

Re-occupancy Operational Guidance

Note: this is a live document which will be updated as protocols adapt



COVID-19 has upended the world and as much as we want to return to normal, some aspects of how 3 Mills Studios operates will change. Throughout this brief we will outline the operational changes we have implemented to follow government guidelines and maintain a safe working environment for occupiers at the Studios. Our goal is to provide you with guidance to facilitate a safe transition back into 3 Mills Studios, whether it be your office, the sound stages or other spaces on the site.

Our four step approach for re-occupancy

01

Plan

- ◆ Collate various Institutional and industry guidelines, WHO, PHE and Governmental.
- ◆ Collate data from occupiers on their re-occupancy strategy.
- ◆ Identify areas of risk that were established on risk overlay plan.
- ◆ Gather health & safety best practice approaches for re-occupancy.
- ◆ Engage with all building suppliers.
- ◆ Obtain costs for any new & improved services or measures relating to COVID-19.
- ◆ Collate M&E guidance in line with CIBSE/REHVA/SFG20 and SFG30 recommendations.

02

Implement

- ◆ Distribute operational brief to building management teams, suppliers and occupiers.
- ◆ Roll out H&S social distancing measures.
- ◆ Implement any M&E alterations or PPM in line with CIBSE/REHVA/SFG20 and SFG30 recommendations.
- ◆ Implement and report on any high risk area changes to the risk overlay.

03

Monitor

- ◆ Monitor the measures in place are working and practical.
- ◆ Monitor energy consumption following any alterations to the ventilation system and heating systems.
- ◆ Monitor risk overlay.

04

Review

- ◆ Establish a working group made up of building owners and occupiers representatives in order to review and feedback on the re-occupancy brief.
- ◆ Circulate any changes to building management teams, suppliers and occupiers.

In partnership with occupiers these measures will be reviewed to ensure they are practical and effective.

Studio management will work with occupiers to ensure the measures implemented coincide with measures occupiers enforce within their own demise. We will continually monitor and assess all of the measures we are putting into place. In particular the HRA's detailed below.

We will hold weekly meeting with all occupiers to ensure the measures continue to be implemented correctly.

We will hold regular meetings with key contractors, Cleaning, Security and the Maintenance Team to ensure they are satisfied that the measures are working

High Risk Areas

- Building Access/Egress points
- Lift lobbies
- Security/Reception areas
- Reception seating area
- WC's
- Occupier Entrances
- Cycle Stores
- Post room / delivery loading area
- Bin Store
- Stairwells

Medium Risk Areas

- Cleaning Cupboards
- Back of house areas

Access / Egress: Pedestrian Access Gate (Golf 1)
All guests must utilise hand sanitisers placed outside Golf 1 prior to site entry.

We are hopeful that entry barriers will be fully operational and will allow secure access to site. These will operate with passes that can be sent to phones. This will remove the need for paper passes.

During peak times 08:00 -10:00 (entrance) and 16:30 – 19:30 (exit) we will operate with a single flow so as to reduce potential crowding. During these periods the side gate will be opened and manned by security.

Physical screens will be installed on the security desk. Social distancing indicators will be placed on the floor. All tenants /productions must register all visitors 24 hours prior to arriving on site via an email to Security (Golf1@3mills.com).

We cannot allow social distancing to be compromised due to our entrances becoming unnecessarily busy. There will inevitably be times when queuing will be necessary, and all guests must maintain a minimum of 2 metres whilst waiting to be processed. These areas will be clearly signposted.

Specific guidance will be given to individual productions to ensure their employees can access site with the least amount of disruption whilst maintaining safe distancing.

Reception

There is strictly no gathering in Reception. Anybody who wishes to discuss something with Reception must follow queuing guidelines which will be clearly signposted, or where possible, call or email Reception with queries.

Social distancing indicators will be placed on the floor and physical screens will be in place.

Reception will no longer accept/handle parcels during normal office hours (08:00 – 17:30). All deliveries must be collected by the tenant/production from designated postal drop-off area in the Reception area. Occupiers expecting large deliveries should make building management aware in advance.

Lift

The lift will not be in operation during this period. If it is required for delivery purposes or for accessibility considerations, access can be granted upon request.

General Movement around site

We will clearly signpost direction of travel for staff throughout office areas, introducing one-way flow through buildings.

