

A guide to our UK offices

All the info you need about changes we've made

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Introduction

As we think about how we want to work in the future we know that many of you would like more flexibly and to be able to combine working at home as well as in the office. We've learned so much about just how much we can achieve with remote working and we've also safely reopened our UK offices for those who want or need to return to the workplace.

During these ever changing times our priority will continue to be to protect the health, safety and wellbeing of our people, your families and our customers.

We continue to follow government and public health advice and adapt our ways of working so we can maintain customer service and respond to impacts on the business as a result of the pandemic.

We know everyone's situation is different. We will take the time to understand your individual circumstances and support a working situation that is right for you and allows you to contribute effectively.

This guide is to help you understand the new ways of working in our UK offices so that you have all the information you need when considering your future workstyle. You'll find details of all the preparations and safety measures we've put in place and the important role each of us plays to ensure we all stay safe and well.

Thank you for everything you are doing.

Stay safe and stay well.



Guidelines for working in the office

The guidelines say that if you can work effectively from home you should do so. However, as a business we have also agreed some criteria to support those who wish to safely return to the workplace on a regular basis.

If you want or need to work in the office you can do so if:



You're
fit and well



You're **able** to return
to the workplace
i.e. free from health constraints



It would be **more productive** and **support your wellbeing** for you to return to the workplace
i.e. you are unable to work from home or you would prefer to work in the office, including as part of a flexible working pattern



You will have conversations with your line manager about your particular circumstances and how they relate to your future workstyle and if this will involve a return to the workplace.



You shouldn't go to one of our offices unless you've agreed this with your line manager and you have completed the e-learning module.



You'll receive specific communications via email with all the information you need to know ahead of your first day working in the office.

Keeping you safe

Ways of working in our offices might feel very different at first, with the priority being to ensure a safe environment for us all to work in.

We've put in place a number of measures to make sure our offices continue to be safe places to work.



Your health, safety and wellbeing

- **You'll be asked** to complete an online e-learn module on all the guidelines you'll need to follow in our offices.
- **We will have temperature checking** via thermal imaging in place when entering our offices. Anyone with a temperature above 37.8° will be asked to go home and follow Government health advice.
- **Everyone will need** to observe social distancing measures, keeping 2 metres apart at all times.
- **You'll be asked** to wear a face mask while entering, leaving or moving around the office. We'll provide washable cloth face masks when you first arrive at the office. You can remove the mask at your desk as desks will be spaced at least two metres apart. Guidance [here](#).



Cleaning and sanitation

- **Each building has been deep cleaned**, including all floor and communal areas.
- **High touch surfaces and common areas** will be cleaned more frequently during the day and the entire office will be cleaned each night.
- **All desks that have been used** during the day will be thoroughly cleaned each night.
- **We all need to support** and practice good hygiene. There will be plenty of anti-bacterial gel, desk wipes and hand sanitiser available on each floor.
- **Each building will have** special sanitation stations so that everything you need is in one place nearby.



Physical safety & security

- **Everyone will need** a validated security pass to enter our sites. We'll check these when you arrive and only those who are confirmed as returning will have their passes activated. If you have lost your pass and will be returning to the office please let your line manager know and order a new one via ServiceNow.
- **Visitors will not be** allowed and travel between Bupa offices will be restricted. We will be operating a no active pass, no entry system.
- **All our emergency procedures** have been reviewed in light of social distancing and adapted accordingly. For example, in the event of a fire emergency or evacuation guidance will be given by the onsite property team as usual.

Social distancing

Everyone has a part to play with social distancing and we're asking everyone to think about this when they return to working in the office.

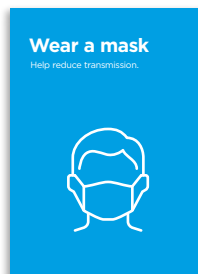
Government guidance states that the measures we should all be taking to reduce social interaction help to reduce the transmission of COVID-19.



In the office

- **Entry into buildings** will be via one way and exit will be via another. A one way system will be in place for moving around the buildings. There will be signage everywhere to help you with this.
- **Desks will be spaced** at least 2 metres apart and marked clearly if you can use.
- **Fresh working or hot-desking** will not be in place for the time being. You should use the same desk in your area for the duration of your working day.
- **Meetings must be kept to a minimum** and rooms for 3 or more must be booked in advance. Walk up bookings can be made for one to ones or confidential calls. [See guidelines](#).
- **Lift use is restricted** and we encourage those who are able to use the stairs.

