

WORKING WITH OCCUPIERS

COVID-19 OCCUPIER BRIEFING
JULY 2020



**BNP PARIBAS
REAL ESTATE**

Real Estate for a changing world

WORKING IN COLLABORATION



With the Government providing employers with more discretion to increase occupation back into workplaces from August, along with the positive re-opening of many sectors – this BNPPRE update focuses on the continued requirement to collaborate for the phased return to ensure the safety and wellbeing of all employees and visitors.

We also provide an update on asset readiness, along with our ongoing approach to supplier and cost management.

In this update, we cover:

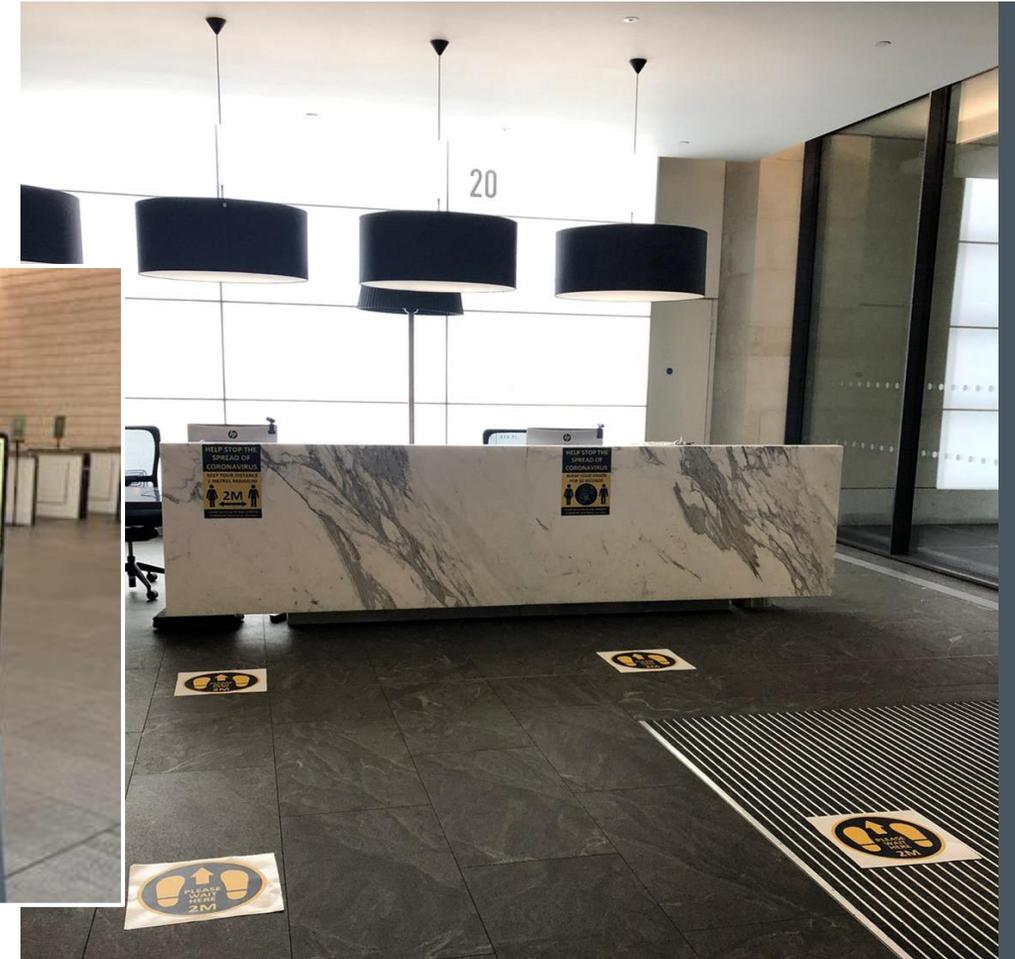
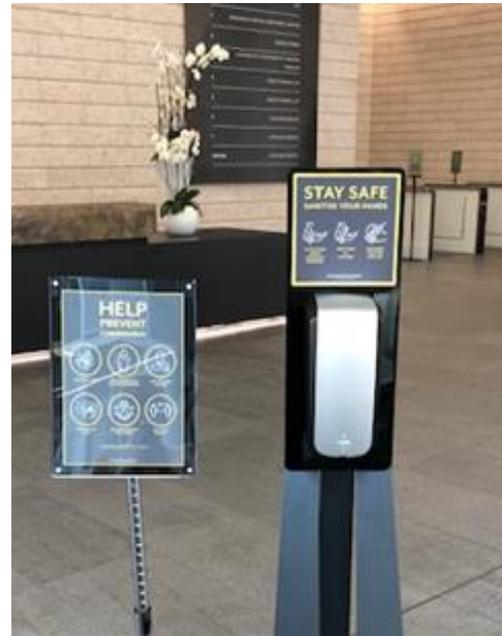
- BNPPRE's readiness for occupiers to return to the workplace
- Risk Assessment update and key occupier safety considerations
- The pressing need for disclosure from all occupiers on their specific phased return to work timetable
- Cost management to ensure service delivery and safe return
- Occupier feedback on BNPPRE asset readiness and communications

ASSETS ARE READY FOR OCCUPIER RETURN

BNPPRE has completed risk assessments on every asset to ensure they continue to be COVID-19 Secure.