Access and egress to stairwells will be clearly signposted. These stairwells will be the primary means of access to the production offices so guidelines must be observed.

Social distancing of 2 meters or 8 steps must be maintained whilst moving around site or using the stairwells.

Signage & floor markers will indicate information on where you may need to queue in the event of waiting.

Crowd Management

Whilst every effort will be made to ensure continuous movement, there may be times this may prove difficult, particular in those areas of limited space.

We will let you know of any peak times to give you the opportunity to miss those busy times.

We discourage non-essential trips within buildings and around the site, and may need to restrict access to some areas, or regulate use of high traffic areas including corridors, lifts, turnstiles and walkways to maintain social distancing.

Where possible, we will install devices that hold doors open in common areas. These measures will reduce potential contamination. Please be aware that these devices release in a fire condition.

Carpark

Social Distancing measures will apply within site car parks. Please be mindful when accessing and egressing these facilities. Sanitiser stations will be installed where necessary

Cycle Store

We will be installing additional bike racks to cope with expected demand. These will be situated throughout the site.

Natural Ventilation

Where there is no mechanical ventilation then openable windows will be opened. This may cause thermal discomfort, however, ventilation is essential.

General Hygiene Guidelines to be implemented / observed
We will use signs and posters to build awareness of good handwashing techniques, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.

We will provide regular reminders and signage to maintain personal hygiene standards.

We will provide hand sanitiser in multiple locations in addition to newly installed washrooms.

We will set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.

We will be enhancing cleaning for busy areas.

We will be providing more waste facilities and more frequent rubbish collection.

Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.

WC's

Two new toilet blocks have been provided in the square. (please see site plan for detailed guidance)

In order to maintain a 2m distance within the WC's, every other sink will be closed.

Additional cleaning / sanitisation fogging will take place throughout the day.

Additional paper towel dispensers will be installed



New automatic soap dispensers will be installed

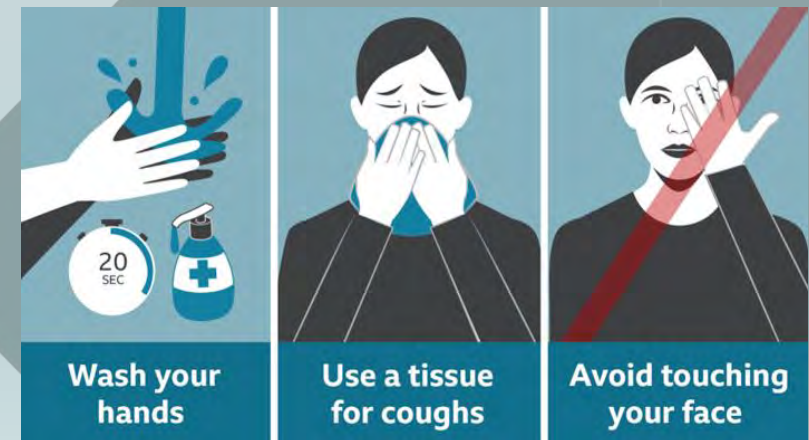
Hand dryers will be turned off as these can assist with spreading transfer of the virus.

