



OFFICE RE-OPENING FAQs KEEPING YOU SAFE AT WORK

For Redhill, London, Newcastle & Leeds

Whilst you've been working from home, we've been busy doing everything we can to make sure you're safe when you return to the office. And we're now ready to welcome you back.

There's been some changes - so it might feel a little different. That's why we've created a welcome back video for you, as well as these FAQs which are broken down into sections to help you navigate your way through them.

The changes we've made will be consistent whether you're in Newcastle, Leeds, London or Redhill.

Once you're back in the office, there'll be instructions on hand to help you get up and running. Just don't forget to bring your ID card and your computer or laptop in with you.

1

WHO IS RETURNING TO THE OFFICE AND HOW WILL IT WORK?

Q. What date will the office re-open?

A. Our offices will re-open on the 18th June 2020.

Q. Who is returning to the office first?

A. Several weeks ago, you all completed a survey which helped us to identify a group of colleagues that will be the first to return to our offices when they re-open. Everyone in the first group has since received a 'return to work' interview and their return has been voluntary. We've been meticulous in creating our plans to re-open the office in a way that ensures your continued safety.

Q. When will everyone else be returning to the office?

A. Information outlining our plans to welcome more of you back to the office will be shared in due course. In the meantime, should you have any questions regarding the offices re-opening, please raise them with your Manager or directly with HR.

Q. What will the office dress code be?

A. The normal dress code will apply so dust off your business attire ready for Monday-Thursday!

Q. What will my hours be when I return?

A. Your usual contracted hours will be applied. However, your start and finish times will be agreed with your line manager. We would like to avoid queues forming outside the building. Staggering your start and finish times will help us to achieve this.

Q. I'd like to drive to work but I don't have a car parking space. What should I do?

A. Everyone who is returning to the Redhill office on the 18th June will automatically be given a temporary car parking space. This service will be manually managed by Office Services.

2

ENTERING AND EXITING THE OFFICES

Q. Will I need my Total ID card?

A. Yes, you must have your ID card on display to enter the office.

Q. Will social distancing apply in the office?

A. To ensure we continue to do everything within our power to minimise the risk of the virus spreading, we must always continue to practise social distancing, which is currently 2 metres. The only exception to this rule is if the fire alarm sounds in which case you must leave the building quickly and safely.

Q. How are you going to reduce the risk of infected people entering the office?

A. Temperature checks will be carried out by a Thermal Camera on arrival. If your temperature shows as high, it will be taken again using a contactless thermometer. Should your temperature then show as 37.8c or higher, you'll be asked to return home, self-isolate and seek medical advice. HR will be advised of those asked to return home.

Q. How will I know which entrance to use when I arrive at the office?

A. The designated entrance will be clearly marked for you.

Q. Is there more hand sanitiser and when should I use it?

A. There is hand sanitiser located by the entrance and you must use it every time you enter the building. There is also plenty of hand sanitiser throughout the office which we recommend you use frequently.

Q. Are we allowed visitors to the office?

A. No visitors are allowed until further notice so please don't invite anyone to our office as we'll have to send them away.

Q. Can I order items for delivery to the office?

A. Whilst we are accepting a small number of business deliveries to the office, no personal deliveries will be accepted.

Q. How many people can wait in the lift lobby area?

A. A maximum of two people can wait in lift lobby area on the ground floor in Redhill. The showers and toilets on this floor are out of use and will remain so for as long as is necessary. Signage in all offices will advise you of the permitted number of people in the lobby areas. We kindly ask that everyone uses the hand sanitiser before entering the lift to avoid contaminating the lift buttons.

Q. Can I use the lift in Redhill or Newcastle to go up to my floor when I enter the building?

A. Lifts should only be used to go up, taking a maximum of one person at a time.

Q. What stairways can I use and when?

A. To aid safe movement around the office, the main central stairways in Redhill can only be used to go up. The North and South fire exit stairways must only be used to reach the lower floors. The North and South fire exits should also be used to exit the building. Once at ground level, please ensure that the door is closed once you've exited the building.

In Leeds only one person is allowed on the stairs at a time and in Newcastle, the one-way systems should be followed.

3

LIMITING THE SPREAD OF THE VIRUS

Q. How can I be sure that my colleagues will stay 2 metres away from me?

A. Direction control must be adhered to in order to keep yourself and your colleagues safe. Information signs can be found in most areas as helpful reminders. If you believe someone isn't following the controls, please advise your Manager.

