

# Central London Retail Re-occupation Plan

## Phase 1

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### Phase 1 of our re-occupation plan

In light of the recent Government announcement of a cautious and phased return to work post the Covid 19 lockdown, we have started a full review of our building operations to ensure a safe, secure and efficient return to your workplace.

Our retail re-occupation plan is the first step in this phased approach and is designed to inform our customers of the work that has been going on behind the scenes, changes you can expect to see in any shared building spaces you may have with us, and the new protocols we have put in place to keep you and our extended JLL team safe.

All elements of our plan have been made following the guidance set out by the Government and the guidelines issued by Public Health England.

This is phase 1 of our re-occupation plan and is intended to give you an overview of the activity that is taking place. An individual and detailed plan is being developed for each of our buildings, if you are part of a shared demised common area you will receive this shortly from your Facility Manager or Property Manager.



## Preparing shared building spaces

**The following activities have taken place to prepare each building, this applies to retailers who share common areas with their adjoining buildings:**

- All common area services have been reviewed and adapted.
- Risk control measures have been reviewed and risk assessments have been written to comply with the most recent Government guidance on Staying Covid19 Secure in 2020.
- Social distancing measures have been introduced, floor markings and signage will be suitably placed throughout common shared areas.
- Hygiene guidance has been prominently displayed and sanitisation stands installed in common areas, at entry points and lift lobbies.
- All common areas have been fully sanitized. Disinfection cleaning and Bio-fogging will continue to be carried out on a scheduled basis.

**Mechanical & Electrical** - We are working closely with our Engineering Service Partners and following CIBSE (The Chartered Institution of Building Services Engineers) guidance to ensure that we have Heating Ventilation and Air Conditioning (HVAC) systems in all Crown Estate properties aligned with their advice. Water Quality analysis and management is being performed in accordance with BSRIA (Building Services Research and Information Association) guidelines. *This is applicable to retailers with an M&E service that we maintain.*

**Cleaning** - Existing procedures and cleaning schedules have been revised to include social distancing, safer practices, disinfection regimes and safe disposal of contaminated waste as per the recommendations of Public Health England (PHE).



**The following considerations have been made in regard to any shared space within your building:**

<p><b>Plant Rooms</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• Access to be restricted</li> <li>• Maintenance will take place out of hours where possible</li> </ul>	<p><b>Through-routes</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• Access to be restricted</li> </ul>
<p><b>Lifts</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• Lift occupancy changed dependent upon size</li> <li>• Cleaning regime in place</li> <li>• New signage</li> <li>• Lift attendants where resource allows</li> <li>• Priority to bulky deliveries and those unable to use the stairwell</li> </ul>	<p><b>Terraces, Court Yards, Amenity Spaces, Bookable Meeting Spaces and First Aid Rooms</b></p>	<ul style="list-style-type: none"> <li>• Facilities under review- not all will be open</li> <li>• Social distancing measures in place</li> <li>• Restrictions in place</li> </ul>
<p><b>Staircases and Lift Lobbies</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• New signage</li> <li>• One-way Pedestrian routes where space allows</li> <li>• Increased High-Touch cleaning frequency</li> </ul>	<p><b>WC's, Showers and Changing Rooms</b></p>	<ul style="list-style-type: none"> <li>• We are currently reviewing the use of shared facilities which include showers and changing rooms to ensure your safety. Full details will follow on a building by building basis.</li> </ul>
<p><b>Roof Spaces, Basements, and Lightwells</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• Permit to Work required which references CV-19 measures</li> <li>• Access to be restricted</li> </ul>	<p><b>Car Parks, Loading Bays, and Post Rooms</b></p>	<ul style="list-style-type: none"> <li>• Social distancing measures in place</li> <li>• A full review of the delivery process and schedule will need to take place on a building by building basis once we have the confirmed detail of the road closures and pedestrianisation measures</li> </ul>

### Re-introducing Services

We understand that some of our customers have shared services and areas within their units that link them into adjoining building/office spaces. We have considered how we will begin to re-engage our workforces with this in mind.

Our Service Partners have been integral to the management of our buildings throughout this unparalleled time, and we have introduced new service protocols and training packages to support and protect our extended JLL team.

Preventative measures have also been taken to lower workplace risk in reference to the compliance of Covid-19 secure guidance with the following steps in place:

1. Attendance of supply partner staff will only be considered where working from home is not possible.
2. Person to person contact is minimised proactively.
3. All personnel have been informed of the importance of handwashing and to increase the frequency of this.
4. Attendance is kept to a minimum and movement is restricted.
5. Staggered attendance and fixed team or partner working is in place to minimise contact numbers.