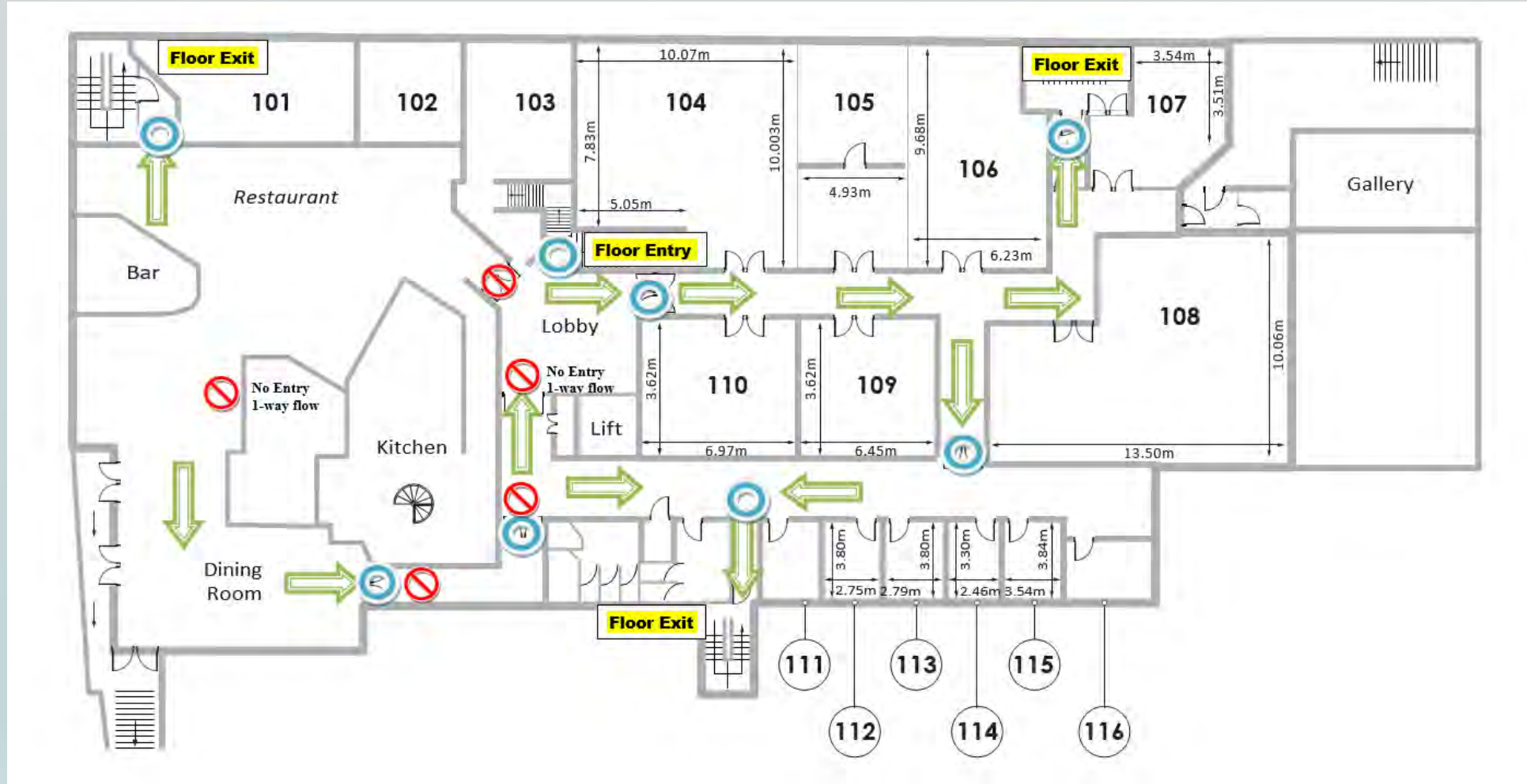
New bins will be installed to cope with increased paper towel usage

