

# Central London Office Re-Occupation Plan

## Phase 2

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The Crown Estate in partnership with JLL and working with Westminster City Council and the BIDs in relation to the public realm, continue to support all our office customers with the reopening of their spaces.

This document provides an update on how your building will operate while supporting Government guidelines issued by Public Health England and is the next step in a phased approach designed to inform our office customers of the continued work that has been going on within the buildings and public realm spaces.

As well as the building measures outlined in our phase 1 plan, as office customers begin to repopulate there will be several low cost, temporary measures installed across the Central London portfolio within the public realm areas. These changes will include temporary barriers to create widened pavements, increased pedestrian areas, hand sanitiser stations and additional street cycle parking.

All the protocols outlined in this plan have been designed and implemented to seek to provide a safe return to work for all customers, while keeping you and our extended JLL team safe.

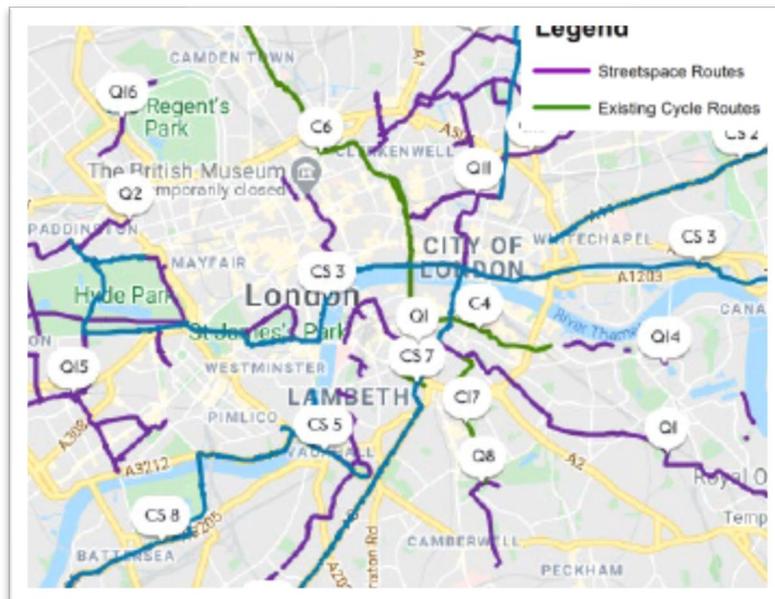


To ensure your colleagues and customers can access the West End safely, The Crown Estate and JLL continue to work with Westminster City Council, Local BID's and Transport for London to ensure all measures are in place to support you.

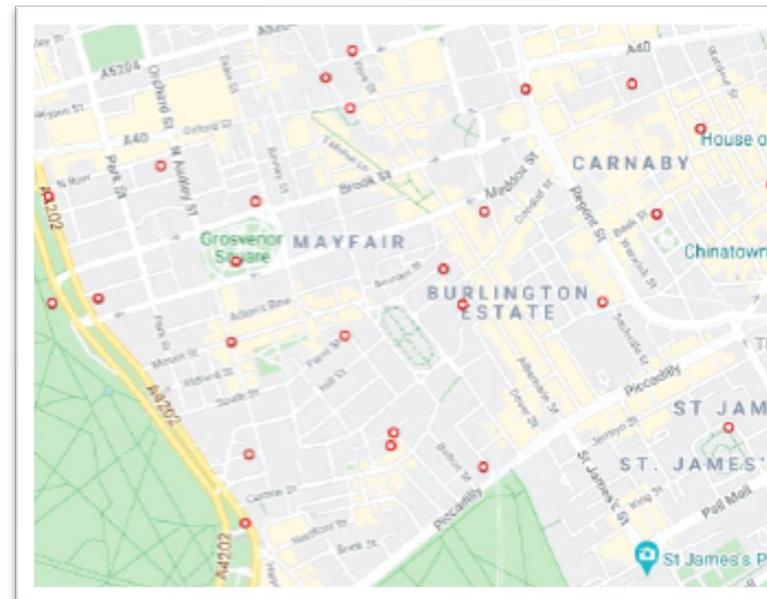
- **Regent Street:** One lane of traffic in each direction is closed to create wider pedestrian space while maintaining access to bus services.
- **Piccadilly and Regent Street:** Wider safer footways and pedestrian priority.
- **All West End:** Additional walking, cycling routes and bicycle parking spaces across the portfolio. Find cycle parking [HERE](#).

You can read the latest guidance from TFL [HERE](#) or use the links in the below maps.

### New Cycle Routes



### West End Santander Cycle Stations



### Walking time between tube stations



All office customers should have now received a building plan. This is a site specific document that outlines all the updated protocols and processes in line with government guidelines.

