

# IWG HEALTH AND SAFETY GUIDELINES

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# *Providing flexible solutions to support your organisation in the new world of work*

At IWG, we are working hard to minimise disruption so you can continue managing your business during these difficult times. As demands change and corporate workspace needs evolve, we offer flexible work solutions to help you navigate this new world of work.



## **ENSURING YOUR TEAMS GET BACK TO WORK QUICKLY**

The agility to move fast with flexible workspace solutions designed around your organisation's needs.



## **PROVIDING A SAFE WORKING ENVIRONMENT**

The support to enjoy a safe, more sustainable and happier way of working.



## **HELPING YOUR TEAMS ADAPT TO THE NEW FUTURE**

The ability to reduce risk by enabling remote working on a global scale, supporting any workstyle.

# *Ensuring your teams get back to work quickly*

We are here to help you and your teams get back to work as fast and as cost-effectively as possible. Create a workspace solution designed around your business needs for today, that can change as conditions become more predictable.



## **Ultimate flexibility**

We can provide immediate support with tailored solutions today, without commitment or risk, so your business can adapt as needs change.

- Workspace solutions to accommodate any workstyle
- Professional support for your teams working remotely
- Quickly transition in, scale up, or transfer seamlessly
- Instantly move to another location to ensure business continuity in the event of business disruption



## **Responsive workspace**

If your office has restricted access, or you need to accommodate a remote workforce, we can provide the space you need, when and where you need it.

- Immediate access, wherever you need it
- Overcome construction delays
- Ready-to-use, fully-furnished with business-grade WiFi
- Short-term or longer term
- Offices and meeting spaces of any size



## **Decreased real estate costs**

Benefit from cost-effective workspace solutions and reduce fixed real estate costs by only paying for the space that is actually used.

- Decrease operating expenses with our fully serviced work environments
- No construction fees
- Accommodate any workstyle to suit your company culture
- Avoid underutilisation of space that does not meet organisational needs

# *Helping your organisation increase workspace mobility*

Distributed workforces will be the new normal as businesses reduce risk and benefit from remote working. Flex and distribute your workforce using our portfolio of workspace solutions.

## **Distribute your workforce**

You may need more space to accommodate your teams whilst physical distancing continues.

- Take short-term space in a nearby location, or create regional hubs for different functions
- Take more office space in the same centre or in other locations
- Choose from a wide selection of office layouts to support your teams

## **Enable professional remote working**

Provide your teams with access to our network of professional workspaces to enable remote working on a global scale.

- Enable people to work closer to home and stay productive
- Network of locations in city centre and suburban areas
- Membership plans to allow pay-as-you-use access
- Short-term solutions or longer-term corporate programmes
- Benefit from a range of professional services to support your home workers

## **Enable professional home working**

Create a robust programme with a range of professional services to support your home workers.

- Business address for redirecting mail
- Local phone numbers with call answering
- Use of local workspace whenever needed





# Providing a safe working environment

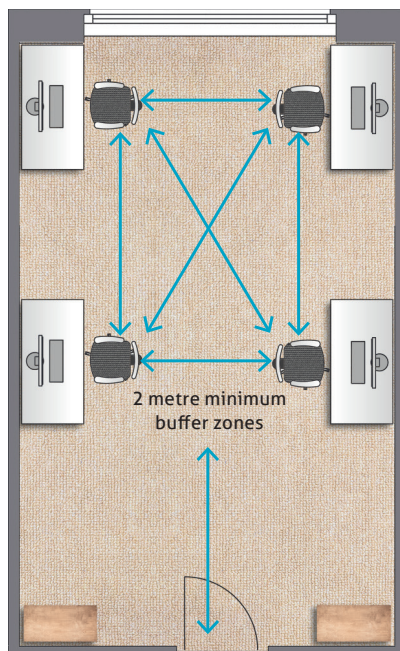
We have taken the following measures based on WHO's health and safety workplace guidelines. Across our network of 3,500 locations, we can provide a safe working environment that meets today's requirements, and supports a more sustainable and happier way to work in the future.

## Physical distancing

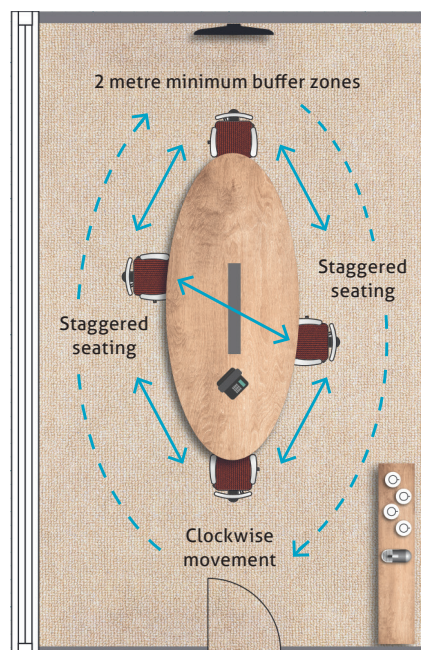
We have taken the principles of physical distancing and applied them to the workplace. To ensure safe distancing throughout our buildings, we have provided clear information and signage covering use of open spaces, private offices and meeting rooms.