- **Bathrooms will be adapted** so that when in use people can maintain social distancing.
- **There will be a limited** number of showering facilities and use of these will be managed by the onsite property team.
- **Most shared areas** such as kitchens (including all appliances), and break out spaces, will be closed initially. There will be a hot beverage service and limited grab and go food options available in most sites. Seating areas where food can be consumed are clearly marked. Alternatively you can eat at your desk.
- **Where we share** buildings with other companies, we will agree a joined up approach for shared facilities.



Social distancing (continued)

Everyone has a part to play with social distancing and we're asking everyone to think about this when they return to working in the office.
























Government guidance states that the measures we should all be taking to reduce social interaction help to reduce the transmission of COVID-19.






Getting to the office

- **We will stagger** entry times to maintain social distancing and avoid congestion. You'll be advised of your allocated arrival time in advance, so please arrive on time and allow a few extra minutes to get into the office.
- **In line with** Government guidance, you should avoid travelling to and from work via public transport unless it's necessary. Please use the face mask provided to protect yourself.
- **When travelling** to and from work, by car or otherwise: wash your hands before and after travelling and always keep at least two metres apart from others. If traveling by car, travel alone unless with other members of your household.
- **You'll be sent** specific details of parking arrangements and active travel facilities at your location ahead of returning.
- **If you intend to cycle to work** and don't normally do this, please contact your local property team who will advise you of any special arrangements that need to be made in advance of your journey.

Our UK offices at a glance

Office	Office opening times	Entry & exit routes	Facilities available					Travel & parking	Desks and desk booking	Safety measures			
			Lifts	Meeting rooms	Catering	Gym	On-site support			Temp checks	Face masks	Social distancing	Cleaning & Sanitisation
Angel Court 	0730 - 1700	Enter Angel Court via North Entrance (Natural Kitchen Side) and follow one-way system via Landlord thermal scanner. Enter and exit Bupa offices using ID card, pass through thermal scanning area and follow one-way route clearly marked.		Some available and guidelines are in place. Please book using Condeco.	0800 - 1500 (from 2nd floor coffee shop) Hot and cold grab and go items for breakfast and lunch. Tea/coffee/water trolley service regularly on operational floors.	N/A	Regular on-site tech support, please raise a request on ServiceNow in the first instance – there is no walk-up service available currently.	Landlord shower area remains open from 6.30am. If you do not currently have a cycle space and require one, please contact Angel Court Reception to check on availability.	40% of desks are available, book via your line manager or via Condeco. Please use your allocated desk only and check in using the desk puk or online portal.				
Battle Bridge House 	0800 - 1700	Enter and exit through main entrance using Bupa ID card.	Lifts are available for use. Maximum 2 persons per lift with face covering.	Some available and guidelines are in place. Please book using Condeco.	0800 - 1500 (from 2nd floor coffee shop) Hot and cold grab and go items for breakfast and lunch. Tea/coffee/water trolley service regularly on operational floors.	N/A	Regular on-site tech support, please raise a request on ServiceNow in the first instance – there is no walk-up service available currently.	Lower ground shower facilities are open. A limited number of cycle bays are available, please contact Battle Bridge House Reception in advance to confirm availability.	40% of desks are available, book via your line manager or via Condeco. Please use your allocated desk only and check in using the desk puk or online portal.				
Bupa Place 	0700 - 2130	Enter and exit through revolving doors at front of building. They are clearly marked one for entry and the other for exit.	Lifts are available. Two are being used for up and two are being used for down journeys. 2 person max. capacity.	Some available and guidelines are in place. Please book using Condeco.	0730 to 1500 (from coffee shop) Hot and cold grab and go items for breakfast and lunch. tea/coffee/water trolley service regularly on operational floors.	N/A		All car park are in use and remain free of charge.	40% desks are available on all floors. Book via ops planning team your line manager or via Condeco. Please use your allocated desk only and check in using the desk puk or online portal.				
Kirkstall Forge 	0730 - 1800	Enter through revolving doors. Exit through fire-exit using the north staircase.	Lifts are available but please use stairs when you can to maintain social distancing.	Room 2.4 and 2.10 are available guidelines are in place. Please book using Condeco	Butler's coffee shop is open for take away only	N/A		Car park is open as usual.	40% of desks are available book via ops planning team, your line manager or via Condeco. Please use your allocated only desk and check in using the desk puk or online portal.				