Site Plan – WC and Hand Sanitiser Locations

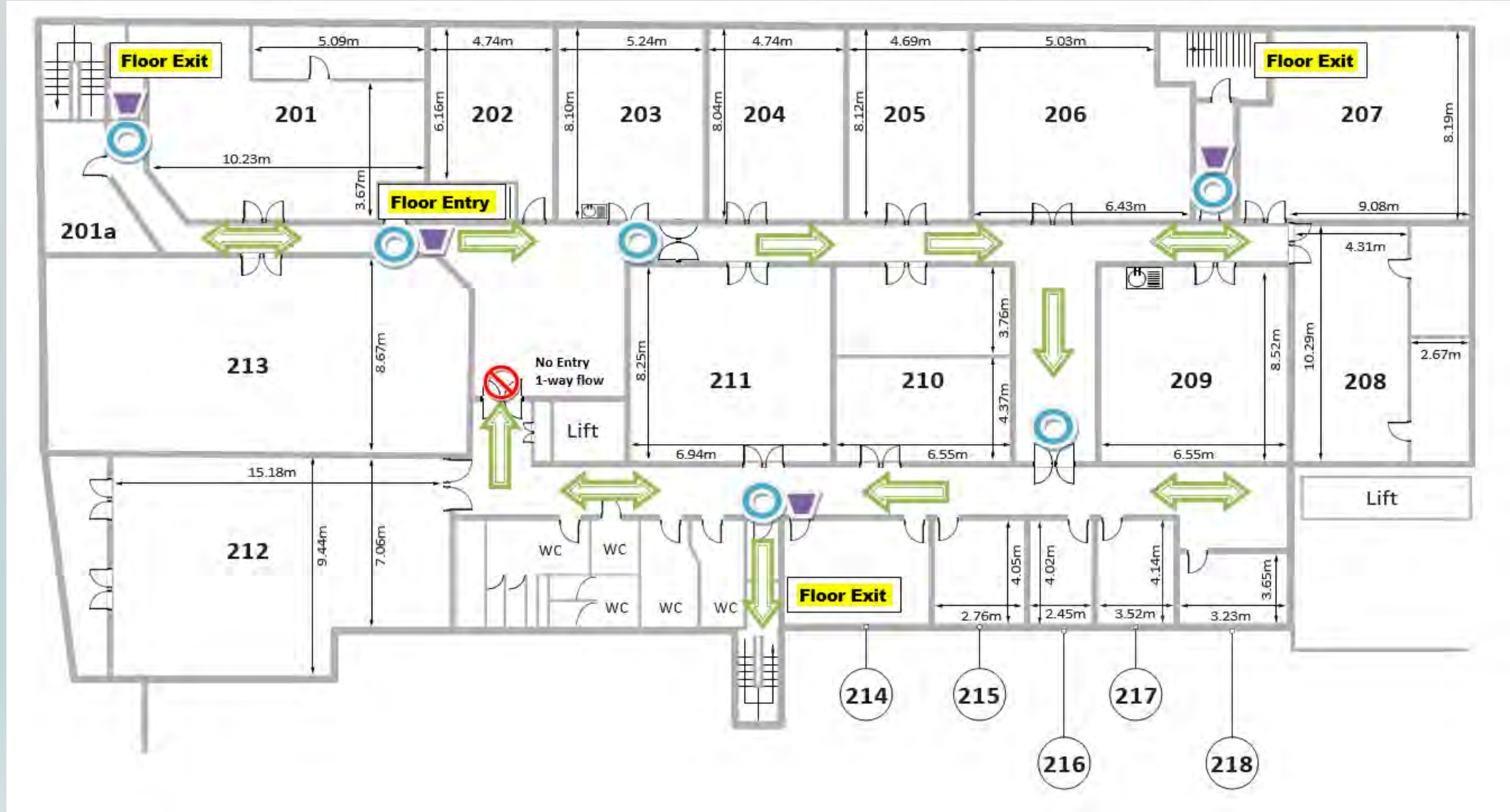


