



# Getting back to work

## The Neighbourhood Office

Over the very short period that Coronavirus impacted our lives, TNO made quick decisions with our members' interests at the forefront of our minds. We have always positioned ourselves as a company that supports small businesses and I hope that has been reflected in the steps we have taken to date. We took the decision to close our building to ensure the safety of our members and used this time to reflect on how we can make the environment not only safer when we reopen but to also anticipate how we can work to better serve our members. We have created a detailed plan to ensure we protect and prioritise the health of employees, members and guests.

This guide will continue to evolve following guidance provided by the WHO and the government, ensuring we are following the latest guidelines and safety measures. These measures, we hope, are short term precautions that will only apply whilst the risk of COVID-19 does. But it has, on a positive note, directed our attention to the importance of the health and wellbeing of our community and in its shadow it will leave a permanent stamp on the way we will operate in the future.

It was important for us to evolve during this time and embrace a new way of working. Therefore, we have expanded our membership options to allow for a more flexible approach which we will be sharing with you shortly.

We can't wait to welcome you back safely; it's been a while!

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## Our promise to you

We commit to ensuring that whilst you are working from The Neighbourhood Office, we will prioritise your health and wellbeing. We have introduced measures to ensure you are as safe as possible and to allow you to continue to do your work without productivity being compromised. We promise to be transparent in our approach and always follow the latest set of government guidelines and share with you the measures in place.

## The measures we have put in place



### Return to work

Workspace inductions for all companies returning to the office to ensure a collective approach to maintaining safety and to understand the expectations of workspace use.



### PPE

PPE is available on site and additional measures are available with our support.



### Upon arrival

Compulsory hand sanitation, health questionnaire and thermal testing on arrival along with a signed commitment to workplace rules including a clear desk policy.



### Physical distancing

We have reduced the capacities in our shared areas, including workstations and common areas to maintain the distancing regulations.



### Cleaning

Increased regular cleaning of common areas and touch points with medical grade cleaning products and a weekly deep clean with electrostatic disinfectant.

Wipe stations and hand sanitiser is available in all public spaces for personal belongings and shared amenities.



### Kitchen

Kitchens are equipped with single use plates, cutlery, and cups. These are compostable and have dedicated compost bins to ensure we keep our commitment to the environment.



### Signage

Increased behavioural wayfinding signage and floor markings throughout the building as a reminder of the social distancing guidelines and capacity restrictions.



### Air ventilation

We will use natural air ventilation wherever possible.



### Reduced touch points

Without compromising on safety or security, we have reduced the amount of doors you will need to open by hand and therefore the number of surfaces you will come in contact with.

## To elaborate...

### **Returning back to work**

We understand that returning to work will be unique to each company and each employee. We hope that by being able to offer assurances in advance and in-person on the first day back, we will ease your concerns. We will continue to be here for any questions and support.

Before any company returns to the office, we will schedule video calls to ensure there is a mutual understanding of the shared responsibilities and discuss the expectations around behaviours when returning to work. This also is an opportunity to discuss and address any specific concerns people may have regarding workplace practices.

We will be introducing 'return to the office inductions' to explain and demonstrate the positive changes we have implemented and how we can all do our part to look after our own and each other's wellbeing.

### **Arrival experience**

We will ensure that we maintain a warm and welcome experience for everyone arriving at The Neighbourhood Office whilst being able to protect the health of all of us. Therefore, we have introduced some extra arrival steps:

- It will become mandatory on entering the building to use hand sanitiser
- All members, guests, contractors and employees will be registered by our front of house team. This will include being asked a series of COVID19 related health questions and a contactless temperature check. Anyone who is experiencing health concerns or has an elevated temperature will be provided with the government guidelines, advised to stay at home and will not be able to enter The Neighbourhood Office.
- It will be mandatory to register with full contact details to allow us to be able to contact any guests should the need arise. This data will be stored in line with our GDPR policy.
- Every member must sign up to the Workplace Rules to ensure we all act and behave in a respectful and safe way.





## Workplace rules

We are revising the workplace rules surrounding how to use the space and the expectations of being a member including a mandatory clear desk policy.

These will be issued to each person arriving to the building during registration which they will be asked to sign, as way of agreement to abide by these rules. A copy of this document will then be emailed to them, available to read on the members' portal and visible through the space as a reminder.

### Clear Desk Policy

To ensure we can clean desks thoroughly, we have implemented a Clear Desk Policy.

Arriving to work, you will have the confidence that your desk has been sanitised which will be confirmed through a dated sanitation sticker stating that it is ready and safe for you to use.

We ask that you stay at your assigned desk for the day and do not move desk locations through the day.

At the end of your day, we will ask that you put any personal belongings in lockers or take home with you so that you can leave your workspace clear of personal belongings to ensure we can sanitise each desk after use.

In addition to this, disposable desk mats are available for each desk and we encourage the use of these. We ask that you place your disposable desk covering in the dedicated PPE bin once you have finished.



## Cleaning

Clean and sterile surfaces is a key factor in reducing the spread of the virus so we have put together a detailed cleaning schedule and upgraded our products to medical grade standard. In preparation of your return, the office space has had a deep clean and we will continue our attention in this area with consistent cleaning of the common areas, high touch points, kitchens and bathrooms throughout the day. In addition to the daily cleaning we have introduced a weekly deep clean and sanitation of all areas with an electrostatic disinfection.

