

Welcoming you back to the workplace

Version 1 - Issued May 2020



Our 'Safe Seven'

This newsletter has been produced for all employees, customers and visitors to Westlakes Science Park and applies to the site itself and all buildings that are owned and operated by BEC.

BEC recognise that returning to the workplace during the coronavirus pandemic may cause concern and is committed to the safety of all those attending our site and our buildings. In line with UK Government guidelines, BEC has undertaken risk assessments in all of our buildings and is implementing arrangements to minimise risk for employees, customers and visitors. These changes and additional measures that have been put in place on site and in our buildings are to help reduce the risk of the virus to you while in the workplace, for the measures to be effective everyone must do their bit and **Be Extra Careful**.

Our 'Safe Seven' sets out the key changes and additional measures that have been implemented to ensure your safety.

Our Estates	Our Buildings	Our People	Keeping It Clean	In's and Out's	The 2m Bubble	We're all in this
Getting to Westlakes On-site catering facilities Meeting and events spaces Smoking shelters Footpaths Other outside spaces	Risk assessments Access to our buildings Building safety Building cleaning Our expectations of tenants	Returning to work Supporting our people Contacting our people	Building cleaning Cleaning your workspace Shared kitchen facilities Waste management Personal hygiene	Reception areas Tenants Contractors Other visitors Communal areas Shared kitchen facilities Toilets Lifts and escalators	Social distancing Reception areas Mail services One way systems One in/one out systems	Reporting concerns Health and wellbeing Accessing support Keeping up to date

This newsletter is to help you familiarise yourself with the changes being implemented across our Estate to help you to return to work.



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1. Our Estate

At Westlakes Science Park we are fortunate to have access to wonderful outdoor areas and on-site facilities, we want you to be able to continue to enjoy these areas safely and have set out some guidance to support you in doing so.

Getting to Westlakes

We recognise that, in line with UK Government guidelines, people may avoid the use of public transport when travelling to work. We have almost **1,500 car parking spaces** on site, you should use the car parking area dedicated to the building that you are visiting to minimise the risk of transmission. Where no spaces are available in that car park, overspill parking is located adjacent to Robinson House and at the Innovation Centre. To monitor appropriate usage of car parks our Facilities Team will begin issuing occupiers with passes to display in their vehicle.

Bike racks are being installed at our buildings around the Park over the upcoming weeks.

Those travelling on foot or using public transport must apply the 2m social distance when walking throughout the Park.

On-site catering facilities

Our deli at Galemire Court will remain closed for the foreseeable future, the main on-site catering facility at Bassenthwaite Pavilion will re-open for takeaway and delivery orders only from the 29 June 2020.

Please note that while BEC strives to minimise single use packaging in our facilities, this may be necessary in order to provide this service safely. Further information will be issued to tenants and visitors shortly.

Smoking shelters

The social distancing guidelines must be observed in the designated smoking shelters on site. Smoking shelters will operate on a one in/one out basis.

If there is insufficient room in the shelter, you must wait until someone has left the area and created a space for you.



Meeting and events spaces

We recognise that some meetings and events may still take place and will support you when this is required. We ask that you first consider whether your meeting/event can take place via video/telephone conferencing. Otherwise, we advise you to minimise the number of attendees and use the largest available meeting and events space where possible.

For your safety we have removed shared use items (mugs, pens, notepads, sweet bowls) from our meeting and events spaces and will not provide hospitality within our spaces at the present time.

Attendees will be required to 'wipe in/wipe out' of meeting and events spaces using the sanitisation stations provided. Meeting and events spaces will be cleaned in between uses - this may impact the availability of space for hire.



Footpaths

When using the footpaths in the Park, you must observe the 2m social distance at all times. If necessary, you should use the roadway or cross the road to ensure you maintain the 2m social distance.

You should not walk in close proximity to others while walking around the Park.

Other outside areas

We have a number of outside seating areas on the Park, While we encourage you to continue to use these areas the 2m social distance must be maintained at all times.

Seating areas are limited to 1 person at a time. If an area is in use you must wait at a safe (minimum 2m) distance until the area is vacated before sitting down.

To allow others to enjoy outdoor seating areas, please remain for a brief time only.

We will be installing additional outdoor seating around the Park for our users over the coming weeks.