Q. Can I get an antibody test through our healthcare provider?

A. No. Whilst our healthcare provider offers a great many services, they are not currently offering antibody tests.

Q. Will you provide me with hand sanitiser in the office?

A. Yes. Hand sanitisers are located throughout the building and we ask that you use them frequently. They are positioned on the walls at the entrance to each floor and each meeting room. Additional bottles can be found in Reception (Redhill), near to all workstations, kitchen areas and toilets.

Q. Will you provide me with a mask?

A. Yes. To help prevent the spread of the virus, you will be provided with disposable masks, daily. Please wear your mask when moving around the office and when in all shared spaces. Do not bring your own personal masks or gloves into the office. Please collect your masks from the office entrance. Each mask can be used for up to 4 hours, so you'll be given 2 masks per working day. Additional masks are available for those who use Public Transport to get to and from work. One mask will be given to you for the commute home and one for the commute to the office or the following working day. You do not have to wear a mask whilst seated at your desk. And, your desk might not be your usual desk. It will be allocated to you on arrival if not before to help us to adhere to the social distancing rules.

Q. Can I wear my own mask or face covering?

A. No. Please do not bring any personal PPE including your own face mask or gloves into the office.

Q. I'd prefer to wear gloves when I'm using the communal areas. Is this okay?

A. Disposable gloves can be worn in communal areas if that's your personal preference and we will provide these for you. Gloves are single use and must be disposed of before any further contact is made, anywhere. Because of this, we strongly recommend that you increase your hand washing using either soap and water for 20 seconds or use hand sanitiser instead of wearing gloves.

Q. How do I dispose of used PPE (masks and gloves)?

A. Please dispose of your used Personal Protective Equipment (PPE) - your disposable masks and gloves - in the designated bins provided.

Q. I don't want to touch anything unless I know it's clean.

A. Disinfectant wipes will be located at workstations, photocopier areas, lifts, kitchen areas and toilets. Please use them to clean all contact areas after use - and before if you want further peace of mind - and dispose of them in the designated bins.

Q. What happens if I start to develop symptoms whilst I'm at work?

A. Should you develop symptoms during the day, in line with Government guidelines, you should report it to your Line Manager and immediately return home. You should also contact the NHS as part of the Track and Trace system, here: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

Your desk area as well as the kitchen, photocopier and the toilets on your floor will all be deep cleaned.

4

KEEPING OUR OFFICES CLEAN

Q. Is TGP taking extra measures to keep the office clean?

A. Nothing is more important to us than your safety and wellbeing. Since lockdown, our offices have undergone 2 anti-viral deep cleans and they'll receive another one directly before welcoming you back. Then, every weekend, whilst you're back at home re-charging your batteries, the offices will receive more intensive cleaning. From Monday to Friday, our cleaners will thoroughly sanitise all touchpoint areas throughout the day as well as every evening, when they'll also clean all the desks.

Q. Has the air conditioning unit been cleaned?

A. We've also taken extra measures to safeguard our working environment by fully servicing and sanitising the air conditioning unit and installing new air filters In Leeds & Redhill.

Our offices in Newcastle are taken care of by managing agents.

5

MOVING AROUND THE OFFICE

Q. Are there any changes to the office rules?

A. New office Golden Rules have been created to keep you safe. These have been shared with all colleagues returning to the office on the 18th June and will also be displayed on the lightboxes.

Q. How will I know where I can and can't go in the office?

A. New signage has been introduced throughout the office. Please ensure you follow the instructions which are there to keep you safe. These instructions include the number of people allowed in an area at any one time, direction controls, reminders to observe social distancing and, guidance regarding which stairways can be used for what purpose.

Q. Can I still wander from floor to floor if I follow the arrows and signage?

A. We ask that you kindly limit your movement around the office as much as possible throughout the working day. Instead, we encourage you to continue using Microsoft Teams, telephone or email to communicate with your colleagues.

Q. Where can I have my breaks, including lunch?

A. For your safety and wellbeing, all communal areas are closed. Please eat your lunch at your desk or outside. Unless you work on the 5th floor in Redhill, you are not permitted to use any of the facilities on the 5th floor including the microwave ovens, toasters, vending machines or the external balcony area.

