



Introduction: An Environment To Thrive

LABS is designed to provide environments for people to create, connect and thrive; a purpose that remains uncompromised, even against the backdrop of a global pandemic.

LABS continues its 'people first' approach in response to the situation; placing the health and safety of members and staff above anything else.

As government measures are easing and there is a greater wish to return to the office, we are identifying every possible way to protect all who use our spaces.

We are committed to helping members navigate the challenges currently being faced. As we plan for the immediate and long term, the health, safety and wellbeing of our members and staff continues to be our priority.



Innovation for Success: Re-shaping our Spaces

There is a need to adapt our workspace environment through the lens of the ongoing pandemic.

We’ve developed a number of creative solutions to mitigate risk to our members and staff. These are short term preventative and precautionary measures to promote social distancing and increase hygiene; prioritising your personal space and wellbeing, with an elevated focus on health and safety. They will remain in place so long as the threat of COVID-19 does but will also inform our strategic approach to design and operations in the long term.

We’ve focused our efforts on four main aspects in order to welcome you back to an environment where you can continue to create, connect and thrive.



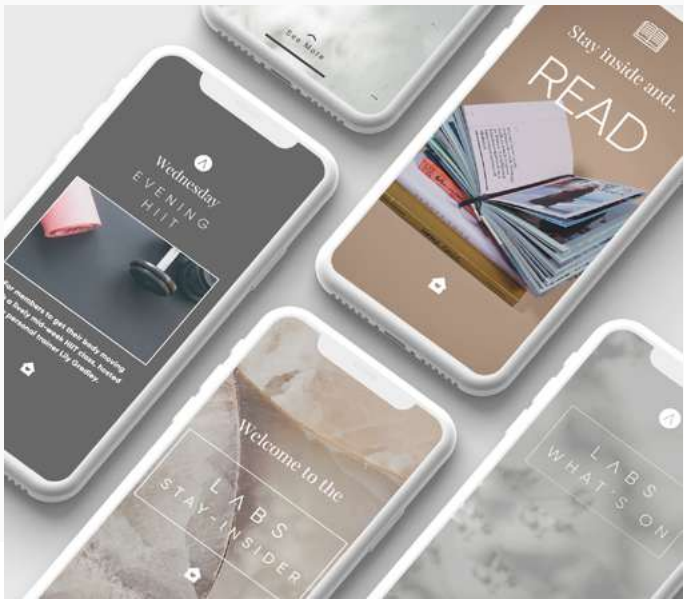
People



Operations & Facilities



Design & Technology



Unity & Communication






People

Never before has the power of collaboration been more important and relevant. While we are actioning extensive initiatives and adjustments, we require everyone's support to uphold these new standards. In order for them to be effective, we must self-govern, taking both group and individual responsibility.

Everyone




All those entering our buildings; including staff, contractors, members and guests; must not have any symptoms commonly associated with COVID-19. Anyone who feels unwell or who has a temperature is recommended to stay at home and away from the office.

Anyone displaying the below symptoms will not be permitted to enter:

-  Dry cough
-  Shortness of breath
-  Loss of taste and/or smell
-  Sore throat
-  High temperature

- Everyone should sanitise their hands using the hand sanitiser provided at the reception area and wash their hands frequently thereafter
- We request that you wear a protective face mask when travelling to the building and moving around the public spaces

Guests

- **Members only spaces**
During this initial return to work phase access to ground floor areas, usually open to the public, will be via access card only
- **Limiting number of guests**
Please be mindful when inviting external guests into the building, where possible our recommendation is a limit of no more than two people
- **Guest questionnaire**
Any external guests joining you will all be asked to provide their full contact details and to complete a health questionnaire to ensure they are well, before being permitted to enter the building



People

Members



Complete Risk Assessment

We have an active interest in the management of individual offices and are happy to provide additional guidance. Additionally it is required that each business completes it's own risk assessment and implements measures to ensure the health and safety of employees using individual offices.



