

# Central London Retail Re-Occupation Plan

## Phase 2

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10/06/2020

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### Retail Re-Opening

Following the Government announcement of the date for non-essential retail to open on the 15th June, The Crown Estate in partnership with JLL and working closely with New West End Company, Heart of London BID and Westminster City Council, have created this information pack to support you with the re-opening of your business.

This re-opening phase will see the installation of low cost, temporary measures across the Central London portfolio. This will include temporary barriers to create widened pavements, increased pedestrian areas and cycle lanes.

Across Regent Street, Piccadilly and Regent Street St James's, road closures have been made and traffic lanes changes into pedestrian walkways to keep pavements free for social distancing and queue management.

Hand sanitiser stations and additional cycle parking has been installed and secure walking and cycling routes planned from key transport hubs to keep staff safer on the way to their workplace.

A new [Shop Local](#) campaign and interactive web map has been launched to encourage visitors back to the district.



The Crown Estate have been working with Westminster City Council, NVEC, HOLBA and Transport for London to ensure safe access to the West End and that the roads and streets are as safe and accessible for pedestrians as possible.

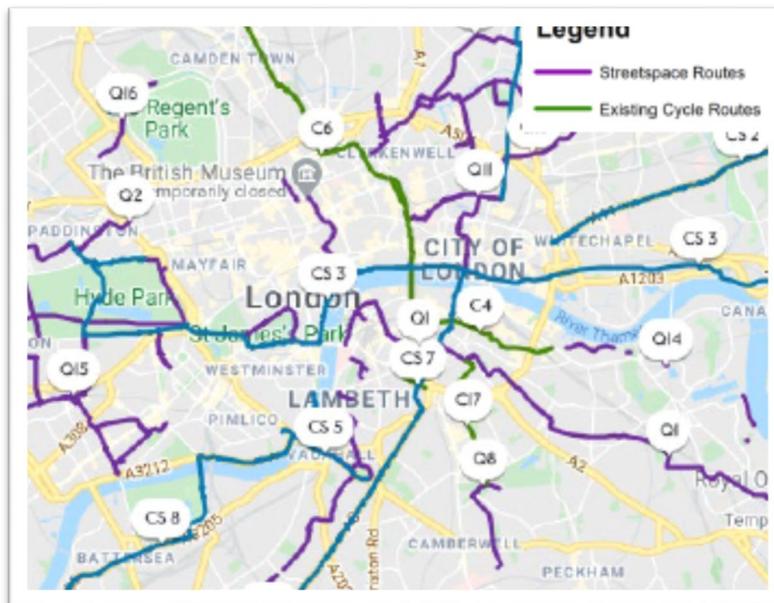
**Regent Street:** One lane of traffic in each direction will be closed to vehicles to create wider pedestrian space while maintaining access to bus services

**Regent Street St James's:** Wider safer footways & pedestrian priority

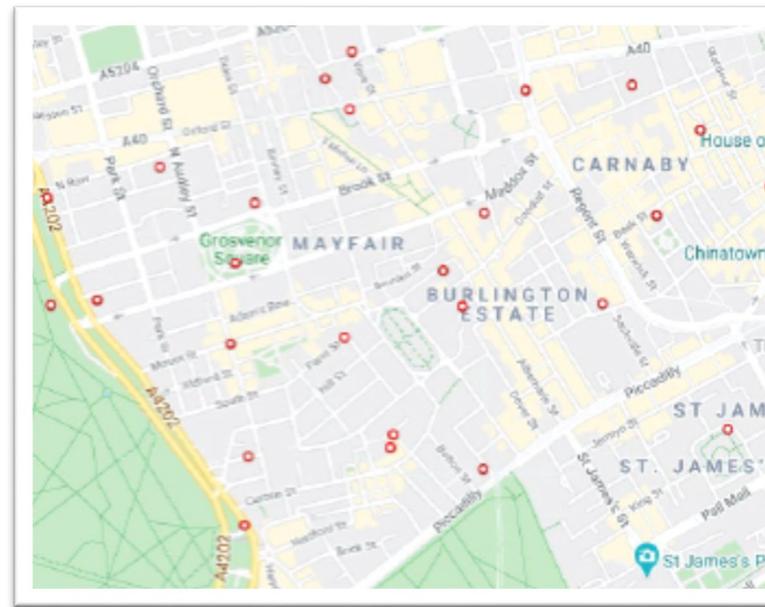
**All West End:** Additional walking & cycling routes and bicycle parking space all over the district