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2. Our Buildings

As landlord, BEC owns and is responsible for 13 of the 21 buildings located at Westlakes Science Park, arrangements for BEC owned buildings are detailed below.

Risk assessments

BEC have undertaken risk assessments on all of our buildings, risk assessments can be viewed upon request by emailing facilities@discoverbec.com.

To ensure the safety of our employees, our customers and our visitors it has been necessary to introduce a number of changes to how you use our buildings and how our team support you, this newsletter is designed to help you familiarise yourself with these changes prior to returning to the workplace.



Access to our buildings

Only tenants within buildings will be able to access the building or grant access to building visitors. Access should be restricted to essential visitors only.

All of our buildings have an access system, where this system does not create a touch point, you will access your building as normal. Where this system creates a touch point the doors will be held open between 9am and 5pm unless a building specific arrangement has been reached.

Note that it is no longer possible to access or walk through Ingwell Hall via the side entrances if you are not a tenant within that building. The main entrance to the front of Ingwell Hall must be used to gain access to the building.

Remember!

To minimise movement and therefore transmission risk, you must use the car park (if required) that has been allocated to your building. If this is not possible you must use the overflow car park located adjacent to Robinson House and at the Innovation Centre.

Building safety

All building safety and service checks have been undertaken as normal during the lockdown period and will continue as normal upon your return.

If you have any building safety concerns please call us on **01946 595 200** or email facilities@discoverbec.com to advise.

Building cleaning

Our delivery partner, Bulloughs is delivering an enhanced cleaning regime in our buildings at Westlakes Science Park. This includes :-

- Increased frequency of cleaning for regular touch points such as door handles, bannisters etc.
- Increased frequency of cleaning for toilets and shared kitchen facilities.
- Cleaning operatives will be on site from 9am to 5pm to support.

Bulloughs are able to undertake deep cleaning and/or enhanced regimes on behalf of tenants upon request.

Cleaning consumables (personal hand sanitiser, wipes and cleaning spray) can be purchased from our main reception facility at Ingwell Hall if required (subject to availability).

To discuss your own cleaning arrangements or purchase consumables please call us on 01946 595 200 or email facilities@discoverbec.com.

Our expectations of tenants

BEC expects tenants to undertake their own risk assessments for the space that they occupy; to follow Public Health England and UK Government advice to maintain social distancing within the workplace; and to encourage their people to follow the guidelines and signage across our Estate. Please see 'Accessing Support' for links to useful information, risk assessments etc. if required.

To ensure that our team can effectively support your return to the workplace, tenants are asked to complete a 'Tenant re-occupation form', available from our Facilities Team at Ingwell Hall (call **01946 595 200** or by emailing facilities@discoverbec.com) or from our website www.discoverbec.com and supply a copy of their own risk assessment ideally five working days prior to returning to the workplace and at least one working day prior as a minimum.





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3. Our People

The wellbeing of our team is incredibly important to us. To enable our team to return to work with confidence and support our customers effectively we will support our team at every stage in the return to work process.

Returning to work

For those members of our team that have been working from their home throughout, there will be no change in current working arrangements at this time.

For those members of our team that require to attend work in order to carry out their role, we recognise that returning to the workplace after a long period of absence and during the coronavirus pandemic will affect everyone differently and we are committed to supporting each member of our team before, during and following their return to work. For team members that are classed as vulnerable and shielding you should continue to follow Public Health England advice.

The diagram on the right sets out the process we will use when engaging with our team regarding their return to work to ensure they are fully supported in doing so.

Supporting our people

Line managers will meet with individual team members on a regular basis in line with our current processes to review training and development needs that arise and to undertake regular welfare checks.

Our Chief Executive will continue to issue regular internal communications to the BEC team.

Contacting our people

Our Chief Executive can be contacted via Paula Mewse on 01946 595 200.

Our Head of Estates can be contacted on 01946 595 200 or by email facilities@discoverbec.com.

Our Facilities Manager/Team can be contacted on 01946 595 200 or by email facilities@discoverbec.com.

Our Finance Team can be contacted on 01946 595 269 or by email accounts@discoverbec.com.

1

Your role will be identified for restart.

2

A workplace risk assessment will be undertaken in relation to your role and your line manager will contact to advise that you may be required to restart work.