## Enhanced hygiene

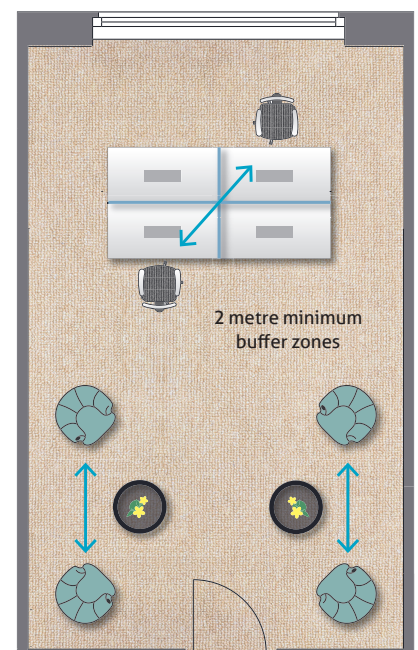
We are working to the highest standards of hygiene with frequent touchpoint, surface and workspace cleaning to meet global health and safety regulations.



Private offices have been reconfigured with fewer desks and free-flowing space to enable safe movement.



Meeting rooms feature staggered seating for more space, and a protocol for clockwise movement around the room.



We are also encouraging physical distancing in open spaces.

# Preparing our workspaces

For the safety of our staff and customers, we are using floor tapes and stickers to remind visitors of physical distancing and spaced seating guidelines.



## Waiting indicators

We have placed indicators to accommodate for distancing while waiting in areas such as receptions, kitchens or lounges.



## Path indicators

We have placed path indicators to create walkways, guiding people through our buildings without accidentally contacting others.



## Spacing indicators

We have placed spacing indicators in our elevators to show where people should stand.



## Spaced seating

We have implemented spaced seating to accommodate physical distancing in our offices, meeting rooms and communal areas.



## Sanitisation

We have made sanitisation materials, such as alcohol-based hand sanitisers and sanitary wipes, readily available throughout our centres.



## Masks

Where mandatory, our employees and customers will be required to wear masks.



# Supporting safer working

We have created health and safety guidelines for our workspaces, which are clearly visible in strategic locations in our centres.

**PLEASE KEEP YOUR DISTANCE**  
*Work safe and comply with social distancing*




For your own safety and to help slow the spread of the Coronavirus we ask that you keep a space of 2 metres / 6.5 feet between yourself and other people.

Thank you for your support.

**IWG** International Workplace Group

Partners: 


**Help stop the spread of COVID-19**  
Our top priority is the health and well-being of customers, employees and guests.



Please ensure you wash or sanitise your hands before using any photocopiers, printers, coffee machines or the refrigerator.

Thank you for your support

**IWG** International Workplace Group

Partners: 

**COVID-19**  
(Coronavirus)

The health and well-being of our employees, customers and guests is a top priority.


To help minimise the risk and in consideration of others, if you have recently travelled to a high-risk area or believe you might have been exposed to COVID-19 in any other way, we ask that you do not enter the centre environment until you have been symptom free for 14 days.

For more information on high-risk areas or general information on COVID-19, you can visit the World Health Organisation website: [www.who.int](http://www.who.int)

If you are experiencing a fever or flu-like symptoms, please seek immediate medical advice, go home and only return to work/the centre environment once advised by a medical professional.

Thank you for your support.

**IWG** International Workplace Group

Partners: 

**Healthy and safe meetings**  
Our top priority is the health and well-being of customers, employees and guests. Please follow these guidelines.

Practice social distancing by sitting or standing at least 2 metres apart.

Walk in/out of the room in a clockwise direction to avoid contact.

Please use a napkin when using the coffee/tea accessories to avoid direct contact.

If your meeting includes catering please maintain social distancing when serving food.



Thank you for your support

**IWG** International Workplace Group

Partners: 





## *Support from our great team of 15,000 people*

Our dedicated global team of cleaning contractors, community managers, maintenance managers, account helpdesk coordinators, professional receptionists, IT engineers and many more are here to ensure you and your teams have a great day at work.



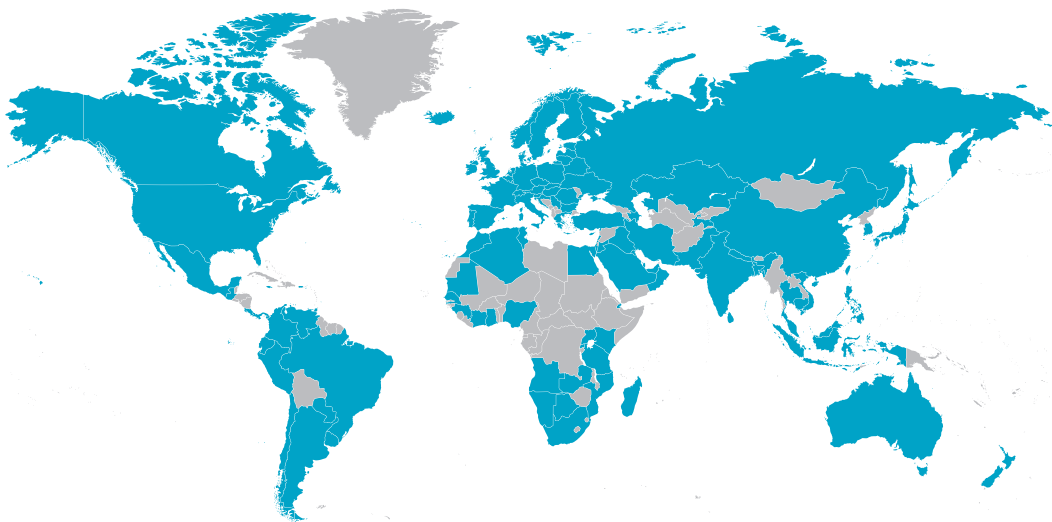


International Workplace Group

*Get in touch and  
see how we can help*



Our dedicated Enterprise team is here 24/7 to help you get back to work quickly, cost-effectively and productively.



[iwgplc.com/enterprise](https://iwgplc.com/enterprise)