Sanitisation products available on each floor including wipe stations and hand gels for personal belongings and shared amenities, with specified PPE bins to ensure safe disposal. Housekeeping will ensure that sanitisation supplies are kept topped up and always available.

Whilst we can do all that is possible to keep the space hygienic and safe, we all have a responsibility to each other ensure we keep the common and workspaces clean.



## →< Signage

Increased signage will be visible to remind of physical distancing and prompt members about the sanitisation amenities available.

There will be additional signage in the shared workspace to indicate desk availability stating which desks are sanitised and available, which desks are unavailable to work from and which desks are pending cleaning.

Signage will state the capacity that we are allowing in shared areas including lunch tables, meeting rooms, kitchens and bathrooms and there will be floor markings in busy areas.

The signage will be updated as and when the government's advice for offices change.

## 🚪 Reducing touch points

In addition to keeping the space sanitised and doing what we can, we have introduced some extra measures to reduce the number of surfaces you need to come into contact with.

Where possible, doors will be propped open to reduce the number of handles you need to come into contact with. These automatically release the door when the fire alarm sounds to ensure we continue to conform to fire safety standards.

For those doors that we are not able to keep open, door openers are now in place to allow for doors to be opened by foot, instead of by hand if preferred.

## 🧤 PPE

As we have adequate safety measures in place, we do not require our members to wear face masks, however we understand this may be a personal preference and we will have masks available at the front desk should you choose to use one.

Sanitisation products are available on each floor including wipe stations and hand gels for personal belongings and shared amenities. These have their own PPE bins to ensure safe disposal.

Any members looking to provide additional measures; desk partitions or additional cleaning supplies, can be arranged with our support.



## Physical distancing

We expect our members to respect the distancing guidelines and have revised capacities of the common areas. To support this we are limiting the initial use of our space and will work with companies to understand how to make this possible for them and for us.

### Workspace

To allow for adequate physical distancing, we have removed each alternate desk chair in the shared workspace. Unavailable desks will have signage to say so.

### Breakout spaces

We will mark seating capacities in shared spaces to ensure we can maintain the recommended distancing and will state the maximum capacity of each space.

### Lift

The lift will be out of use, unless for mobility requirements and then restricted to one person at a time.

### Meeting rooms

The capacity of meeting rooms will be reduced to ensure they adhere by the distancing guidelines and markers will be placed to show which seats are available to allow for this. The booking portal will reflect these new capacities.

There will be a 30 minute blocked periods between phone booth and meeting room bookings to allow for cleaning and air ventilation.



## Kitchens

Whilst we know that the kitchens are a place to meet and chat with other members, during this time we will limit kitchen access to allow for social distancing and adhere to the guidelines.

Kitchen items will revert to individually packaged disposable items. To ensure we do not neglect our commitment to the environment, these items are bio degradable and have their own waste bin for compostable items.

If you are bringing lunch with you, we encourage you to do all food preparation at home.

Bermondsey Bar and Kitchen will be offering a daily lunch special for members which can be delivered directly to their workspace. This will help reduce the need to be in shared kitchens whilst still ensuring you will be able to have nutritious and delicious lunch.



## Air quality

Having a well-ventilated space is an important part of reducing the spread of COVID-19. We have been working closely with our service providers to prepare to welcome you back and have made additional changes to our ventilation protocols:

- Increased natural ventilation and cross flow of air through openable windows
- Air conditioning equipment has been recently serviced which included a thorough cleaning of the units and the replacement of air filters. The future service frequency will be monitored inline with industry guidance to ensure hygiene.

## Guests

To ensure that we can keep our members safe we will limit the number of people on each floor, in the building as a whole and also the number of non members on site. We ask that you register any guests in advance to ensure they are able to be accommodated. In addition, guest access will be limited to between 9am and 5pm Monday to Friday to ensure the front of house team are able to welcome them and share the workplace practices.

You will continue to be notified when your guest has arrived and we ask that you promptly meet them in reception. Should the reception space reach capacity, your guest may be required to wait outside.

As communal space will be limited, and priority given to members, it is advisable that you book a meeting room in advance.



## Reporting

If you are unwell, do not come into the office.

### Our team

Our team are required to report any developing COVID-19 symptoms or any positive COVID-19 results. They are then required to stay at home and isolate for 14 days, or until they have been cleared by a doctor.

### Members

Members who develop symptoms for COVID-19 or who have tested positive must report this immediately and not return to the office for 14 days or until they have been cleared by their doctor.

Information disclosed will remain confidential and data will be stored securely in line with our GDPR policy.

If there is a positive COVID-19 result we will temporarily close for relevant cleaning and sanitation.

## One collective effort

We will communicate with transparency with our members and ask that anyone working from our spaces share this transparency to maintain the health and wellbeing of everyone. This includes full disclosure of any symptoms or confirmed cases involving yourself, guests or any persons you have been in close contact with.

We have put these safety measures in place but it entirely relies on a collective effort and cooperation from everyone to ensure we maintain these standards to keep everyone safe and well whilst at work.

We will continue to share updates and changes to these measures through our member channels and website.

# Thank you.

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