Nominate a COVID-19 Champion

We encourage member businesses to allocate a member of their team to take on the following responsibility:

- Continually monitoring government advice and sharing with their internal team
- Become our main point of contact and promote easy information exchange:
 - Cascade updates to their team
 - Aggregate and share feedback
- Maintain the office space, keep it clean and free of clutter
- Adapt commuting habits and working hours



Adapt commuting habits and working hours

We recommend member businesses create shift patterns which will ease the amount of people in the office and help uphold social distancing. Our buildings are open 24/7 and we are here to support your different working hours. This will also reduce the number of people needing to commute at rush hour.





Travel Advice:

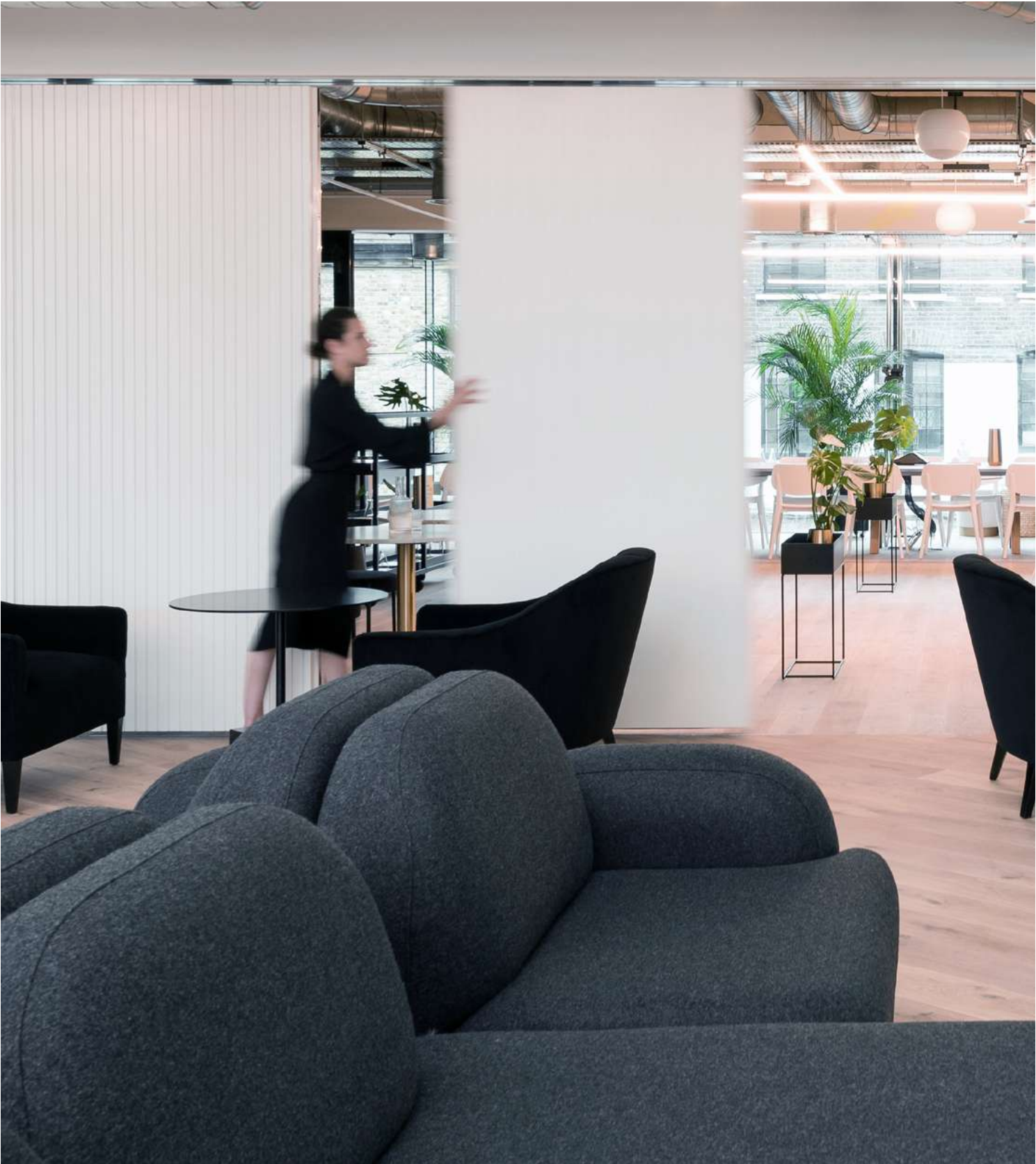
- Where possible avoid public transport in favour of walking, cycling, driving or taxi
- When travelling on public transport please wear a mask and gloves to protect yourself
- We are making extra provisions for bike storage, contact your reception for more information
- We have a number of car parking spaces available if you wish to drive in, these will be allocated on a first come first served basis and must be booked in advance, contact your reception for more information. If all spaces are occupied the team can direct you to alternative local car parks



