markers. A staggered entry system will be introduced and the 2 metre social distancing rule will apply to limit the number of staff and visitors in the reception/lower ground floor lift lobby area. The 2 metre social distancing will apply to all visitors and floor markings will be used to indicate where they can safely stand to announce themselves.

Staff and visitors may experience delays with entering the building due to social distancing measures put in place. We would request everyone's patience during this time.

- Front of house staff will be issued with screens for protection and will wear PPE where deemed appropriate by risk assessment and adhering to the latest guidance from Public Health England. The availability of PPE may also be a consideration
- Front of House staff will sign in any visitors to site to avoid cross contamination with different people using the pen.
- All building entry and exit points will have hand sanitiser facilities provided. We would recommend occupiers also provide hand sanitiser at their demise entry points.
- The seating area in reception will remain open, but sofas and pods can only be used by one person at a time due to social distancing measures. Tables have been repositioned with the guidelines in mind.



ACCESS AND EGRESS



Occupiers

The building will remain accessible 24 hours a day 7 days a week for people who have access fobs and will be open as normal between 7am - 8pm Monday to Thursday, 7am – 7pm Friday.

There will be a one-way system implemented to gain access to the building. All occupants must gain access through the main front entrance. Any staff using the car park must also use the main front entrance to gain access to the building. Exiting the building will be from the lower ground floor through the car park to the far end fire escape. Floor signage will be in place through the reception/lift lobby area and also on the stairs to ensure the 2 metre social distancing is adhered too. Front of House will be on hand to assist and provide guidance when required.

- Floor signage will be in place throughout the reception area.
- Only **one person** per lift car due to the size.
- Exit via lower ground floor fire exit regardless of using the car parking facilities.
- For out of hours working, please ensure you have your access fob with you at all times.

ACCESS AND EGRESS – DELIVERIES AND CONTRACTORS

Deliveries and Contractors

- The Front of House team should be made aware of any expected larger deliveries.
- For post and deliveries, we will be requesting deliveries are limited to strictly business only items, no amazon or similar personal items.
- Contractors to be approved through the building permit system gatekeeper with good notice provided.
- If works are not booked in access will be denied. In some instances there may be specific instructions or restrictions that may apply for works within the common parts of the property to ensure social distancing is adhered to.



LIFTS

Usage of lifts will be managed by a staggered entry system in ground floor lift lobbies, which will be achieved with demarcation and signage to encourage all building users to maintain a 2 metre distance and to help manage flow. We would request everyone's patience when waiting to use the lifts during this time.

- Lifts are to be **one person** per lift car at any one time due to the 2 metre social distancing guidelines.
- There will be clear signage both inside and outside of the lifts.
- Lifts to be used for going up to your floor only. The only exceptions to this will be for less able-bodied individuals who are unable to use the stairs to exit the building. If the Front of House team can be notified of any occupants that require the lift to exit so they can ensure there is a clear egress.
- Notice is required for any large deliveries.
- Any requests for other use of the lift to be directed to the Front of House team or the Facilities Manager

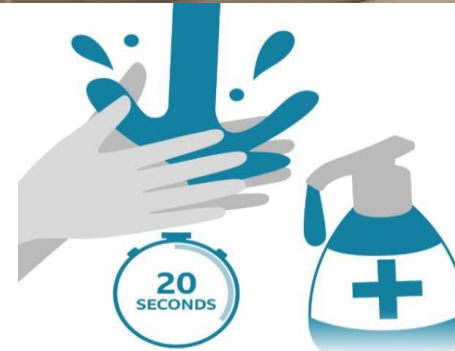


WASHROOMS, SHOWERS AND CYCLING FACILITIES

Washroom facilities will be managed by limiting the number of users at any one time to maintain social distancing. Signage will be displayed both inside and out of washrooms.

The showers will be in use as normal. Due to the need to clean the showers regularly a booking process will be put into operation. Use of showers will be limited to once per hour. Total of five showers. While the shower rooms will be cleaned by the cleaning team a procedure will be in place for each user of the facility to clean the shower and cubicle door handles after use. Cleaning fluid will be available in the facility including user instructions and coshh sheets for use out of hours.

The cycle store will still be available as normal. There are 78 spaces for bikes.



Wash hands for about 20 seconds with soap and hot water or use a sanitiser gel



M&E AND WATER SYSTEMS

Air Quality and M&E Systems.

As part of the plan for reoccupation we have been in discussion with our M&E service partners and consultants and have formulated the following course of action to ensure continued air quality:

- For toilet ventilation systems, the operation running times will be increased to ensure that a high quality fresh air supply is maintained in these enclosed areas.
- Virus particles do not deposit easily in ventilation ducts and will normally be carried away by the airflow. No changes are needed to normal duct cleaning and maintenance procedures. Increasing the fresh-air supply as described above will be more effective.

Water

During the period of low occupation we have taken precautions to ensure water safety and hygiene throughout the building. Prior to reoccupation the domestic cold water tanks will have the levels adjusted to reflect the increased occupancy. Flushing of low usage outlets in the communal areas and plant rooms will continue and engineers will inspect for any damage or issues caused by the vacancy. Water quality tests will be undertaken by our consultants.

OCCUPIERS CONSIDERATIONS

In the current climate we would consider it unwise to go immediately to full occupation, as would be inconsistent with current public health guidance, recommending that social distancing measures are maintained.

We would encourage Occupiers to discuss with their individual teams working requirements and should liaise with their Health and Safety and Human Resources regarding any considerations or protocols based on guidance from health authorities.

Please give consideration to the below:

- Ensure demised water outlets have been flushed and sanitised before use
- Determine which departments need to return to work and at what frequency to manage social distancing
- Stagger access to the workplace based upon business demands; split shifts and flexible work policies
- Establish clear guidelines, promote healthy work routines for continued working from home
- Prepare contingency plans in anticipation of relapses or changing governmental regulations
- Ensure Fire Marshalls and First Aiders are available to reoccupied staff

In order to facilitate all Occupiers reoccupation as safely as possible, BNP Paribas would appreciate reasonable notice to ensure effective notification to our supply partners with regards cleaning, waste etc and also to other occupiers on safe use of the building. We would ask that you complete the Occupier Re occupation Questionnaire and send this to Mark Turner in advance of planned occupation and continue to update us as your plans change, with as much notice as is feasible

Details such as timing, number of employees returning, hours of business etc, will assist in formulating new protocols. Any information that may have changed recently, such as contact names and information, and number of employees should also be included.

AND FINALLY

If you require any further information or advice please contact:

Mark Turner: Facilities Manager
Telephone: 07713 393813
Email: Building.Manager@Colston-Tower.co.uk

Elaine Harris: Senior Facilities Manager
Telephone: 07747 770513
Email: Elaine.Harris@realestate.bnpparibas

Sam Lawrence: Property Manager
Telephone: 07909 837182
Email: Sam.Lawrence@realestate.bnpparibas

For assistance with deliveries, or disabled access please contact Mark on 07713 393813 or Colston Tower security 020 7096 5483.

For any other issues our 24/7 Occupiers Helpdesk is operating as normal

Telephone: 0844 736 9654
Email: tenants.helpdesk@realestate.bnpparibas