

TOG Return to Work FAQ

We want to help you be prepared for your return to your TOG workspace and ensure the transition is safe, efficient, effective and aligned to the needs of your organisation and people. We have been working hard to prepare our approach on how we will reoccupy our buildings, considering all safety and control measures needed to ensure everyone's health and reassurance.

We have compiled these Frequently Asked Questions (FAQs) based on our pre-emptive operations and communications planning, as well as questions we have already received from our members over the past few weeks. The FAQs outline our plans to support your transition back to your TOG workspace, as well as managing your expectations as we re-mobilise our own teams and buildings systems.

We're certain that the coming weeks and months will continue to teach us new things, and we will continue to share our plans and updates with you as we move forward together through unfamiliar territory. Furthermore, these responses will be developed and evolved over time in line with government guidance, and continually informed by the World Health Organisation (WHO) and relevant health authorities' advice.

If you have any specific concerns or questions not answered below, please do get in touch - we're keen to hear from you and understand more about how we can help.

Frequently Asked Questions

What will be the procedure to report suspected or confirmed COVID-19 Cases?

As before, please continue to let us know if you have a suspected or confirmed case by emailing your building manager. We will action deep cleans of communal spaces for confirmed cases. If you would like a deep clean of your office for a suspected case, we can arrange this for a fee. Our COVID-19 Member Guidance and Policy detailing member case reporting and our response can be found [here](#).

How will I access the building once lockdown is lifted?

The building has been accessible throughout the lockdown period and will remain this way. You will need your access card and pin to enter the building, and your office door key if applicable. If you have lost your access card you will need to complete a new access card request.

Lounge Members will have access during the hours of 08.30 – 18.00 while guests' access will be restricted to 09.00 to 17.00 pm, and will have to sign in and out at reception - this is more important than ever. We have a new guest policy which is detailed within our [Return To Work guidelines](#).

Will my security card be deactivated given I haven't used it for a number of weeks?

Your security card will not have been deactivated during this period. If you do have any issues accessing the building before 08:30 or after 18:00, please call our control room on 020 3457 0900 and they can assist you with entry.

Will you be health screening your staff and members (e.g. taking temperatures, finger pricks) when they enter the buildings? Will you be providing PPE for employees, members and guests?

We will be temperature checking all of our building staff daily on entry to the buildings. We will provide our own staff where we feel appropriate (post room, café, cleaning etc.) with PPE, however we will not be providing PPE for our members or guests. We will be able to provide this at cost to you should you wish to purchase any.

How will you protect your staff, members and guests in the reception area? What changes will be made to member and visitor registration?

We are taking many steps to protect all our people within shared spaces including the reception. We will be temperature checking all our building staff daily on entry to the buildings. We will request that you respect physical distancing while queuing at reception and there will be floor markings to indicate spacing recommendations. Hand sanitiser and tissues will be available on all TOG receptions. We will no longer be using touch iPads for sign-in, alternatively our building team will sign you in and out at reception. It is now more important than ever that each guest, lounge and co-working member signs in at reception and signs out on departure.

Will the building teams be available to help me? Will we still be able to speak to the TOG teams in person?

Our building teams will be on hand, in person or via phone and email from 1st June, to help you between the hours of 08.30 – 18.00. Until then, we continue to have an off-site support team contactable via phone and email. We want to provide you with the best possible service so if you have any questions, please email your building manager to arrange a time to meet and discuss. Please note we will be adhering to physical distancing practices and our staff may be wearing PPE. If you would prefer to talk over the phone or via email, just let us know.

What will you be doing to protect your own staff?

We will introduce a phased return to work and staggered shift patterns initially to staff the buildings between the hours of 08.30 – 18.00, to enable our teams to take advantage of quieter commuting periods. Hand sanitiser will be provided for our building teams along with antibacterial wipes for them to sanitise phones, laptops and work surfaces throughout the working day. PPE will be provided to our building teams who service our meeting rooms, post rooms and communal areas, facilities teams and those who work within our cafés. We will also be temperature checking all our building staff daily on entry to the buildings.