This document outlines the following building specific information:

- Common area services – what's in and what's out of use.
- Risk control measures- New Risk assessments for relevant tasks.
- Social distancing measures - what's been introduced.
- Hygiene and cleaning guidance- what's been implemented.
- Facilities and services – how have these been amended.

If you are yet to receive this document, then please contact your Facilities manager.



**Street cleaning:** The streets are being deep cleaned by the BID's and the 'Clean teams' capacity has increased. This allows the team to work in highly visible ways to enhance cleanliness and provide reassurance for colleagues and members of the public.

**Security:** The Security teams continue to work at full capacity and the NVEC overnight Dog Patrol services remain fully functional as higher levels of footfall return to the area. Personnel capacity is being reviewed on a daily basis in partnership with the BID's and Metropolitan Police Service.

**Signage and social distancing:** Increased signage has been installed 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 have been provided to retailers to enable a portfolio wide, uniformed system for safe queueing for retailers where needed.

**Hygiene and PPE:** Manned and un-manned hand cleansing stations have been installed throughout the portfolio. The BID teams will continue to hand out face masks to the public. PPE disposal bins are also located across the portfolio.

**Additional cycle parking:** New bicycle racks have been installed on the Hanover Street and Glasshouse Street junction as well as Jermyn Street and other appropriate locations.

**To find out more about all of the Public Realm measures in place please visit the BID's websites - [New West End](#) and [Heart of London](#).**



The health and wellbeing of our employees, customers and visitors remains our first priority and we're working closely with all those on site to ensure they can operate safely, and in line with public health advice.

We continue to follow government guidance in all our buildings, which sets out that a face covering is strongly encouraged where social distancing may be difficult, unless medically exempt. In line with this, we are strongly encouraging all members of staff to wear face masks where social distancing may be difficult.

If you require guests to wear masks when entering the building or your demise, then we will be happy support this, however it will be for individual customers to manage their guests in this regard. Masks will be made available at receptions upon request for visitors.

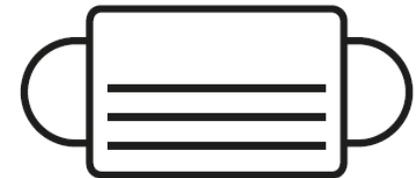
New signage for wearing face masks is available to download from the [signage library](#) in the Covid information centre.

Masks are available  
at reception if  
needed for your  
visit. Please ask a  
member of staff for  
further detail.

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Thank you for your cooperation.

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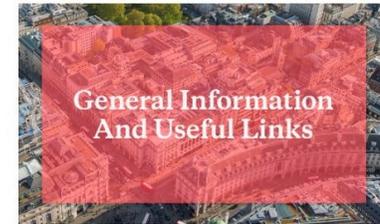
Please visit our JLL Central London Covid Information Centre [HERE](#) to view all of our updates and signage designed to support all local businesses.

[Please contact the Customer Experience Team](#) directly if you require any support signage.



We've developed a set of plans to help bring our customers back into their workplaces securely and efficiently. We are also working together with Westminster City Council, the Heart of London Business Alliance, and the New West End Company to create a safe, secure and sustainable re-opening of the West End.

You'll find all the information you need and useful links below.



1



2



3



**Latest Government and WCC Guidance:**

- [GOV - Keeping workers safe](#)
- [GOV - Working safely during coronavirus](#)
- [GOV - Guidance for Employers to work safely](#)
- [WCC – Advice for businesses during Covid-19](#)

**London and Industry Guidance and Advice:**

- [WHO - Getting your workplace ready for Covid-19](#)
- [HSE - Working safely and restarting work](#)
- [Mind – Mental Health and Wellbeing support](#)
- [Transport for London – Latest Updates](#)

**BID's, Council and other Stakeholders:**

- [Heart of London](#)
- [New West End Company](#)
- [Westminster City Council](#)
- [Westminster Shop Local](#)
- [London & Partners](#)

**JLL links and contacts:****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>



**1) How do I find out if my Air conditioning has been on or off during lockdown?**

**A:** If you have any air conditioning related questions then please contact your dedicated Facilities Manager.

**2) We have been made aware that all showers are closed throughout the portfolio, when will we be given an update on this?**

**A:** At present all showers are closed portfolio wide, and we continue to review this in line with the UK Government guidance. We will continue to keep you updated.

**3) How do I dispose of my used PPE?**

**A:** PPE should be disposed of in your general waste stream – please remember to double bag all waste before disposal.

**4) Will the landlord be taking temperatures of people entering the building via reception.**

**A:** JLL will not be taking any temperatures at this time.

**5) What support can you get from JLL Customer Experience Team?**

**A:** JLL Customer Experience Team can provide you with signage, and promotional support. Please reach out to them via [TCE.customerexperience@eu.jll.com](mailto:TCE.customerexperience@eu.jll.com)