3

Following the workplace risk assessment the CEO will confirm whether your role can be restarted and will advise your line manager.

4

Your line manager will contact you to advise that your role will be restarted and will confirm the date you are required to return to work, HR will confirm this in writing.

5

1-2 days before your return to work your line manager will meet with you to make you aware of any changes in your role and the workplace and to check your welfare.

6

On the first day back at work your line manager will undertake a return to work interview (in line with existing procedures), this is a further opportunity to discuss any concerns/adjustments.

7

You will have regular contact with your line manager to monitor the effectiveness of working arrangements, capture information and concerns and consider areas for improvement.



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4. Keeping it clean

The key principles of the UK Government guidelines are social (workplace) distancing and effective hygiene. You can help ensure effective hygiene is maintained in several ways.

Building cleaning arrangements

Our delivery partner, Bulloughs are delivering an enhanced cleaning regime in our buildings at Westlakes Science Park. This includes :-

- Increased frequency of cleaning for regular touch points.
- Increased frequency of cleaning for toilets and shared kitchen facilities.
- Cleaning operatives will be on site from 9am to 5pm to support.

Bulloughs are able to undertake deep cleaning and/or enhanced regimes on behalf of tenants upon request.

Cleaning consumables (personal hand sanitiser, wipes and cleaning spray) can be purchased from our main reception facility at Ingwell Hall if required (subject to availability).

To discuss your cleaning arrangements or purchase consumables please call **01946 595 200** or email facilities@discoverbec.com to discuss your request.



Waste management

Existing arrangements for recyclables will continue as normal.

Waste collection from shared kitchen facilities and toilets will be more frequent in line with increased cleaning schedules.

Cleaning your workplace

You must help maintain good standards of cleanliness by cleaning your own workspace (desk, keyboard, mouse, phone etc.) at the end of your working day.

Cleaning consumables should be provided to enable you to do so. Personal sanitisers, wipes etc. can be purchased from our main reception at Ingwell Hall if required (subject to availability).



Shared kitchen facilities

There are shared kitchen facilities throughout our buildings, you are advised not to use shared facilities if possible.

Cleaning materials will be available in all our shared kitchen facilities. You should clean preparation areas, handles, taps etc. before use and wash your hands prior to preparing food and beverages.

For your safety, BEC have removed shared crockery and cutlery, storage containers etc. You are advised to bring your own and retain this in your own office when not in use.

Our shared kitchen facilities will be operated on a one in/one out policy to ensure social distancing can be observed.

Personal hygiene

The NHS advice on effective handwashing and hygiene procedures must be followed.

Protective barriers and additional hygiene points have been installed around our buildings to improve hygiene levels. Information posters are on display in various locations as a reminder to everyone.

Wash your hands with soap and water for at least twenty seconds on a regular basis and in particular on arrival at and departure from the workplace. Additional hand sanitisation points have been installed throughout our buildings but remember soap and water is more effective than sanitiser.

If you have to cough or sneeze use a tissue and dispose of it immediately. If a tissue is not available, you should use the crook of your elbow. Wash your hands afterwards.

You should avoid touching your face.





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5. Ins and outs

To help you observe social distancing guidelines and minimise transmission risk, we have made some changes to the way you access our buildings and communal spaces.

Reception areas

To protect our team and our visitors, our reception areas have been fitted with protective screens. Processes for signing in/out and collecting mail etc. have been amended to maintain social distancing.

Tenants

Tenants should only enter the building in which they are based and in line with their own arrangements, we recommend that tenants keep non-essential visitors to a minimum.

Contractors

Contractors must continue to report to our main reception facility at Ingwell Hall and will be asked to verbally sign in with the team member on duty. Only one member of the contractors team should report to the reception.

Where the contractor requires keys to access other areas, these will be sanitised on issue and on return by the team member on duty.

As a contractor you must observe the guidelines as set out by Public Health England, UK Government and within this newsletter while working on site.

Visitors

Visitors should report directly to the building they are visiting. Please ensure visitors have adequate directions to enable them to do so.

Where visitors are reporting to a BEC reception facility, they must report to the team member on duty and verbally sign in with them. They must report and sign out at the end of their visit.

Our reception areas are clearly marked to ensure social distancing measures can be observed, however if the area is already populated please remain outside or in your vehicle until the area is clear.