Will the post room be open? How will I collect my deliveries when we're back in the office?

Yes, the post room will be open. We will be introducing two parcel collection times: 11.00 - 12.00 and 15.00 – 16.00. This will be implemented from day one after lockdown is lifted and until further notice. Post that arrived prior to lockdown will be available in your building post room immediately. We will contact you once undelivered post from the lockdown period has arrived at the building. Please note, Royal Mail will return all post held longer than 30 days to the sender.

How soon will we have access to the comms room?

Our comms rooms are accessible under TOG staff supervision. If you require comms room access, please contact us with 24 hours' notice and we will arrange a suitable time to escort you to the comms room.

How will you look to improve air quality going forwards?

We acknowledge the need to provide enhanced air quality within our spaces – and recognise this is more important than ever. We will be upgrading the quality of our filtration systems, increasing our fresh air intake and restricting the re-circulation of air within our buildings. We have recently changed our service providers, introduced additional maintenance visits and increased our engineering resource to deliver improved standards of air quality to our members.

Will my office be deep cleaned?

Offices have been regularly cleaned throughout lockdown. Prior to our building teams returning on the 1st June, a deep clean and sanitisation will take place in all areas, including offices. If you would like to request fogging in your office, or would like more regular deep cleans booked in, we can arrange this for you for a fee. Our Health & Personal Hygiene Client Services details can be found [on our website](#).

What additional cleaning practices have been introduced?

We have reviewed all our current processes and will be committing to:

- A minimum 60% increase in our daytime cleaning capacity across the portfolio
- Enhanced common area sanitisations (fogging) will become a 6-monthly occurrence
- We will continue to use the new medical grade cleaning materials (Public Health England approved) and high frequency touch points in client offices will be thoroughly cleaned each evening (light switches, door handles, lift call panels etc.)
- Improved cleaning specification within high-traffic and high-risk areas (all common areas, lift lobbies, gyms and roof terraces)
- Introduction of antibacterial sanitiser will be positioned around the building's common areas for client use, as well as antibacterial wipes in meeting rooms.

In addition to the above adjustments, TOG is working closely with several key suppliers to trial improved technology and cleaning practices. We hope to roll these out across our portfolio in the very near future.

How do you plan on keeping showers and bathrooms clean?

TOG's facilities teams are undertaking routine flushing in line with legislative guidance and will fully flush the buildings prior to members returning. The toilets have been regularly cleaned throughout lockdown period and are ready for use on day one. Best practice is still to wash hands thoroughly for at least 20 seconds as the most effective way to maintain personal hygiene, regardless of the soap being antibacterial or not. Signage to remind members to maintain good personal hygiene will be installed and we are also advising members to bring and use their own flipflops when using our showers and will ask members not to leave any personal possessions in these shared spaces. We will ensure there is an appropriate cleaning regime in place for opening.

How will you encourage and promote personal hygiene?

Sanitising stations will be installed at all main entrance doors, receptions, lift lobbies, gyms, bike storage areas and all kitchens. Best practice is still to wash hands thoroughly for at least 20 seconds, as the most effective way to maintain personal hygiene, regardless of the soap being antibacterial or not. Signage to remind members to maintain good personal hygiene will be on display in washrooms and kitchen areas.

What recommendations can you make for our office?

We will be providing signage for you to display in your office advising of personal hygiene and physical distancing best practice. You may wish to consider returning your staff to work in phases or introducing shift patterns and looking to alternate seating in your offices, increasing the space in-between desks or introducing height adjustable panels between desks. We have desk divider options available to order and details can be found in our [Health & Personal Hygiene Client Services document](#). It is highly recommended that you provide hand sanitiser and antibacterial wipes for your office so your staff can sanitise keyboards, desks and phones regularly. Although we will not be providing cleaning materials to our clients, these items can be purchased through your building team. Where possible, we recommend a clear desk policy so our cleaning team can thoroughly wipe desks and surfaces each evening.

How do you plan to introduce and maintain physical distancing in communal and shared spaces such as lounges and co-working areas?