The completed risk assessments are reviewed regularly in accordance to the latest government guidance.

This provides the assurance that the spaces under our management are safe for return, allowing employees moving through common areas to their own demise to feel comfortable and secure as they follow their own employer return to work protocols.



RISK ASSESSMENT UPDATE

Risk Assessments commenced in May using BNPPRE's tailored template and mobile app – adhering to specific government guidelines:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Actions required have been site specific and dependent on individual outcomes, mainly focusing on:

- Signage installation
- Hand sanitising equipment
- Screens, where required
- Wayfinding
- Re-routing access within common areas

It is essential for all employers to also carry out a COVID-19 risk assessment following the requirement for everyone to assess and manage the risks of COVID-19.

Occupiers must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. These need to be shared with BNPPRE.

SUPPLIER MANAGEMENT

BNPPRE have been proactively managing suppliers and utilities throughout every stage of the phased return, with a focus on risk mitigation to ensure service delivery.

RISK

- Heavy losses for Gas, Electricity and Water suppliers with backdates from COTs a significant risk
- Government intervention to ease supplier cashflow
- Higher risk premiums and tightening of procurement conditions

MITIGATION

- Secured contract renewals prior to COVID impacting markets
- Supplier due diligence process ensured that BNPPRE contracted with low risk suppliers
- Leveraging excellent supplier relationships to ensure business-as-usual
- BNPPRE contracts are on zero or extended volume tolerance contracts



OCCUPIER RISK CONSIDERATIONS



CLEANING THE WORKPLACE

Objective - To make sure that any site or location that has been closed or partially operated is clean and ready to restart, including:

- An assessment for all sites, or parts of sites, that have been closed, before restarting work.
- Carrying out cleaning procedures and providing hand sanitiser before restarting work.

This includes key areas and checks also listed in the guidance.



MANAGING YOUR CUSTOMERS, VISITORS AND CONTRACTORS

Objective - To minimise the number of unnecessary visits to offices.

Within the government “Working safely during coronavirus (COVID19)” guidelines for Offices and contact centres, there are specific guides to follow in the section:

4.1 - manage contacts

4.2 - providing and explaining available guidance.

To make sure people understand what they need to do to maintain safety, employers need to make sure all workers are kept up to date with how safety measures are being implemented or updated.



WORKFORCE MANAGEMENT & SHIFT WORKING

Objective: To change the way work is organised to create distinct groups and reduce the number of contacts each employee is in contact with.



COMMUNICATIONS AND TRAINING

Objective: to make sure all workers understand COVID-19 related safety procedures.

To make sure all workers are kept up to date with how safety measures are being implemented or updated.

OCCUPIERS RETURN SCHEDULE

To ensure a joined-up and collaborative approach to safety and security across common areas and workplace settings, BNPPRE require disclosure of each occupiers return to work plan.

Key information we require includes:



Return occupancy date

Estimated number of employees returning, outlining phased quantum and timetable

Expected working hours – including flexible and phased working patterns



Expectations for use of shared amenities, if appropriate

Visitor permissions

Cycle facility requirements

Expected works

QUESTIONNAIRE

BNPPRE have provided a 'Return To Work' Questionnaire for all occupiers. Thank you for all the responses to date.

For any occupiers that have not returned the questionnaire, please do so as soon as possible.

Your BNPPRE contact will resend this to you and will be available with any queries if required.

BNPPRE 'Return To Work' Questionnaire

The completed questionnaires are an essential tool to facilitate the ongoing close and collaborative relationship between BNPPRE, landlords and occupiers.

They ensure that every asset is proactively managed to consider the impact on all occupiers and their specific requirements.

ONGOING COST MANAGEMENT

Following several months of significantly reduced occupation, BNPPRE has been carefully managing costs across all aspects of service provision and delivery.

Whilst this has included appropriate reduction in services in the interests of good estate management, this has continued to be in line with the provision of all services as required to under lease.

Given all the additional service requirements necessary to meet the Covid-19 Secure workplace, at this stage, we have made the decision not to adjust the on account service charge to reflect both anticipated costs and identified savings, We will keep all occupiers updated when we are in a position to make a more definitive statement in due course.

We thank occupiers for your understanding of the need to continue to pay service charges in full as set out in the lease to allow the continued delivery of essential supplies and operational delivery.



OCCUPIER FEEDBACK ON BNPPRE ASSET READINESS

“I must say that you guys have communicated excellently through this whole nightmare, it’s much appreciated”

“Particular thanks are due to your public facing colleagues and teams whose efforts support the ongoing operation of assets that give access to key services and suppliers for the benefit of all residents, businesses and the wider economy.

Thanks also to all your all other colleagues who are diligently working with tenant and service supplier business partners to maintain sensible and pragmatic financial arrangements at this time of uncertainty.”

“I just wanted to say a huge thank you to you and your team for the fantastic clean on Saturday. The team worked efficiently, professionally and to an excellent standard.”

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