You can read the latest guidance from TFL [HERE](#)

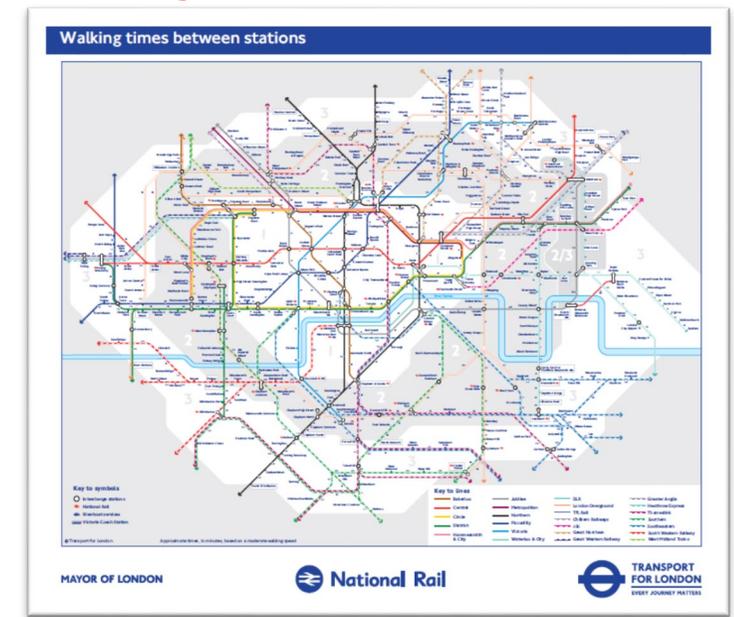
### New Cycle Routes



### West End Santander Cycle Stations



### Walking time between tube stations



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

**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 Regent 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

- The Crown Estate and the BIDS have been working closely with Westminster City Council to implement the following changes: street queueing, road closures, pavement decals/vinyl's, sanitising units and additional bike parking.

## Increased safety and hygiene protocols

### Cleaning regime:

The streets will be deep cleaned and the 'Clean Team' capacity has been increased to work in highly visible ways to enhance cleanliness and provide reassurance for colleagues and customers.

### Security:

The Security Teams will continue to work at full capacity and the NWECC overnight Dog Patrol services will remain fully functional as higher levels of stock return to the district. Personnel capacity will be reviewed on a daily basis in partnership with the Metropolitan Police Service.

### Signage and social distancing:

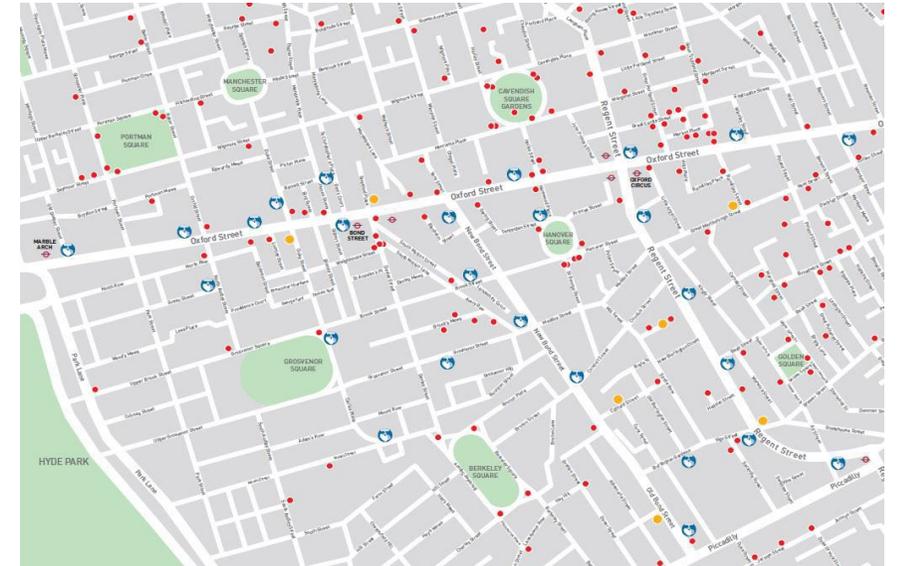
Increased signage will be provided across the district to promote social distancing, identify the nearest open spaces and highlight walking distances between key points to reduce reliance on public transport. Pavement stickers will be provided outside stores to enable a portfolio wide, uniformed system for safe queuing.