People

LABS Staff

- **Updated training**
All staff will receive updated health, safety and COSSH training as well as additional procedures related particularly to COVID-19
- **Building Champion**
Each building will have a leader dedicated to giving guidance and support on anything related to COVID-19
- **Working rotations**
Our front office team will work in shifts, avoiding rush hour commutes
- **Protection for staff**
Those positioned at front office will be protected by a screen in front of the reception desk and provided with appropriate PPE



Operations & Facilities



Cleaning

We have a team of dedicated and skilled cleaning staff, dressed in the appropriate PPE and armed with the necessary equipment, deployed to ensure the continual cleanliness of all our workspaces.

All communal areas and private offices have been deep cleaned in preparation to welcome you back.

Ongoing measures in place include:

-  **Reactive barrier technology**
A spray applied to all furniture that provides long term coverage to kill bacteria on contact
-  **Increased cleaning frequency**
All high touch areas will be cleaned every two hours
-  **Stronger chemicals**
Switched to a high strength virucidal chemical, proven to kill viruses
-  **Daily cleaning of workstations**
All private offices will be wiped each day with a high strength virucidal spray, providing desks are clear
-  **Self-cleaning**
We encourage all members to keep their desks free of clutter and to wipe work surfaces throughout the day, some provisions of viricidal sprays and cloths will be available on request
-  **Hand sanitiser**
Placed throughout the building with particular attention to high traffic and touch areas

Operations & Facilities





Meeting Rooms

These will continue to be dedicated spaces for focusing on the desired outcomes of a team get together, but with enhanced safety measures so you can collaborate comfortably.

- **Capacity recommendations**
Reducing occupancy to promote social distancing
- **Added functionality**
Ability to call reception to avoid needing to travel around the building
- **Enhanced technology**
Facilitating seamless meetings with remote participants
- **15-minute windows between meetings**
Allowing for thorough cleaning and disinfection including all surfaces wiped with a high strength virucidal spray

Breakout Spaces

Originally designed for working at a different pace, collaborating and conversing, our breakout spaces remain but with social distancing measures and recommendations.

- **Visual cues**
Signage and markings to prompt social distancing, extra hygiene and directing footfall
- **Space for Roaming**
Our Roaming members will be directed to a dedicated workspace area and provided with disposable paper desk toppers

Operations & Facilities



Improved Air Quality

We've taken measures to better ventilate our spaces, delivering the cleanest, freshest air so you can breathe easy.



Increased flow of outside air

Reducing the amount being recirculated



Humidity management

To support respiratory health



Selected planting

Greenery, chosen for air purifying qualities, placed throughout all public areas



Cleaner filtration


Enhanced cleaning and planned maintenance of air handling systems to ensure hygiene


Operations & Facilities





Kitchens & Pantries


These will continue to be dedicated spaces for focusing on the desired outcomes of a team get together, but with enhanced safety measures so you can collaborate comfortably.


- **Wash up**


If you are using LABS cutlery and crockery please wash before use and support cleaning by placing items in the dishwasher
- **Limited capacity**

We ask you not to congregate or linger in the kitchen and be mindful of social distancing
- **Reactive barrier technology**

Surfaces treated with a spray providing extended coverage to kill bacteria on contact
- **Hand sanitiser**

Provisions placed in the kitchens
- **Tea time treats**

Tea and biscuits will be individually wrapped and fruit will be limited to those that naturally have a protective peel
- **Increased cleaning**

All high touch kitchen surfaces and equipment will be regularly wiped down with high strength virucidal spray
- **Office eating**


While not something we'd usually encourage, we ask you to please eat only in your office


Design & Technology


We are using considered design and enhanced technology to create safer spaces; de-densifying areas, easing traffic and keeping it flowing, and creating consistencies between the physical workspace and the virtual.