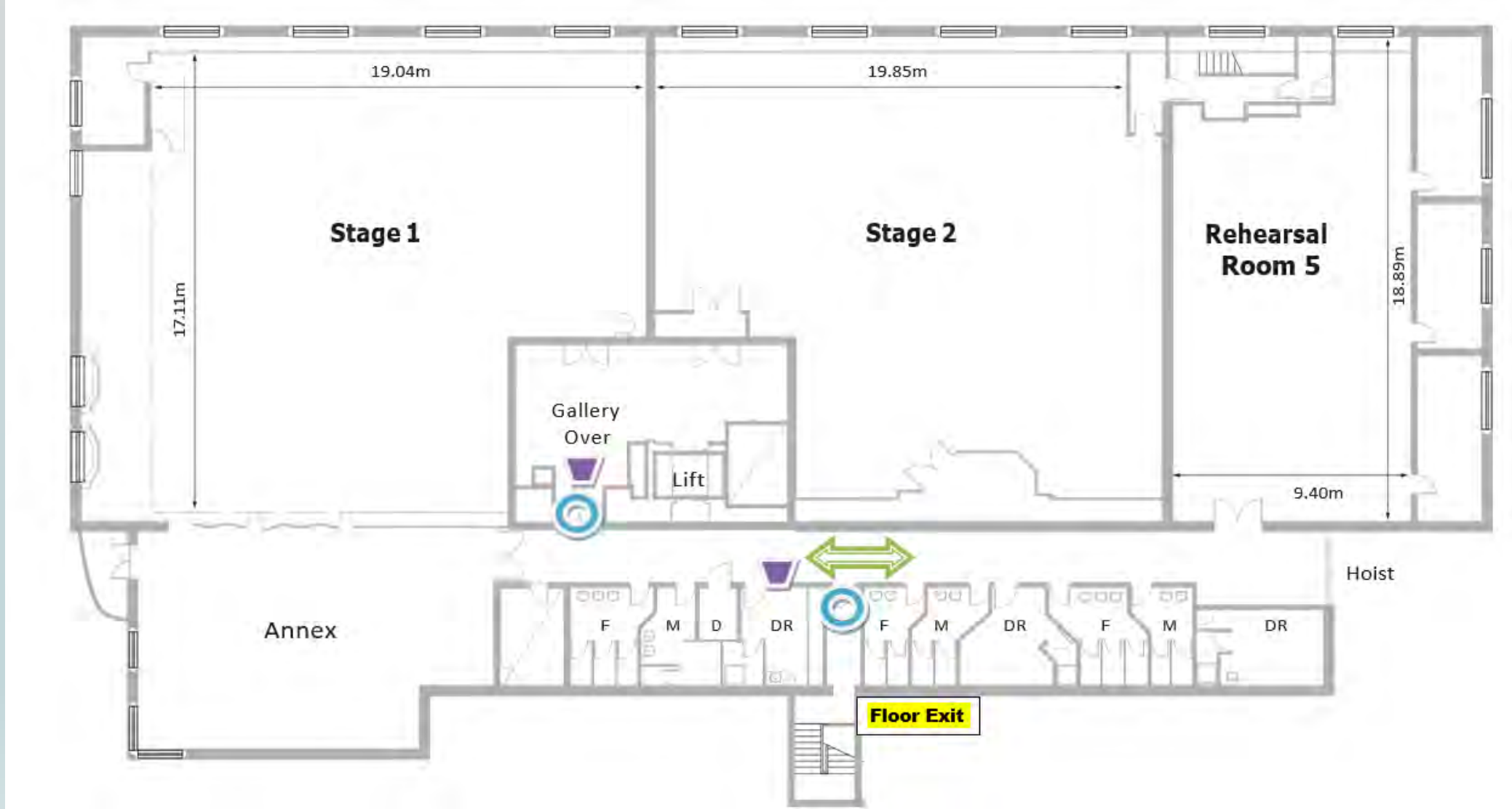
-  Hand Sanitiser Stations
-  WC facilities