### Hygiene and PPE:

Hand cleansing stations will be provided throughout the district. Face masks will be handed out by the NWECC and HOLBA teams to all visitors. There will be PPE disposal bins located throughout the portfolio.

### Additional cycle parking:

New bicycle racks have been installed on the Hanover Street and Glasshouse Street junctions with a plan to install further cycle parking locations across the West End.



MAP KEYS: ● Cycle Parking ● Cycle Parking ● Sanitisation Point



**In order to maintain social distancing measures and due to the lane closures on Regent Street and road closures cross portfolio deliveries to retail properties will be more challenging throughout the re-opening period.**

We request that you reduce the frequency or consolidate deliveries wherever possible.

#### **Loading bay deliveries:**

JLL will contact you directly to review your delivery plan and offer support and guidance.

#### **Kerbside deliveries:**

Due to the nature of the barriers used to pedestrianise the key roads across the portfolio it may no longer be possible to deliver directly outside your store.

Wherever possible please have your deliveries completed before 10am to avoid these conflicting with social distancing measures and queuing that may occur outside premises.

You can also utilise the side streets and any available traffic bays, please do not stop on any single carriage highway.

[Westminster County Council](#) are working through the final plan for kerbside deliveries. If you have specific concerns regarding deliveries to your store please contact Westminster Council directly.



Each Retailer is responsible for managing the queue into their store and maintaining social distancing measures both within the queue and the store. There are a number of resources available to support with this:

NWEC queue management [guidance](#)

HOLBA queue management [guidance](#)



### Security support with queue management:

- If assistance is required for businesses within the NWEC bid area, the store should contact New West End Company Security Team on the town-centre radio or by calling: 07900 738810, HOLBA members contact Tony Nash on [tony@tm-eye.co.uk](mailto:tony@tm-eye.co.uk)
- Whilst the BID Security Teams will not take responsible for management of the queue, they can assist you with achieving and reinstating social distance measures.
- If the store is unable to manage the queuing systems, and risks of overcrowding become apparent, the store should call the Metropolitan Police Service on the non-emergency number: 101
- In the event of emergency or disorder don't hesitate to contact 999
- Retailers who are not a member of either BID should call 101 as stage 1 of the escalation process

### Personalised Consultations for your Store:

The Westminster Business Unit is now offering bespoke appointments if you need advice on preparing to reopen your business. This is a free service and your appointment can cover a range of issues as businesses move towards reopening safely from 15 June. You can book a 15-minute telephone appointment with the Business Unit by contacting [businessunit@westminster.gov.uk](mailto:businessunit@westminster.gov.uk) or calling 020 7641 2070.