Movement through the building


We want to keep things moving; avoid congestion and minimise overcrowding in high traffic areas. Please support us by following this guidance and acting responsibly.

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One-way systems and keep left
To ease flow in high traffic areas in the buildings we're recommending a one-way system or to keep left
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Limited lift capacity
Reduced number of people in lifts, up to two people
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Lifts up, stairs down
Where possible we encourage this to avoid congesting the lifts
- 

One-way stairs
Keep left on the stairs to avoid close contact
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Queue management
Many of the measures may result in queues, we will manage these carefully and efficiently to ensure social distancing is maintained



Design & Technology




Additional Signage

Visual cues placed throughout the building to remind you of the measures in place. Reminders to:

-  Prioritise personal space
-  Guide you through the buildings
-  Wash your hands
-  Supplementary house rules
-  Alert you to sanitising stations

Technology

Whether you chose to work remotely, come into the office or work flexibly with a mixture of both, we want to ensure a common experience across your physical and virtual office.


- **Enhanced bandwidth**
Our IT network infrastructure has capacity to support your virtual business needs while upholding the ongoing requirements of your physical office
- **Greater collaboration**
We are standardising our meeting rooms, upgrading the AV equipment where required to ensure that even the smaller rooms are set up for high quality video conferencing
- **Smart cameras**
We are currently evaluating options to anonymously track areas of our buildings to ensure that social distancing measures are upheld and identify high touch/traffic areas that need extra cleaning



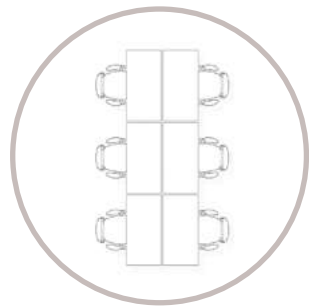
Design & Technology

Desks

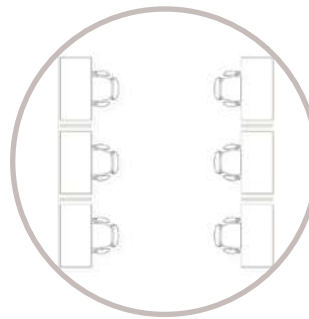
Offices must be a space where health, safety and hygiene is prioritised, we have identified a number of ways to achieve this.

 **Reconfiguring**
Whenever and wherever possible we will collaborate with you to revise layout options to maximise space and minimise face on contact

 **Desk dividers**
We recommend adding screens between desks to separate workspaces



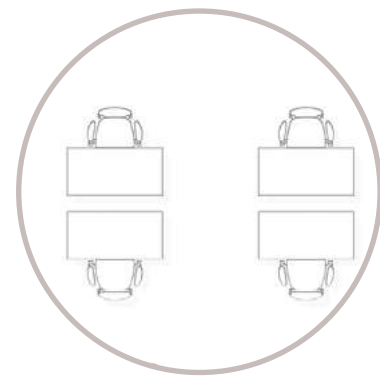
Example of a six-person bank of desks with three desk divide shields and four neighbour shields.



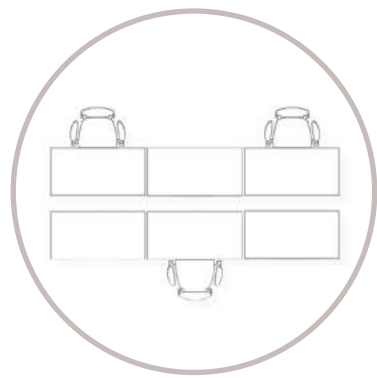
Example of a six-person bank of desks divided and reoriented to face the wall with four neighbour shields. This enhances social distancing and hygiene, by creating more space and reducing face-to-face, and reduces the quantity of desk dividers required.



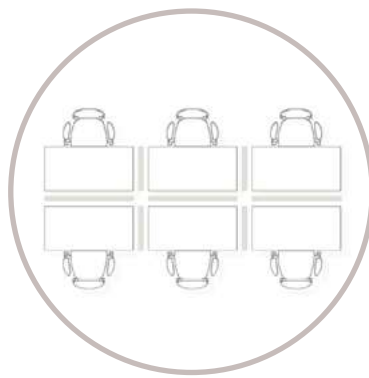
Other examples of desks reoriented to increase space between work stations.