## Revised building protocols - in shared building spaces

### Revised Building Protocols in place

#### New common area cleaning protocols

- Enhanced cleaning regime
- High touch area clean frequency increase
- Bio-fogging
- Sanitisation stations
- PPE disposal
- Periodic cleaning times
- Anti-bacterial products

#### Waste protocols (where Loading Bay or JLL waste services are used)

- Double-bagging where applicable
- PPE Disposal - Clinical Waste Disposal
- Segregated Waste specific for PPE, etc.
- Disposal after 72-hrs - marked

#### Security protocols

- Social distancing monitoring
- Car Park/ Service Yard Management

#### H&S protocols

- First Aid Support - Risk assessed based on social distancing /Refer to Emergency Services
- Pre Fit for Work checks
- Fire Drills – Postponed / Fire Evacuations - continued
- Report of illness plan

#### Facilities protocols

- Permit to Work 3<sup>rd</sup> Party Sub-Contractor access
- Permit to Work Service Provider access
- Out of hours servicing

## **Our support for you – inside your retail unit**

We have a **dedicated Customer Experience Team** to support you through your re-opening and beyond:

1. Ensure you follow the social distancing guidelines laid out by the Government.
2. A Resource library will be available on the Covid-19 information page of our customer website where you will be able print additional signage for use in your building back of house areas. Until the page is live, please contact a member of the team who can send you the signage.
3. We can support with the supply of floor discs and social distancing signage for customer facing space.
4. We can provide information and supply of Bio-fogging, PPE and hand sanitizer units (costs and availability apply).
5. We continue to support your business through marketing and web-events in our weekly newsletter, reaching over 3,000 customers.
6. Once you reopen, ensure you add your business to [Westminster Shop Local](#).

Please contact a member of the team on [TCE.customerexperience@eu.jll.com](mailto:TCE.customerexperience@eu.jll.com) to discuss any of the above.

### Your landlord, your Property Manager and the BIDs:

There are several key stakeholders working together on the plan for your secure return to work:

**Your Landlord: The Crown Estate** - Responsible for your individual building

**Your Property Manager: JLL** - Appointed by your Landlord to manage the day to day operation of your building

**The BIDs:** There are 2 'BIDs' working on The Crown Estate Central London portfolio, they are responsible for the management of the public realm, PR, Security and Marketing activity across the relevant district:

**New West End Company (NVEC)** are the BID responsible for Regents Street. Visit their [website](#) for more information

**Heart of London Business Alliance (HOLBA)** are the BID responsible for St James's: Visit their [website](#) for more for information

In addition all of the above work closely with **Westminster City Council (WCC)**

### Joint activity on your portfolio:

#### Security

- JLL Security Teams continue with daily and nightly patrols across the portfolio. If you have any Security questions contact the **JLL Customer Helpdesk** - [TCELondon@eu.jll.com](mailto:TCELondon@eu.jll.com)
- In addition; both BID's continue to provide Security around their designated areas, to find out more visit the relevant website.

#### Cleaning and Waste

- [Review current guidance](#) on cleaning and social distancing for your business.
- If Westminster manage [your waste collection](#), it is currently operating as per usual.
- If JLL manage your waste disposal this will be addressed in the upcoming Building meeting held by your Facilities and Property Manager.
- The BID's are undertaking pavement deep cleans across the Central London portfolio. Find out more on their website.

#### Public Realm – Street Closures queueing, decals, hand cleaning units, cycle parking

- A proposal has been submitted to Westminster City Council by both New West End Company and Heart of London to include: street queueing, road closures, pavement decals/vinyl's, pop-up hand washing and sanitising units and additional bike parking and the Crown Estate is in direct contact with the local authority also.

Please note: The Crown Estate and JLL branded signage is for use in back of house areas only.

Please contact the Customer Experience Team for support on customer facing signage.

**Prevent the spread of *Coronavirus*.**  
 What should I do to prevent catching and spreading the virus?

**WASH HANDS FREQUENTLY** with soap and water or alcohol based sanitizer

Cough into your elbow with **DISPOSABLE TISSUE** then wash your hands

**THROW AWAY USED TISSUES** then wash your hands

If you are about to sneeze and you don't have a tissue, please use your sleeve

Avoid touching your eyes, nose and mouth with your hands

Avoid contact with people who are infected

www.thecrownestate.co.uk  
+44 (0) 207 756 0000

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**With *Social Distancing* measures in place there will be some delays within the building.**

Please be mindful of the items below.