If you are operating by appointment schemes to reduce queues and crowding. Please contact [Katie.Thomas@newwestend.com](mailto:Katie.Thomas@newwestend.com) to get involved in our West End Diary initiative where we help plan a customer's day in the West End through diarising appointment schemes throughout the district

## Queuing and Queue management

*The Crown Estate and JLL guidance*

- Please allocate a team member to lead on queue management. They should act as a 'Greeter' at the main entrance to the store and engage with the queue to maintain social distancing measure and communicate expectations around wait time.
- If the queue exceeds the physical space allocated to your store and infringes onto the neighbouring premises (retail or office), the 'Greeter' must ask the additional customers to return at a later time.
- NVEC and HOLBA will mark the pavement outside your premises (and up and down each street) with social distancing markers to help you to manage the space. **Please do not place additional markings or barriers outside of your store.** If you feel you have the need for additional support in the first instance please speak to your JLL Facilities Manager.
- Wherever possible start your queue within your actual premises to relieve the pressure on space on the street.
- Queues out of your store and onto the street should line up to the left of the entrance (when facing the building).
- Queues should not 'snake back' or double back on themselves to minimise face to face exposure. Customers who exceed the length of the queuing space should be encouraged to return later by your queue manager/Greeter.
- Queues must not obstruct fire exits, bus stops, sanitisation points or bicycle parking. Please also consider the neighbouring store and any office or residential entrances to either side of your building.
- Consider a sign displaying maximum queue size; contact a member of the JLL CX team for support with this [TCE.customerexperience@eu.jll.com](mailto:TCE.customerexperience@eu.jll.com)

### **Additional guidance and escalation process:**

For any conflict between customers within the actual queue please refer to the security guidance on the previous slide.

To avoid any potential conflict with your neighbouring retailer we suggest that you reach out and make a contact and share your queue plan before re-opening.

If an issue cannot be resolved through your contact please either contact your JLL Facilities Manager or email [TCE.customerexperience@eu.jll.com](mailto:TCE.customerexperience@eu.jll.com) who will escalate, if necessary to the appropriate Crown Estate contact.

### Pavement markers for Customers across Regent Street

NWEC should already have asked all members if they want stickers and where they would like them placed outside their store. These will be installed from Thursday 11<sup>th</sup> June between 9am and 5pm.

Anyone who has not had a conversation with NWEC regarding this (including non-members) please contact [anas.wihaib@newwestend.com](mailto:anas.wihaib@newwestend.com) or [bruna.silva@newwestend.com](mailto:bruna.silva@newwestend.com) who can arrange this for you.

### Pavement markers for Customers across Piccadilly and Regent Street St James's

HOLBA members who need assistance with the supply and installation of social distancing stickers on the pavement areas outside their business should contact: [robin.hibbert@heartoflondonbid.co.uk](mailto:robin.hibbert@heartoflondonbid.co.uk) directly, who will provide further guidance and arrange installation for you.

If you are not a member of HOLBA, you can receive advice and guidance however, should you require social distancing stickers they would need to be ordered and paid for by separate arrangement. For further details contact : Nick McLaren of field and lawn [nick.mclaren@fieldandlawn.com](mailto:nick.mclaren@fieldandlawn.com), requesting Heart of London Floor decals.

