

Welcoming you back to work safely

Version 6 (28 July 2020)

As managing agents of the Innovation Centre, Ashdown Phillips & Partners has been working hard to implement the temporary measures we outlined in previous versions and are pleased to report that the majority have been completed.

This document has been updated, again with dates of further completions of measures. This is an evolving situation and we will therefore continue to update and recirculate this document as required.

We would like to just offer a gentle reminder that, should you or anyone in your home experience COVID-19 symptoms, the Government's stay at home guidance remains in place. Please follow [this link](#) to the Government website which gives instructions on what to do.

What we are doing

	<p>COVID-19 measures</p> <p>Signage has been installed throughout the Innovation Centre to encourage social distancing. Please pay attention and adhere to the guidance. Please wash your hands when you arrive at the building and we suggest you wash them again before leaving in the evening. Two foot-operated hand sanitiser stations have been installed at the main entrance at 99 and one at 174. There are also stations throughout the Centre with hand sanitiser, tissues and a bin to continue to 'catch it, bin it, kill it'.</p>
	<p>Cleaning</p> <p>The cleaning of the Centre has always been a priority and of a high standard. We took the decision to continue cleaning in all common areas, albeit to a lower degree, even when occupancy was very low. As occupancy levels increase, the cleaning will increase until it is back up to full allocation. At this stage we will leave any areas not in use, such as meeting rooms, to focus on the busy areas and all touch points, including external touch points.</p>
	<p>Entrance and exits</p> <p>To separate the outgoing from incoming traffic, we are operating a one-way system, making the front doors the <u>ONLY</u> entrance to be used and the side doors to be used as the <u>ONLY</u> exits. The 99 building main door will be set to open on warm days to allow further ventilation. Following feedback, we have added signs in the reception area to direct users to the side exits.</p> <p>At 174, there is just one main entrance and exit to the building, but the two sets of doors on the first floor to the Innovation Centre space. The doors have been split into entrance and exit only and we have ordered anti-bacterial push and pull handles for these doors. (arrival and installation date TBC)</p>
	<p>Reception</p> <p>As you know, this is a high-volume area and we are taking every precaution to protect you and the reception team. The reception desk is now manned, and services have returned to normal.</p> <p>A protective screen has been installed on the reception desk, along with markers on the floor to indicate where to stand allowing enough room for social distancing. The reception team will also be supplied with disposable gloves to handle the post and any parcels. We will carry out our standard checks when accepting mail and parcels, but will not provide a signature to couriers, just sign for name, as they have already started doing. Equally, we will log parcels on our electronic system which will notify you as normal but we will not ask you to provide a signature in the same way when collecting.</p> <p>Visitors will still need to sign in and out at reception. However, this will need to be done verbally which may take a little longer than using the iPads.</p>
	<p>Lift</p> <p>We ask that you only use the lift if you need to and if you do, please travel one at a time. Stand on or behind the graphic on the floor to wait for the lift, allowing social distancing for those exiting. Please do not use the lift to come down from your floor unless absolutely necessary.</p>
	<p>Stairs</p> <p>We have marked the stairs and ask that you to ascend and descend always using your left of the staircase. This is to minimise the cross contamination.</p>
	<p>Toilets</p> <p>We have now reopened each toilet cubicle following our health and safety audit which raised that by limiting toilets concentrates contamination to touch points. We would still like to enforce just two people in the toilets at any one time to allow for social distancing. Hand towels and pedal bins are now supplied and in situ. Please do follow hand washing advice detailed on the back of the toilet doors.</p> <p>We have ordered anti-bacterial push and pull handles for the main doors to the toilets. (Arrival and installation date TBC)</p>
	<p>Showers</p> <p>If you are using the showers, we would advise that you bring flip flops to wear and anti-bacterial wipes to use on touch points. The doors will also be installed with an anti-bacterial push and pull handle. (Arrival and installation date TBC).</p>



Hot desk room and common areas

We have reduced capacity in the hot desk room and changed the layout to enable social distancing, avoid cross contamination and provide a sanitation station.