6

COMMUNAL AREAS

Q. Can I still use the meeting rooms?

A. We encourage you to use Microsoft Teams, telephone or email to communicate with your colleagues as much as possible. However, if using a meeting room becomes essential, they're ready for your use. There is now reduced capacity in all meeting rooms. The maximum capacity for each room is clearly displayed. To help you to comply with social distancing, the chairs in the meeting rooms have been carefully positioned. Please use the hand sanitiser upon entry and exit to all meeting rooms. Please always adhere to the reduced capacity in the meeting rooms.

Q. Can I use the photocopier?

A. The photocopier areas can be accessed by a maximum of two people at any one time. Please use the one located on your floor. All touch points must be cleaned after each use and before, if this is your preference.

Q. What are the new kitchen rules?

A. Please observe the movement advice and capacity signage in the kitchen areas and only use the kitchen on your own floor. Please bring your own crockery and cutlery to the office and take it home with you each day to clean. If this isn't possible, you may use what is available in the office. Please don't leave any items on any surface in the kitchen. Instead, place TGP items directly into the dishwasher immediately after use. Until further notice, you cannot take your break in any of the communal areas including the kitchens. Instead, we advise that you take breaks and lunch at your desk or, outside (we're hoping for more sunshine!).

All surfaces and touch points including the photocopier, water cooler, hot water, fridge handle, milk, taps, cupboards and drawers must be cleaned before and after each use.

7

THE NECESSARIUMS (OR AS WE KNOW THEM, THE TOILETS)

Q. How can we maintain social distancing?

A. Up to two people can access the toilets on each floor at any one time in Redhill. Guidance on the use of the bathrooms in Newcastle will be given upon arrival. Leeds remains the same.

Q. Will the hand dryers be in use?

A. No. Following Government advice remains very important to us. This is why we've replaced the use of the air hand dryers with disposable paper towels in all of the toilets. Always wash your hands thoroughly using soap and water for a minimum of 20 seconds, dry them using a paper towel and dispose of the towel in the bins under washbasins.

8

EMERGENCY PROCEDURE

Q. What should I do if the fire alarm sounds?

A. In the event of an emergency, the usual evacuation procedures apply. During the evacuation, the social distancing rule of 2m is not required. However, it must be adopted once you've safely exited the building and have arrived at the meeting point.

9

HR

Q. Should I start using Timeware again?

A. No, Timeware is not being reinstated just yet.

Q. I am probably going to struggle to source childcare over the summer holidays and possibly before, how should I manage this?

A. Whilst it is difficult to predict what childcare services will be available during the summer months, the business has various family friendly policies which give a range of options available to staff with caring responsibilities i.e. parental leave, annual holiday or unpaid leave. We'll work with you to find the best possible solution for your circumstances so would encourage you to speak with your line manager.

Q. We have adopted a flexible workplace in the last few months. How will flexible working approach change now?

A. In order to help juggle our various commitments, we introduced some flexibility in terms of working hours during lockdown. We know this has proved helpful for many of you and for those of you who remain working from home, this will continue. For those who are returning to the office, you should agree your start and finish times with your Line Manager and share any concerns that you have in order for them to support you in the best way.

We're doing everything we can to keep you safe

**OUR NEW GOLDEN RULES ARE DESIGNED TO
OFFER MAXIMUM PROTECTION TO
EVERYONE AT TOTAL GAS & POWER.**

PLEASE TAKE A MOMENT TO READ THEM:

- 1. Do not attend the office if you or any member of your household have any symptoms of COVID-19**
- 2. Enter & exit the building through the designated points**
- 3. Follow all instructions & directional arrows**
- 4. Use the lifts and stairways in accordance with the signage**
- 5. Maintain social distancing**
- 6. Increase hand washing and use hand sanitiser**
- 7. Prioritise the use of Teams, phone & email over face-to-face meetings**
- 8. Do not exceed the new meeting room capacity limits**
- 9. Limit movement around the office as much as possible**
- 10. Wear your mask when moving around the office**
- 11. Dispose of your mask and all PPE correctly**
- 12. Clean all contact points in the communal areas before and after use**

**THE USUAL EVACUATION PROCEDURES APPLY
IN CASE OF EMERGENCY**

**We're now ready when
you are.**

We've missed you!