Spread workstations



Additional workstations between



Dividers between workstations

Design & Technology

LABS Desk Dividers

We have created bespoke screens that can be easily retrofitted to divide desks, while retaining the LABS aesthetic. They have been made-to-measure, designed to fit LABS desks and are a cost effective solution compared to others on the market.

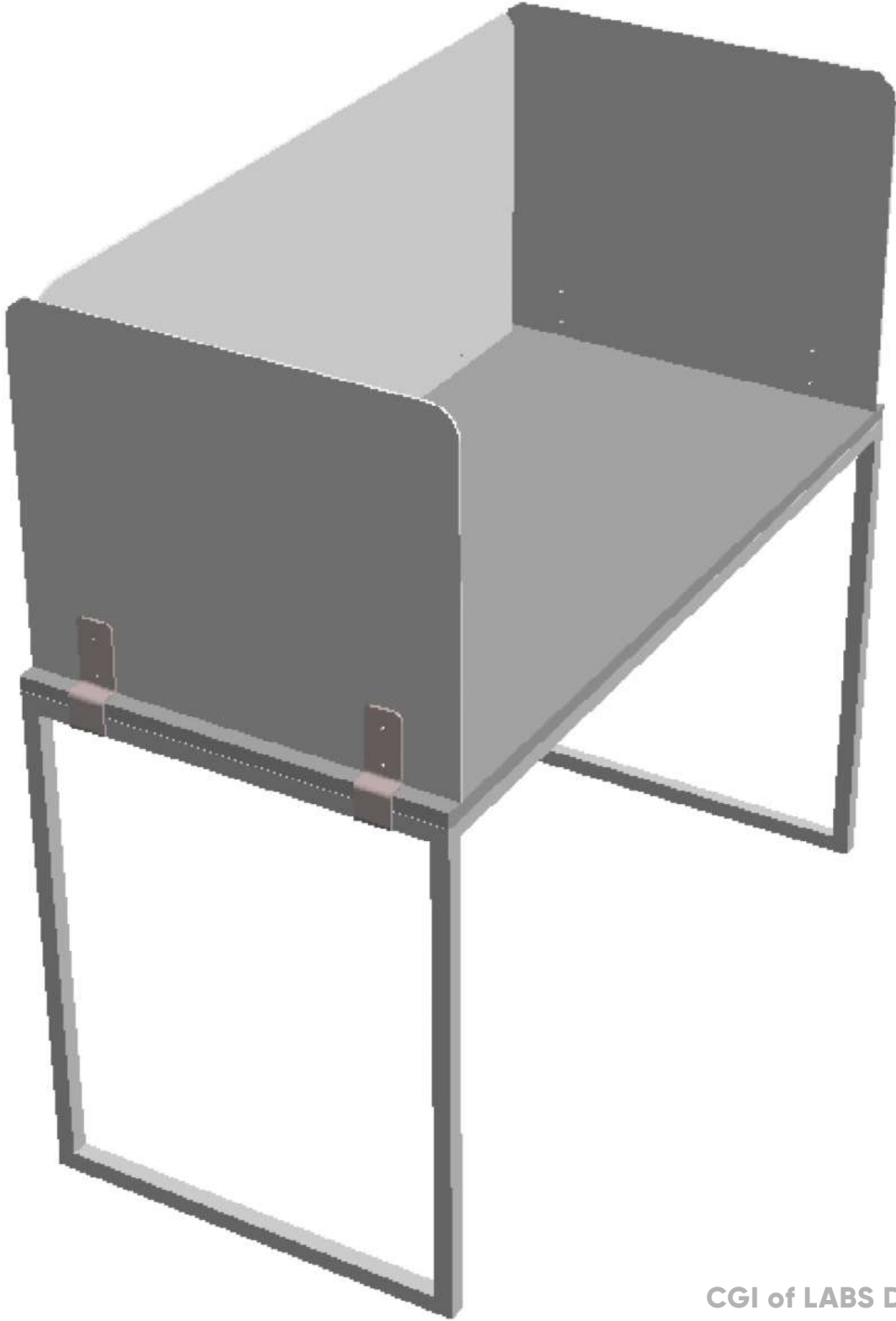
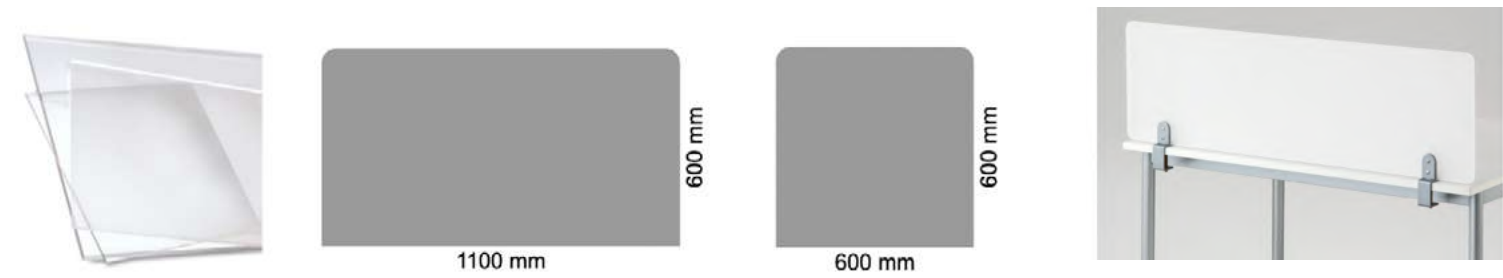
These are made using an easy to wipe opaque Perspex, attached to desks with a custom-made clamp and including a cut out corner for cable management.