### Arcades and stores with a pavement frontage of less than 3 metres

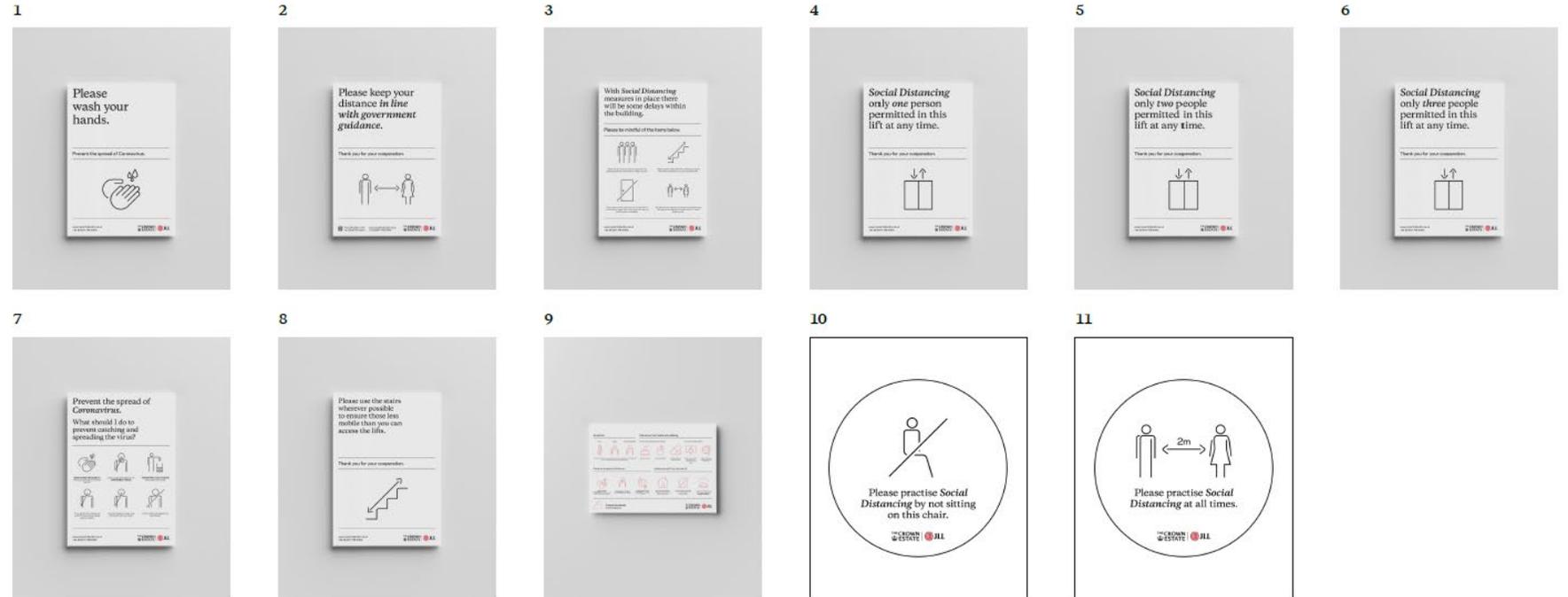
Some retail premises will have no space to allow customers to queue outside of their store and will require a separate guidance note. JLL will communicate separately with these customers.



A signage and graphics pack has been developed to support your business

You can download the signs on our [WEBSITE](#)

Please contact the [Customer Experience Team](#) for any further support on customer facing signage



### JLL support for you – inside your retail unit

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

- To ensure you follow the social distancing guidelines laid out by the Government
- Provide information and supply of Bio-fogging, PPE and hand sanitiser units (costs and availability apply)
- Support your business through marketing and web-events in our [newsletter](#), reaching over 3,000 customers
- 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, or for more information on how we can support you.



## JLL Contacts

### Customer Experience Team

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

Becks Shaw [becks.shaw@eu.jll.com](mailto:becks.shaw@eu.jll.com)

Nicola Jones: [nicola.jones@eu.jll.com](mailto:nicola.jones@eu.jll.com)

Nadia Al-Sharif [nadia.al-sharif@eu.jll.com](mailto:nadia.al-sharif@eu.jll.com)

Deborah Tamir: [deborah.tamir@eu.jll.com](mailto:deborah.tamir@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/>

## Latest Guidance for Safe Working Environments

[Getting your workplace ready for Covid-19 – WHO](#)

[Government Guidance for Shops and Branches](#)

[Government Guidance for Restaurants offering Takeaway or Delivery](#)

[Government Guidance for Public Places](#)

[Guidance for Employers, Employees and Businesses](#)

[Health and Safety Executive – guidance on how to keep people safe and healthy at work](#)

[Mind – Mental Health and Wellbeing support](#)

## London & Industry Guidance and Advice

[Westminster City Council – Advice for businesses during Covid-19](#)

[Transport for London – Latest Updates](#)

[British Retail Consortium – Social Distancing in Stores and Warehouses](#)

[London Growth Hub – Support for Businesses and Employers](#)

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

A: Please inform JLL by email to confirm your reopening date wherever possible 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. Please let us know by emailing when you are planning to open to: [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) 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>

**4) When will my waste be collected?**

A: Westminster City Council is currently operating as per their usual procedure. <https://www.westminster.gov.uk/coronavirus-support-your-business>