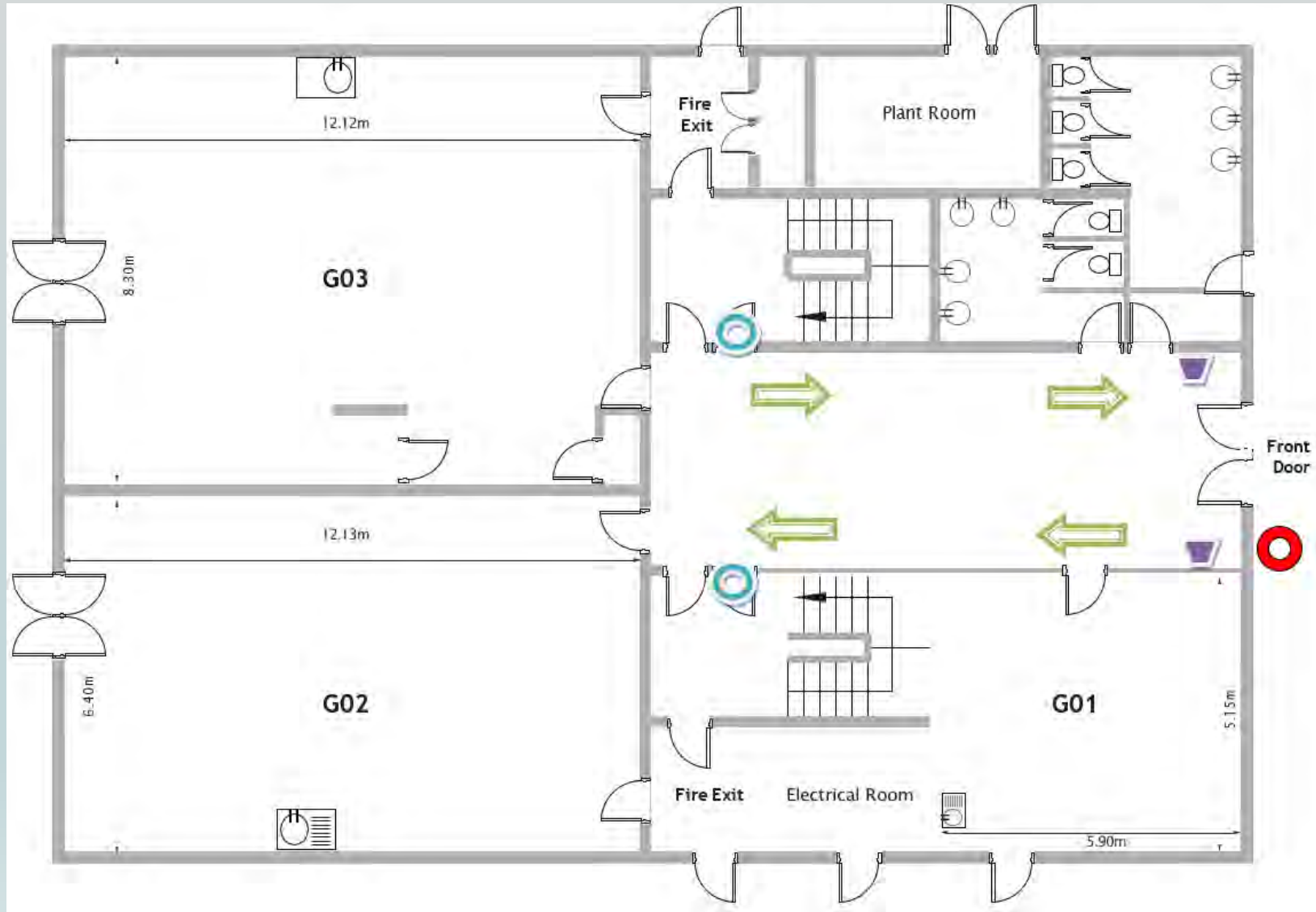
Site Plan - Rooftop Level 2 Flow



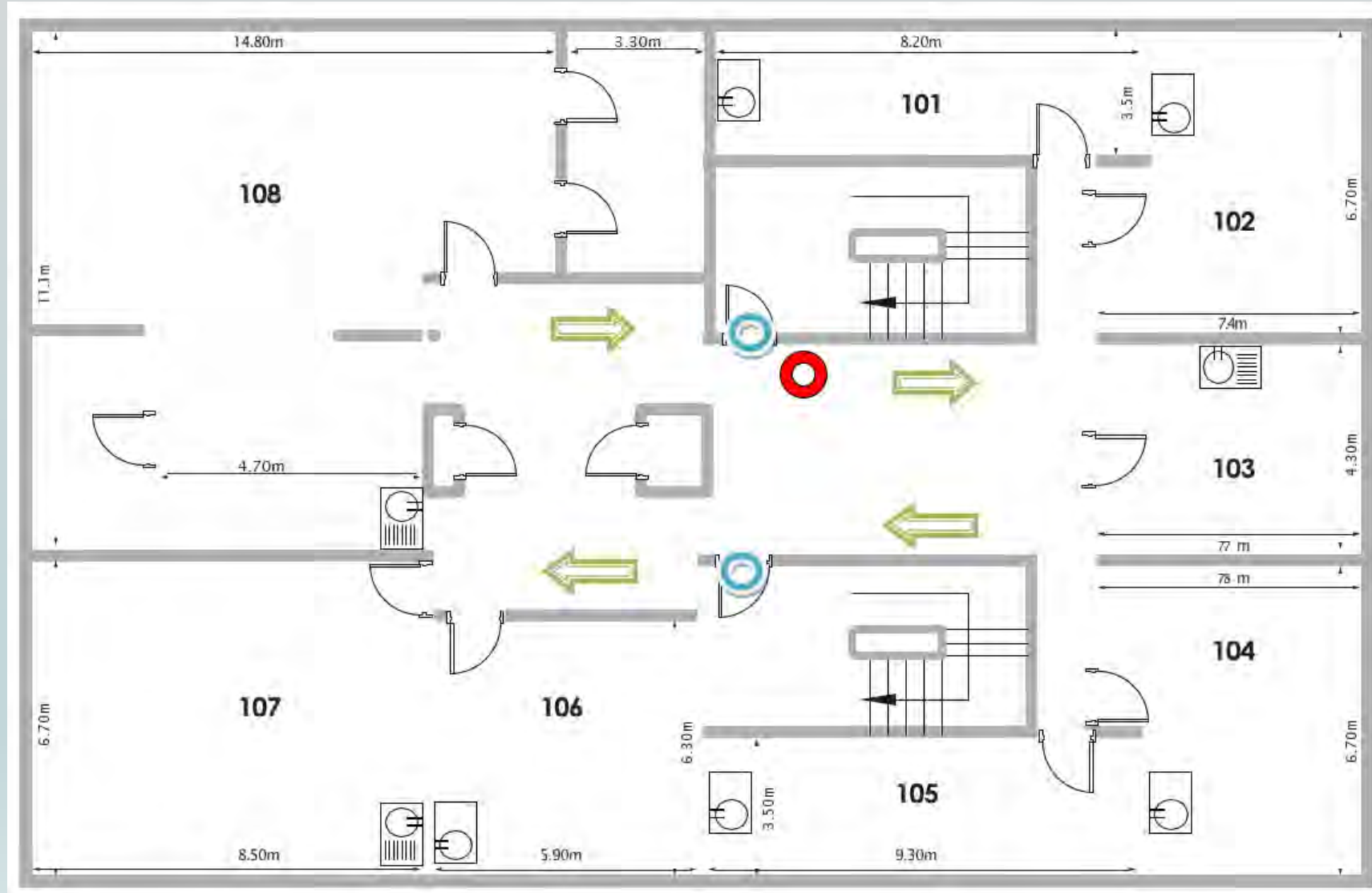


Site Plan

Bridge House Ground Level Flow



Site Plan Bridge House Level 1 Flow



Cleaning Products

We have worked closely with our cleaning specialists to source a cleaning product that is effective against the coronavirus. Disinfectant / sanitiser will be used in all common areas and used on all contact surfaces within the Studio buildings. The product lasts for up to 24 hours on skin & up to 30 days on surfaces.

Contact Surfaces

There will be a strong focus on the cleaning of contact surfaces and surfaces that have the most use (door handles, handrails etc.). Where resources allow we have increased the frequency of cleaning in these areas and will continue to monitor this.

External Cleaning

The external perimeter of the building will be sanitised regularly using a fogging technique. This will be completed OOH when footfall is reduced.

Deep Clean & Sanitisation

Prior to re-occupancy our cleaning specialists will undertake a deep clean of all communal areas within the building.

Clinical Waste

A clinical waste bin has been provided within the ground floor bin store. Occupiers are advised to provide a clinical waste bin per office area. Waste such as gloves, face masks, sanitisation cloths etc. should be collected in clinical waste sacks and sealed before transferring to the ground floor.

Hand Sanitiser Unit

Free standing hand sanitisation units will be positioned throughout the building and site.



Contractors

We have confirmed that all of our supply chain have implemented policies in line with current government advice to enable safe working practices during this difficult period.

If access is required to an occupied floor for essential maintenance, occupiers will be advised in advance and contractors will wear full PPE including gloves and face masks before entering the office floor. Contractors will ensure the area is clear and sanitised before leaving.