Effective physical distancing has been vital in reducing infections so far. We have worked hard to ensure that physical distancing will be possible in all TOG workspaces when they are open again and have closely followed government guidelines in this regard.

As a commitment to member safety, we have applied lower capacity limits in shared spaces to all of our buildings. This is to ensure our existing members have priority access and can space out their people more effectively.

We will be allocating dedicated desks to our co-working members that will be fixed in their home building where possible. We have created additional co-working spaces within the portfolio to ensure everyone has a dedicated desk. We will be communicating the details of this directly with all co-working members in advance of your return.

We request that all our members respect 2-metre physical distancing guidance wherever possible. Where this isn't possible, we ask that you follow government guidance and remain 1+ metre apart, and consider mitigating actions such as sanitising your hands, wearing a mask, or facing apart from one another.

How will you manage physical distancing in smaller spaces, such as focus booths, post rooms, small meeting rooms, gyms etc.

Small spaces such as phone booths, focus booths and meditation rooms will only accommodate one person moving forward. We will sign-post and ask that all staff and members respect the 2-metre rule wherever possible, and in all smaller and closed areas, including bike storage, post rooms, kitchens and terraces follow government 1+ metre guidance, as well as considering mitigating actions such as sanitising hands, wearing a mask, or facing apart from one another. Where furniture is present, it will be rearranged to ensure social distancing can be maintained. These areas will be clearly signed. Our gyms will be operating on a reduced access basis, and wall-mounted sanitisers as well as anti-bacterial wipes will be available to clean the equipment. Sanitiser will also be available in the bike storage and drying rooms.

Will the building cafés and bars be open and if so, what steps have you taken to ensure higher levels of health and safety?

In line with Government guidance our cafés and coffee counters will remain closed until further notice. On opening they will all have a higher cleaning specification. The café staff will be wearing appropriate PPE. We will be installing Perspex screens to all our café counters and food will no longer be displayed uncovered - we are working with our suppliers to deliver items pre-packaged. We recommend you sit at alternate seats in the café areas and we will sign-post social distancing guidance. There will be a designated area to leave used crockery and cleaning materials available should you wish to wipe down surfaces for peace of mind. We will not be offering a bar service until further notice. We will review this on an ongoing basis and will resume service when we feel appropriate to do so.

We will be offering a food delivery service straight to your office, so please ask a member of the team about our exclusive delivery service from our partner, Gail's Bakery.

Will the building gyms be open and if so, what steps have you taken to ensure higher levels of health and safety?

In line with Government guidance our gyms will remain closed until further notice, however, we will open them as soon as we are able. Until such a time that we can safely reopen the gyms, we encourage people to walk or cycle to our buildings, and our bike storage and showers will be deep-cleaned and ready to use if you want to make use of them.

On opening, there will be restrictions on the number of people who can use our gym facilities at any one time. These restrictions will depend on the size of the facility in question and will be clearly signposted at point of entry. Antibacterial wipes will be available for members to use in order to clean surfaces and equipment before and after use.

Will the lifts be in use?

The lifts will be in use, but we would ask for you to act responsibly in trying to respect physical distancing where possible. Physical distancing and directional traffic floor markings will be in place in lift lobbies and stairways. We recommend you use the stairs if possible, keeping left at all times. Guidance on lift capacities will be communicated on a by-building basis, as every location is different. It is also worth noting that some shared, landlord-run buildings will have additional lift policies in place including; The Shard, 20 Eastbourne Terrace, Eastside, The Gridiron building, The Bloomsbury Building, One Canada Square, Orion House and White Collar Factory. Hand sanitiser stations will be installed in all lift lobbies.

Am I able to book meeting rooms, if so, how will you facilitate physical distancing and hygiene standards?

Our meeting rooms are available to book between the hours of 08.30 – 18.00 until further notice. We encourage you to use alternate seating when using the rooms and we will limit the maximum capacity based on room size until further notice. In order to respect physical distancing where possible we will be offering complimentary upgrades to larger rooms to accommodate your group size. Hand sanitiser and anti-bacterial wipes will be provided in the meeting rooms for you and your guests. Meetings will no longer be bookable back to back, we will now allow half an hour between bookings to enable a thorough clean of the space, this will also allow time for air quality improvements. Our building team will be provided with anti-bacterial cleaning products and PPE to enable them to refresh the rooms thoroughly between bookings.