Communal areas

We have adopted a one way system where possible in our communal areas. Visual indicators and signage should be adhered to at all times.

We have removed or reduced seating in communal areas to ensure social distancing guidelines can be adhered to. If an area is in use and it is not possible to adhere to the 2m social distance you must wait until the area has been vacated before entering.

Toilets

Our toilets will be operated on a one-in/one-out policy to ensure social distancing can be observed. Visual indicators and signage should be adhered to at all times.

If an area is in use you must wait until the area has been vacated before entering and ensure you follow the hygiene guidelines that are displayed, particularly washing your hands.

Shared kitchen facilities

Our shared kitchen facilities will be operated on a one-in/one-out policy to ensure social distancing can be observed.

If an area is in use you must wait until the area has been vacated before entering and ensure that you follow the hygiene guidelines that are displayed.

Lifts and staircases

Where possible please avoid using the lifts in our buildings, where this is not possible lifts should contain no more than one person at a time.

When using the staircases, always stick to the left hand side, where the staircase is not sufficiently wide to observe social distancing you should wait at the top or the bottom until the passage is clear.



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6. The 2m bubble

The key principles of the UK Government guidelines are social (workplace) distancing and effective hygiene. To protect yourself the following principles should be adopted by all employees, customers and visitors on site and in our buildings.

Social distancing

Direct physical contact must be avoided completely, this includes handshakes and hugging for example.



Maintain a minimum 2 metre social distance at all times when moving around the site and within buildings.



Adhere to signage and floor markings that have been put in place to guide you at all times.



Reception areas

To protect our team and our visitors, our reception areas have been fitted with protective screens. Processes for signing in/out and collecting mail etc. have been amended to maintain social distancing.

Mail services

To minimise contact, pigeon holes will be re-sited from reception areas and longer term mailboxes will be installed in each building and mail collected by the occupier. Large parcels will be held in the reception area and a ticket included in your mailbox to advise you. Please advise our team when you are ready to collect large parcels and they will be brought into the communal area for you to collect. Incoming and outgoing mail should be restricted to essential business related mail only.

One way systems

We have adopted one way systems in most of our buildings. Visual indicators and signage should be adhered to at all times.

One-in/one-out systems

We have adopted one-in/one-out protocols in most of our communal areas, toilets and shared kitchen facilities. Visual indicators and signage should be adhered to at all times.



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7. We're all in this together

The UK Government and Public Health England have put in place guidelines, which BEC have adopted in full to minimise the risks posed by the coronavirus pandemic. For these guidelines to be effective, we must all play our part and Be Extra Careful.

Raising concerns

To ensure everyone's safety, it is vital that you raise any concerns you may have directly with our Facilities Manager. You can do this in a number of ways:-

Call 01946 595 200

Email facilities@discoverbec.com

Visit Reception at Ingwell Hall

Write ECWC (Properties) Ltd t/a BEC, Ingwell Hall
Ingwell Drive, Westlakes Science Park
Moor Row, Cumbria, CA24 3JZ

Accessing support

A range of support is available for business and individuals.

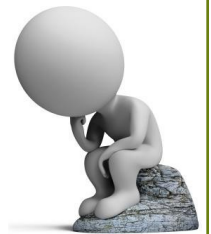
- <https://www.gov.uk/coronavirus>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>
- <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>
- <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

Are you able to offer support to other tenants? Maybe you can provide risk assessments, guidance, PPE or signage. If so, we'd love to hear from you and feature your details in future editions of this newsletter.



Health and wellbeing

The changes we've seen during the coronavirus pandemic; working from home; home-schooling our children; missing contact with family, friends and work colleagues; or having to be in the workplace take time to get used to.



Adapting to lifestyle changes, managing the fear of contracting the virus and worrying about people close to us who are particularly vulnerable is challenging for all of us and can be particularly difficult for people with mental health conditions.

<u>Helpline</u>	Coronavirus helpline	0808 196 3651
<u>Numbers:-</u>	NHS	0344 477 5774
	Mind	0300 123 3393
	Samaritans	0845 790 9090

Keeping up to date

Our newsletter will be updated regularly and available for download at www.discoverbec.com

If you'd like to receive email updates please email us at info@discoverbec.com and use 'Covid-19 updates' as the subject heading.