



# Operation in a COVID-19 environment

LCB Depot, Phoenix Square Workspaces & Makers' Yard 19 July 2020

## Welcome back!

LCB Depot is planning to re-open after the Leicester coronavirus lockdown (subject to Government review), Monday to Friday 9am to 5pm, with social distancing measures and enhanced cleaning and sanitising features in place.

Our café-bar [Grays](#) stays closed until Government restrictions are lifted, when a reduced weekday service with social distancing is planned 8.30am-4.30pm; and the Grays Summer garden parties are also set to begin Thurs-Sat 5.30-9pm over the Summer - subject to Government review. For both lunch and evenings, reservations will be necessary – please use the links on both [lcbdepot.co.uk](http://lcbdepot.co.uk) and [graysleicester.com](http://graysleicester.com)

Our [meeting rooms](#) will be available to hire when Government restrictions allow, with reduced capacities and social distancing/cleansing measures, and with catering by Grays on offer.

Many of our [exhibitions and events](#) have moved to online - see our Spring/Summer showcases on Fashion, Design Craft and Digital Arts, and An Indian Summer Open Exhibition.

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All three sites have had continued access for our workspace **tenants**. All tenants have **24/7 fob access** to their studios. When we open we ask that our tenants do the following:

- Observe and follow the social distancing and people-flow guidance signposted in our buildings
- Continue to use your 24/7 rear entrance from the courtyard, not the Rutland Street entrance, to enter LCB Depot
- Enter using your own swipe card/fob, and not by 'piggy-backing' on someone else's swipe card/fob, so you are registered on our access control system for NHS Track and Trace
- Always use the handwashing and sanitising facilities on offer
- Brief your guests and visitors about social distancing and hygiene on site, and at LCB Depot meet them in the café-bar area
- Direct any queries and feedback to staff at LCB Reception or to [info@lcbdepot.co.uk](mailto:info@lcbdepot.co.uk) or to 0116 261 6800 (extension 3200 from LCB workspace landline phones) – we're here to help!
- Check the [NHS website](#) if you think you have symptoms of coronavirus

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## Covid-secure measures

See our [Covid Secure certificate](#) which is based on our risk assessments at the three sites.

Below is a summary of the **measures** we have put into place across our three sites – LCB Depot, Makers' Yard and Phoenix Square Workspaces – to help make our workplaces Covid-secure working environments:

The **LCB Team** has been on site throughout the lockdown period, dealing with deliveries/post, and health and safety of each building, e.g. weekly fire testing, water testing and tap flushing. Maintenance and cleaning services have continued across all sites.

All 3 sites have had the required **signage** on entrances regarding **distancing** and **handwashing** and repeater Covid compliance posters throughout.

**Alcohol handgel stations** are on all building entrances, on LCB reception and Grays café counter.

Additional **handwash and dry stations** have been fitted in each floor's kitchenette, for LCB Depot. Phoenix Square Workspaces already had this in place.

**Distance markings**, for guidance, are in place in all communal corridors and kitchenettes through to toilet access.

A **one-way system** is set up for all three sites around, going up in lifts, and down the stairs (unless unable to or transporting goods). Other one-way systems could be introduced if possible and do not create low traffic areas into higher traffic areas.

**Touchpoints** are sanitised daily (Monday to Friday) by cleaners.

Some **fire doors** are propped open using fire safe door stops to allow no touchpoints between handwash stations and workspaces.

**Business lounges** at LCB Depot and Phoenix Square have been supplied alcohol hand gel, and with sanitisers and centrefeed for desk and chair cleaning.

LCB Depot **meeting rooms** have been supplied with alcohol hand gel, and with sanitisers and centrefeed for table and chair cleaning.

LCB Depot meeting room **booking** to be either once a day or touchpoints sanitised between uses.

LCB Depot meeting room **bookings** and entrance **timings** will be controlled so as not to create crowds.

All spaces have been **deep cleaned** over the last 12 weeks.

**Cleaning** has gradually been increased as traffic to studios and reception has increased. All three sites have bespoke **cleaning schedules** clearly stating each task, including all touchpoints - this being a legacy of the last flu epidemic.

**Caretaker and Premises Officer** continue to be in at usual times 5 days a week across all 3 sites as needed.

**Caretakers and cleaners** will continue to use gloves daily and aprons for cleaning contaminated areas as needed. Masks are available but distancing should always be possible. Higher traffic areas will be avoided and operational hours for cleaning or maintenance will be adjusted.

**LCB Depot reception positions** have been adjusted to allow safe distance from the counter front.

**LCB Depot's public areas** will be marked with distancing markers. LCB reception and Café entrance onto and off site allow enough space for **two-way pedestrian traffic** with floor markers and through routes marked out.

**Distancing markers** are throughout the café/reception areas, from the entrance through to courtyard.

Most of the **cafe** dining will move out to the courtyard, for safer dining.

The number of **chairs** at café tables and in meeting rooms has been reduced, and chairs have been stacked at the side (if needed) to allow distancing.

At this time, we believe we can manage daytime reception, meeting room & café use by a common advisory process to customers and between Grays café staff and LCB staff. However, should we become busier and be able to maintain safety then we may need **additional staff** to support implementation.

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See Government guidance on coronavirus at the [Gov.uk website](#)

See the Government document [\*Working safely during COVID-19 in offices and contact centres - COVID-19 secure guidance for employers, employees and the self employed, 3 July 2020\*](#)

See [\*Advice for Businesses\*](#) on the Leicester City Council website coronavirus section