Zoom technology is installed in many of our locations so we encourage you to use this where possible to keep meeting sizes down and limit in-person interaction. We are currently installing and rolling out state-of-the-art Zoom technology in all of our buildings and adding 66 more Zoom equipped meeting rooms in the coming weeks to provide an even better service. Please ask when booking if you require Zoom technology and the teams will ensure they book you an appropriate room.

Meeting Room catering options are being reviewed. We are in discussions with our partners and suppliers and we are looking at a limited offering of pre-packaged refreshments; more details will be shared in due course.

Will some of the spare offices be available to use for free if needed to ensure physical distancing?

We're working to ensure that everyone in our buildings can respect physical distancing guidelines. We will be giving members priority access to our shared spaces – the lounges and co-working areas across the whole network – by stopping the sale of lounge and co-working memberships until further notice, to ensure you can space your staff out efficiently and give them the option to work from buildings more local to them if you wish. We have also converted offices in nine of our buildings located close to main transport hubs to provide dedicated drop-in space for our office members. We're also prioritising vacant space to members if they would like to split their workspace across different locations, or create a separate dedicated coworking space for their business. We would be happy to put you in touch with our portfolio managers who can discuss your options.

Will guest access to the building change once lockdown is lifted?

We are looking forward to allowing guests back into TOG buildings, but we want to make sure that your guests and other visitors to the building are properly informed about our processes, and to make sure that the need for guests to visit the building is balanced by our desire to keep our members and TOG employees as safe as possible. In order to achieve this, we have produced some guest access guidelines which can be found on the full RTW document and which will be shared with clients via their building teams on their return.

Some key points are detailed below:

- We recommend that you limit the number of guests coming to our TOG locations wherever possible.
- Guests will only be permitted in the buildings between the hours of 09.00 and 17.00, Monday to Friday.
- If you are expecting a guest, we request that you notify us of their details 24 hours in advance – including if they will require any access or lift use support so we can make the required arrangements. We request that you are waiting by reception for the time of arrival ready to escort your guest to your office or a meeting room as soon as they are signed in. This will prevent a build-up of guests waiting in our reception area and allow us to respect physical distancing guidelines. If you are not present to collect your guest, they may be asked to wait outside.
- Until we inform you otherwise, our communal spaces are for members only, so please arrange a meeting room to meet with your guest or make use of your office space.
- It is your responsibility to ensure that your guests respect physical distancing and please make sure you accompany your guest at all times.
- Please ensure that your guests sign out upon exiting the building.

What are other companies doing to ensure safe return to work that you know of?

You may have seen that we invited our members to complete a survey in mid-April to gauge how people are working at the moment, what their main concerns are regarding returning to their workspace and what they expect from us. We won't be able to divulge the plans made by individual member companies in detail, but we will be sharing the broader findings from the survey and the full report will be shared on our website, as well as using these results to inform our own 'Return to Work' strategies and procedures, which will be communicated to all of our members. We're doing this to ensure we gather all the concerns and priorities from our members to make the right decisions regarding how we manage our buildings going forward and everyone within them can feel reassured, safe and secure.

How are you managing your suppliers and contractors when entering and working in the buildings?

All TOG contractors have been made aware of the need to work in a manner that takes into consideration enhanced safety and hygiene protocols. We have devised a set of risk assessments and control measures that all TOG contractors must adopt when working in our spaces including social distancing practices. These have been issued to our contractors and TOG will enforce a strict monitoring and inspection regime to ensure our high standards are adhered to.

Emergency Procedures

We are reviewing all our current emergency procedures and will be working closely with key stakeholders, including the emergency services, to deliver a safe working environment for all our members. Each building's fire and emergency plan will be updated to reflect social distancing measures and guidance will be distributed to all our members in due course.