There may be a need to queue to get into your building so we ask you to wait to keep you safe

Please use the stairs whenever possible to ensure there less people than you can access the lifts

There may be some restrictions to the facilities and building please check with the property team to confirm what is available

We ask that you continue to practice social distancing throughout the building regardless of the *Social Distancing* rules

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**Please use the stairs wherever possible to ensure those less mobile than you can access the lifts.**

Thank you for your cooperation.

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**Please practise *Social Distancing* at all times.**

## **Our Contacts**

### **Customer Experience Team**

[TCE.customerexperience@eu.jll.com](mailto:TCE.customerexperience@eu.jll.com)

### **General Facilities Enquires**

[centrallondonenquiries@eu.jll.com](mailto:centrallondonenquiries@eu.jll.com)

### **Central London Website**

<https://www.mycentrallondon.co.uk/>

### **Central London Newsletter (registration)**

<http://go.pardot.com/l/603901/2018-11-08/tfn>

## **Useful Websites**

### **Heart of London**

<https://heartoflondonbid.london/coronavirus-covid19/#business>

### **New West End Company**

<https://www.newwestend.com/>

### **Westminster City Council**

<https://www.westminster.gov.uk/coronavirus-support-your-business>

### **Health and Safety Executive**

[https://www.hse.gov.uk/guidance/index.htm?utm\\_source=hse.gov.uk&utm\\_medium=refferal&utm\\_campaign=guidance&utm\\_content=home-page-info](https://www.hse.gov.uk/guidance/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=guidance&utm_content=home-page-info)

### **Westminster Shop Local**

<https://www.westminster.gov.uk/shop-local>

### **London & Partners**

<https://www.londonandpartners.com/>

### **British Retail Consortium**

<https://brc.org.uk/>

### **UK Hospitality**

<https://www.ukhospitality.org.uk/>

### 1) Who do I notify of our intention to return to store?

A: Please inform us via the email to confirm your reopening date at least 3-business days prior to opening: [centrallondonenquiries@eu.jll.com](mailto:centrallondonenquiries@eu.jll.com)

### 2) Am I allowed to open as usual and what can my opening hours be?

A: It is decided by each business when they will open. A few businesses have re-opened and others are looking to open from 1 June, all with shortened hours. Please let us know by emailing when you are planning to open with at least 3-business days prior to opening: [centrallondonenquiries@eu.jll.com](mailto:centrallondonenquiries@eu.jll.com) Keep updated on all guidance and what other businesses are doing by visiting the BID's websites New West End Company <https://www.newwestend.com/> and Heart of London <https://heartoflondonbid.london/coronavirus-covid19/#business>

### 3) What queuing systems will be put in place in the public realm areas?

A: Proposals have been submitted by the New West End Company and Heart of London who are awaiting formal approval from Westminster City Council. The Crown Estate is also in contact with the local authority and as soon as any approval is given all details will be communicated.

### 4) Can I continue to receive deliveries at my normal times?

A: If you hold shared building space within one of our buildings and if there are any changes, you will be advised through your Facility Manager. If you do not please make contact with Westminster City Council as there may be road closures in place at certain times. <https://www.westminster.gov.uk/coronavirus-support-your-business>

### 5) How will emergency procedures change?

A: If you share a building space within one of our buildings the usual procedure is in place. Where close contact aid is needed but cannot be given, the Emergency Services will be called immediately. Fire Evacuations will resume as per normal practise. All Fire Alarm activations must be treated as real fire scenarios, and the property is to be fully evacuated. Fire Drills will be postponed for the foreseeable future.

### 6) If we are connected to your A/C systems, when will it be switched on?

A: Re-instatement of air conditioning and ventilation systems is currently being actioned. All ventilation and air conditioning systems where linked to commercial properties will be re-instated to run from 6am to 10pm – 7 days a week.

### 7) When will my waste be collected?

A: Westminster City Council is currently operating as per their usual procedure. <https://www.westminster.gov.uk/recycling-and-rubbish>

## Next steps

- The JLL team will be in touch shortly to invite you to an online building meeting to discuss your return to your workplace.
- Once you know the date that your business will be re-opening please email: [centrallondonenquiries@eu.jll.com](mailto:centrallondonenquiries@eu.jll.com)
- A full communication will follow next week pending WCC approval, this will include:
  - Pavement configurations (including potential closures and or pedestrian/one way systems) and queueing and social distancing guidelines immediately outside of your business
  - Location of additional cycle parking
  - Location of hand sanitisation and hand washing units
  - The safest routes to and from local transport hubs
- A further communication will follow for our Food and Beverage customers once further guidance has been issued.