Our UK offices at a glance

Office	Office opening times	Entry & exit routes	Facilities available					Travel & parking	Desks and desk booking	Safety measures			
			Lifts	Meeting rooms	Catering	Gym	On-site support			Temp checks	Face masks	Social distancing	Cleaning & Sanitisation
Vantage Park 	0800 - 1900	(Avon) Enter through reception doors and follow one way system to the exit doors adjacent to central staircase. (Severn) Enter only after visiting Avon to have temp check. Use main doors and stairs following the directional signage.	Lift available in Severn House - only use if absolutely necessary	Some available and guidelines are in place. Please book via reception.	✗	N/A	Yes bookable through ipad on reception	Car park is open as usual	Desks are available. Book via your line manager. Please use your allocated desk only.	✓	✓	✓	✓
Victory House 	0600 - 0000	Enter through single Bupa entrance at front of building, exit through revolving doors at front of building. They are clearly marked one for entry and the other for exit	Lifts are available. 2 people max capacity.	Some available and guidelines are in place. Please book via Condeco.	✓	N/A	No helpdesk on site. Property management available onsite.	Victory House car park is open. Parking bookings to be made via FM.Brighton@Bupa-intl.com	Desks are available please speak with your relevant team to book. There are adhoc desks available to use on a daily basis for occasional visits. Please use your allocated desk only.	✓	✓	✓	✓
Willow House 	0700 - 2000	Enter through disabled entrance and exit via the front revolving doors. They are clearly marked one for entry and the other for exit.	Lifts are available. One person at a time only	Some available and guidelines are in place. Please book using Condeco.	0730 to 1500 (from ground floor coffee shop) Hot and cold grab and go items for breakfast and lunch tea/coffee/water trolley service regularly on operational floors	Open 0700 - 1700 9 bookable slots	✓	Car park is open on a first come first served basis. The shuttle bus is running to and from the station to its standard schedule, with additional cleaning between services and doors only opened and closed by the driver. Face masks to be worn on the bus.	40% of desks available to book via ops planning team or your line manager. Please use your allocated desk only and check in using the desk puk or online portal.	✓	✓	✓	✓

A day in the office, what's it really like?

'The office is so well arranged, the property team have done a great job!'



Desks and getting set up for the day

Desks are at least 2m apart and are cleaned overnight.

'Loving the tea trolley, this can stay'



Having a morning brew

In most sites where it's possible there is a tea trolley service and on-site coffee shops are open.

'I'm very happy with the work done and I feel safe'



Meetings

Please refer to the new safe use of meeting rooms guidance.

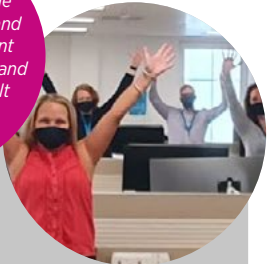
'Really happy with how well organised everything is. Really appreciate that we were given free coffees and that the Galley is available'



Lunchtime and getting something to eat

There are grab n go and eat in/out options on site.

'Blown away with the amount of thinking and preparation that went in, and how welcome and appreciated they felt being back.'



Being active on site

We encourage everyone to be active by walking/running or cycling to and from the office and staying mobile throughout the day.

'Thanks so much for all the hard work and preparation!'



Collaborating

Microsoft Teams can be used for virtual meetings up to 250 at a time!

'Well organised return to work by the facilities team, thank you! Special thanks to Elaine the cleaner, everyone has been so helpful.'



Clearing away at the end of the day

Keeping everything clean and clear by using the sanitisation stations.

A day in the office, what's it really like?

These vlogs are a good representation of all our offices. Whilst the videos might not be filmed in your specific location they will give you a sense of the safety measures in place.



Willow House, Staines



Kirkstall Forge, Leeds



Bupa Place, Salford Quays

Password for all videos: [un1gra9h](#)

Getting ready to return to work in your office

We've created the following checklist to help you prepare for returning to the workplace

Return to work in the office checklist:

- ✓ **I have completed** the online induction.
- ✓ **I have checked** myself and people I am in contact with for symptoms
- please see the latest government guidance [here](#).
- ✓ **I have spoken** to my manager about my circumstances in relation to returning to work in the office.
- ✓ **I have a valid** security pass - if you have lost or misplaced your pass request via ServiceNow ASAP.
Remember no active pass, no entry.
- ✓ **My entry date** and time has been confirmed - if you are expecting to return to the workplace you will be sent specific communications.
- ✓ **I have packed** my laptop, charger if needed and headset in my bag to bring to the office (and I will remember to bring it home each day).
- ✓ **I have worked** out my journey to work and can arrive in plenty of time.
- ✓ **I know where** I am going to park or store my bike.
- ✓ **I know what** I will do for lunch.
- ✓ **I have cleaned** my equipment, including:
 - Laptop: Go [here](#) for advice on how to clean your IT equipment
 - Stationery
 - Mobile phone
- ✓ **If you have** any questions about getting ready please speak to your line manager in the first instance and check the resources and FAQs available on the [COVID-19 People Support page](#) on People Place.

What happens next?



Hope to see you soon!