They are available to purchase in two sizes, allowing you to use a combination that suits your space economically.

- Desk divide shield - 1100mm x 600mm, £85 per unit
 - Neighbour shield - 600mm x 600mm, £45 per unit
- The height is taller than standard desk dividers which usually sit at 430mm.

Lead time is four to eight weeks.

Please ask your Building Champion for more information.



CGI of LABS Desk Dividers

Design & Technology

Additional Furniture

Run Interiors, our in-house furniture partner and experts in creating workspace environments, can source additional items for your office. They have a number of recommendations that consider isolated working, encourage social distancing and promote hands free technology.

To discuss options and for further advice on adapting your existing office space please contact your Building Champion.





Unity & Communication




In troubled times the concept of unity is more powerful than ever. The essence of LABS and the energy of our collective members continues to exist, online and at a distance.

Promoting Dialogue

- **Regular updates**

We will use all channels available to us to provide you with the most up to date information from LABS: signage and screens in the buildings, email newsletters and the LABS app (turn on your push notifications). Your front of house team can also answer any questions and provide further advice
- **Building Champion**

Each building will have an appointed person who is leading the charge on all things related to coronavirus, they will be your best point of contact for questions and further advise
- **Two-way communication**





We really value your feedback, please keep talking to us. What can we do better? How can we help you more?

Unity & Communication



Events Programming

Despite restrictions on bringing people physically together we will continue to honour our mission to motivate productivity, galvanise collaboration and inspire connection through our ongoing online programme of events. Keep your eyes out for the weekly 'What's On' newsletter for all the details.

-  Weekly fitness classes with in-house instructors
-  Private health services with trusted practitioners
-  Seminars focused on personal and professional growth
-  Workshops from experts in self-care

LABS Stay-Insider

Our weekly newsletter with a curated edit of things to keep you on track, inspired and focused will continue. This is separated into five sections:

- | | | |
|--|--|--|
|  Do |  Listen |  Calm |
|  Read |  Watch | |

Thank You

The impact COVID-19 has had on our daily lives has been dramatic but we are now seeing promising signs of recovery. This does however continue to be fast-moving issue and we will continue to adapt quickly. With guidance from our dedicated risk management team and in line with UK Government advice, we can act promptly to mitigate risk.

We are dedicated to delivering a workspace where you can thrive. Thank you in advance for your precious collaboration to ensure our health and safety standards are upheld, for all members and staff.

The team and I are looking forward to welcoming you back whenever you chose to return and would like to reassure you that you wellbeing remains our priority.

Dotan Weiner
COO