Intrusive maintenance inspections will be completed outside normal working hours to reduce physical contact with others.

Visitors

In line with government advice non essential meetings should take place virtually where possible.

Before arranging meetings with external visitors occupiers should confirm they are not experiencing any COVID-19 related symptoms or been in contact with anyone that has.

In order to limit the number of people in the reception area, visitors will be sent straight up to the occupier floor once checked in by the FOH team.

Deliveries

The reception team will contact the occupier when a delivery arrives to the building. The occupier must report to the ground floor to collect the delivery. Occupiers expecting large deliveries should make building management aware in advance.

We recommend occupiers have an area within your office space to sanitise deliveries before being distributed onto the main office floor. We encourage occupiers to prohibit personal deliveries such as Amazon to minimise exposure from external parties.





Advice on filming

The British Film Commission is part of the BFI Screen Sector Task Force working on COVID-19 recovery.

Consultation has begun on draft production protocols commenced by British Film Commission working group to ensure film and high-end TV production can restart as soon as it is safe to do so.

Proposed protocols include best practice on set, on location and by department.

The consultation will reflect views of producers, studios, streamers, unions and UK-wide industry bodies.

The protocols are intended to be scalable, to be relevant to domestic production and major US productions alike.

3 Mills Studios will insist that once best practices are determined and agreed, then the protocols must be adhered to.

General guidance for Production / Tenant offices

Productions must supply a risk assessment and detailed Covid-19 plan that clearly demonstrates adherence to official guidelines.

