

COVID-19 Customer FAQs



Here are some frequently asked COVID-19 and BizSpace-related questions with their answers.



People safety

What is the procedure to report suspected or confirmed COVID-19 cases?

- Please inform your local BizSpace team as soon as possible so we can take the necessary steps to keep everyone on-site safe.

How are you encouraging and promoting personal hygiene on-site?

- The BizSpace team have been provided with safety guidance, PPE and will remind customers to follow better sanitisation practices
- Signage is in place to remind those on-site of their hygiene responsibilities
- Hand sanitisers will be provided in communal areas where stocks allow
- We will no longer be signing for deliveries and will wear PPE when touching post

What recommendations can you make for our office?

- We have put together this **illustrated guide** on our website in regards to safeguarding office spaces
- Your Business Centre Manager can also provide you with a comprehensive COVID-19 safety checklist

Are you providing PPE for employees and others on-site?

- For our employees, we have provided PPE in the form of gloves, screens and face masks
- Communal hand sanitisation points (where stocks allow) and hand wash facilities are provided to customers, visitors and contractors

Will you be providing PPE for customers and our guests?

- We are providing PPE to our employees on-site to protect them and, in turn, our customers
- We won't be providing PPE for customers or visitors, however, if you decide to provide PPE for your teams as we have, we can put you in touch with trusted suppliers

How are you introducing and maintaining social distancing in communal areas and shared spaces?

- We have signage to remind everyone of their shared responsibilities on-site
- We are removing furniture to support safe social distancing in communal spaces
- We have implemented one way systems where appropriate
- We have introduced one in - one out policies in small facilities such as post rooms, lifts and kitchens
- We have identified 2 metre safe zones in reception areas where appropriate

What is the procedure should we see people flouting safety guidelines such as social distancing or sanitisation?

- We take the health and safety of our team and our customers very seriously and the flouting of safeguarding measures will not be tolerated
- If you are concerned about anyone not adhering to social distancing measures or being unsanitary in communal areas, we ask you to report this to the Business Centre Manager who will then discuss it with the individual's company licence-holder
- As a rule, individuals will receive a warning in the first instance, and then removal from the site thereafter

How are you managing contractors when entering and working in the building?

- All contractors will need to provide a COVID-19 risk assessment in order to access the building
- Where possible, works will be completed during off-peak hours to ensure minimal contact with customers and visitors

Can I approach the centre team in person?

- Please note that, even if our centre teams are working their usual hours at the centre, we ask you to call them in the first instance
- If you cannot reach them or need to speak to them in person, please book an appointment with them and respect their safety by adhering to social distancing when approaching them
- Any reduced presence at our centres will continue to be communicated with you and is continually being reviewed in line with government guidelines



Cleaning practices

Will my office be deep cleaned?

- In order to most effectively take care of our people, customers, contractors and visitors to our centres, our cleaning programmes have been revised to ensure we are concentrating on touchpoints and communal areas. Your office sanitisation will remain your responsibility
- We can provide you with a checklist of cleaning practices and contractors who may be able to assist with any cleaning programme you may require

What cleaning practices are you implementing?

- Our programmes have been revised to focus on increased daily cleaning of touchpoints and communal spaces
- This continues to be reviewed in accordance with government guidelines
- Customers remain responsible for cleaning their own spaces as per their licence agreement

Have additional cleaning processes been implemented?

- Yes, they have - in line with government guidelines, our daily cleaning efforts concentrate on keeping our communal areas and touchpoints clean and sanitised more regularly
- In order to best protect yourself and everybody at the centre, we ask that you maintain regular hand washing and regularly sanitise your spaces
- If you would like to discuss any matter relating to the cleaning programmes in your centre, please contact your local BizSpace team



Site access and services

How can I access the building once lockdown is lifted?

- The centre has been accessible throughout the lockdown period and this will not change - your access system remains the same as before
- Please speak with the centre team should you have any access queries

What should I do if I have an on-site visitor?

- You should ask visitors to arrive on time (not early) and then meet with them directly so as to limit contact with other customers or on-site staff
- We ask that, should you be expecting visitors, please try to email the centre team ahead of their arrival so social distancing guidelines can be adhered to
- Please inform visitors of our on-site measures prior to their arrival and advise them to utilise hand sanitisers and hand washing facilities upon arrival and before leaving

Am I able to book meeting rooms? If so, can you facilitate social distancing and hygiene standards?

- Meeting rooms are available to book
- The rooms have been re-laid out to support social distancing
- Please wash your hands before entering and upon leaving
- Meeting rooms are cleaned every day as a communal touchpoint

Are lifts in use? If so, what steps have been taken to make sure social distancing guidelines are adhered to?

- We have implemented a one in - one out policy for lifts, supported by signage and monitored by on-site staff members
- They are cleaned as a communal touchpoint



Post and deliveries

Are you still signing for my deliveries?

- In the interest of our team's safety, we are not signing for deliveries as a general rule, however, we will accept deliveries as long as you have a member of staff to collect immediately
- There are some exceptions, your Business Centre Manager will advise you accordingly

I was expecting a parcel that has not been delivered, why didn't you sign for it?

- In the interest of our team's safety, we are not signing for deliveries as a general rule, however, we will accept deliveries as long as you have a member of staff to collect immediately
- We cannot accept responsibility for any undelivered post
- We recommend you add descriptive delivery instructions to any expected packages

What is the postal procedure? How do I collect my deliveries now?

- Speak to your Business Centre Manager for local arrangements



Queries

What should I do if I have symptoms of coronavirus?

- Do not come into the workplace if you have any of the following symptoms:
 - High temperature
 - New, continuous cough
 - Loss or change to your sense of taste or smell
- If you are showing symptoms of the virus, the NHS is now offering a test and trace service - testing those who show signs of the virus and tracing close recent contacts to advise them to self-isolate in case they are carrying it
- You can find out more about this service **here**
- You should call NHS 111 or visit their website **here** if you have symptoms - they can help you get tested

Can someone from BizSpace advise me on the COVID-19 loans and grants available, and help me apply?

- Yes - we have put together a comprehensive list of **all COVID-19 loans and grants** available and have provided links to help you learn more and apply
- You can also ask your Business Centre Manager for help with applying

I am unhappy with the measures that have been put in place to maintain health and safety - who do I speak to?

- Please be reassured that we have carried out site-specific risk assessments and have adhered to government guidance in order to provide the safeguarding measures we have in place
- If you are still unhappy or would like to discuss them further, please speak to your Business Centre Manager in the first instance
- Additionally, you can email **headoffice@bizspace.co.uk**