In the common areas, first floor atrium and business lounge, furniture has been removed and laid out to adhere to guidelines.



Corridor doors

To minimise contact to the communal access control pads and door handles, we will prop the central atrium corridor doors open in office hours and shut them at night. The door stoppers installed will automatically close in the event of a fire, so these are the only door stops permitted.



Corridors

Some of the corridors have narrow areas, so we have installed 'passing point' signs to allow for social distancing when passing others. At 174, we have made the corridor one-way.



Post room

We would ask that only one person enters the post room at any time. The reception team will monitor this.



Kitchens

Please use kitchens one at a time, to allow for social distancing. We would recommend keeping your own (sole use) cutlery and crockery in your rooms and once used, place straight into the dishwashers and collect the next morning. Please wash your hands before you touch the cupboards, fridge door or microwave.



Business lounge

While reception is manned, you are welcome to use the Business Lounge space.

We are delighted to announce that we have engaged with an exciting new supplier to run the Business Lounge café. We are working closely with them to get things up and running as soon possible. Watch this space for further announcements.



Meeting rooms

Our meeting rooms are now available for hire.

Please see our separate 'Managing your Meetings Safely' document for all precautions and measures we are taking. These include making maximum capacity adjustments for allow for adequate social distancing and the increased cleaning regime with particular attention to touch points.



Air temperature control and circulation

We have adjusted the system to stop recirculation and utilise 100% fresh air.



Water flushing

Low usage outlets in the communal areas have been flushed regularly. We will also drain and chlorinate any stored water before we re-man the building.



Monitoring temperatures

We ask that you all take responsibility for monitoring your own health and temperature. If there are any concerns for anyone in the building, we do have an infrared forehead thermometer and PPE we can use in order to establish if the individual is a risk or not.



Fire Evacuation

In the case of the fire alarm sounding, please evacuate the building via the nearest stairs and exit point. In this case, the need to evacuate the building in a timely manner is more important than using the one-way system or social distancing. Once you are outside at the evacuation point (grassed area opposite reception) please try to adhere to social distancing without spilling out on to the roads or building entrance bell mouth.



Suspected or confirmed COVID-19 case procedure

Please call 01235 854000 or email [icteam@miltonpark.com](mailto:ictteam@miltonpark.com) immediately if you have a suspected or confirmed case of COVID-19. We will then take the following actions:

1. Inform all building occupiers.
2. Arrange a deep chemical clean of all the communal areas of the building they have visited.
3. Encourage the company of the case to carry out the same deep chemical clean.

To view a video of the measures that have been implemented at the Innovation Centre, [click here](#).

What you can do?

This document may well generate some ideas for you. Some areas we would ask you to consider or do are:

1. Keep us informed of your return to work plans including up-to-date and present fire marshals. This will help us to effectively manage all the areas listed above.
2. Consider a deep clean of your room before you re-occupy. The on-site cleaners are using anti-bacterial cleaning chemicals on all exposed surfaces, but they do not extend to workstations including monitors, keyboards, mouse, hard drive and photocopiers. Upon request, a special crew can attend site to carry out a one-off full clean including all touchpoints and workstations. Please get in touch for a quote.
3. Consider staggering the return to work of your staff and their ongoing working patterns.
4. Do you have enough space to enable staff to social distance?
5. Consider layouts in your room to avoid people facing one another.
6. Introduce a one-way system where possible and use tape to clearly show space to social distance.
7. Ensure fire marshal and first aider information is up-to-date.
8. If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. Guidance on how to complete this can be found on the Government website under 'Thinking about risk' or [click here](#).

Please get in touch if you would like to discuss any of these areas and we will be happy to help.

Thank you

Creating and maintaining a safe environment for you and your staff is always a top priority which is why we are continuing to keep you updated with our progress and measures.

We are continuously monitoring Government and Public Health England guidance and what it means for the Innovation Centre and will keep you informed.

Thank you in advance for your cooperation. We are very much looking forward to seeing you all, albeit from a safe distance.