Social distancing must be maintained at all times.

PPE should be considered where social distancing is not possible.

Working from home should be encouraged.

Managing occupancy levels to enable social distancing

Offices should be set up to maintain social distancing. Floorplans can be provided for desk mapping.

Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.

Installing screens to protect staff in receptions or similar areas.

Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.

Staggering break times to reduce pressure on break rooms or canteens.

Using safe outside areas for breaks

Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions, staircases

All offices / leased facilities should be cleaned thoroughly every day by a recognised contractor that meets government guidelines

Any new crew or site visitors should be registered with Security at least 24 hours before their arrival

Productions must observe site rules as stipulated within this document. Failure to do so could result in removal from site.

We recommend occupiers have an area within your office space to sanitise deliveries before being distributed onto the main office floor.

Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout

Holding meetings outdoors or in well-ventilated rooms whenever possible.

Further information on the various support measures available can be found on the UK Government, Bank of England and HMRC websites.

For ease we have provided a number of the most useful links below.

- [Guidance for employers and businesses](#)
- [Coronavirus Business Support Hub](#)
- [Job Retention Scheme](#)
- [Business Interruption Loan Scheme](#)
- [Large Business Interruption Loan Scheme](#)
- [Covid-19 Corporate Financing Facility](#)
- [Small business, retail, hospitality & leisure grants](#)
- [Business rates holiday for retail, hospitality and leisure sector](#)
- [VAT Deferral](#)

Our COVID-19 office re-occupancy road map can be found [here](#).

Will I receive a temperature check before gaining access to the building?

At this stage no, Landlords and/or Managing Agents are not able to compulsory collect temperature data from occupants. The World Health Organization does not recommend thermal screening, stating on a January 10th release: "It is generally considered that entry screening offers little benefit while requiring considerable resources."

Temperature screening alone, at exit or entry, is not an effective way to stop spread, since infected individuals may be in incubation period, may not express apparent symptoms early on in the course of the disease, or may dissimulate fever through the use of antipyretics; in addition, such measures require substantial investments for what may bear little benefits.

Should staff evacuate if the fire alarm sounds as social distancing may be impacted?

As per guidance issues by the national fire chiefs council evacuation protocols will not change. It is essential all occupants leave the premises and go to the pre-determined Assembly Point in event of fire to ensure their safety. Whilst social distancing may be impacted during evacuation, this can be managed and by following government guidelines on maintaining hygiene at the Assembly Point. During this time you should also review occupancy and review whether you have had to make any changes to fire marshals or first aiders.

Why is important to close the toilet seat before flushing?

Occupiers are asked to close the toilet seat before flushing. Research has shown that COVID-19 can be found in faecal matter, therefore it is imperative to close the toilet lid before flushing. The associated droplet spray from a toilet flush can exceed that emanating from a sneeze and closing the toilet lid before flushing will prevent other occupiers becoming exposed to potentially infected airborne droplets.

How long will these measures stay in place?

According to Chris Whitty (the UK Governments Chief Medical Officer) the social distancing measure could stay in place until the end of the year but until we receive further information from the government on the containment of COVID-19 **we really don't know.**

Have there been any changes to first aid arrangements?
There are no changes being made to first aid at this time

What actions will be taken for anyone not following social distancing on site?
We feed any non-compliance issues back to the on site working group and ask that this is followed up internally in order to support a safe environment for occupiers.

Is it ok to still book in visitors?
Yes, however we encourage occupiers to hold non essential meetings virtually to limit physical contact.

Can I enter site management areas such as the Reception or are these area's restricted?

We ask that all tenants make a conscious effort to limit access to the Reception and common areas to ensure we are protecting staff and maintaining these operations.

What do I do if I forget my access pass?
The reception team are still readily available to help, speak to them on the desk but please respect and adhere to the social distancing measures in place.

Will I be able to eat my lunch in the canteen
Social Distancing measures will be enforced throughout the building. Reception seating areas will be closed if the recommended 2m social distance cannot be achieved.

Are food deliveries permitted to deliver to the relevant office floor? Such as Deliveroo or Uber Eats.
No, As per normal procedure occupiers must meet the food delivery rep outside the building entrance. All food pop up services have been suspended until it is considered safe to resume.



**We look forward to
welcoming you back**

