



CADOGAN ESTATE REOPENING PLAN

As we plan to welcome our colleagues and customers back to Chelsea, Cadogan is working to help create a safe, secure and sustainable reopening and recovery.

This document outlines our plans, which focus on three main areas:

1. Government and industry guidance on safely reopening businesses

- Guidance from World Health Organisation, UK government and Royal Borough of Kensington & Chelsea
- Guidance from industry bodies

2. Operations and security recommendations for our customers

- Operations: Proposed activity and initiatives that will be put in place across areas that we directly manage, such as Duke of York Square, as well as publicly managed areas including King's Road, Pavilion Road and Sloane Street
- Trading hours
- Health & Safety measures
- Staff training recommendations
- Wellbeing for employees

3. Communications and customer support

- Cadogan customer support campaigning and working with government groups to ensure policy measures for a safe reopening and sustainable recovery
- Communications: Promoting the reopening of our district with an enhanced and considered communications and marketing programme

GOVERNMENT AND INDUSTRY GUIDANCE

As we prepare for the reopening of stores and businesses, hygiene measures and social distancing restrictions will continue to be necessary to limit transmission of the virus. The following links offer guidance on how to reopen and operate your business safely:

World Health Organisation: [Getting your workplace ready for Covid-19](#)

London Growth Hub: [Support for Businesses and Employers](#)

UK Government: [Working safely during coronavirus](#)

Public Health England: [Guidance for employers and businesses on coronavirus \(COVID-19\)](#)

Royal Borough of Kensington and Chelsea: [Support for businesses and the self-employed](#)

Health and Safety Executive: [Help and information to keep people safe and healthy at work](#)

British Retail Consortium: [Guidance on Social Distancing in Stores and Warehouses](#)

MIND: [Mental Health & Wellbeing support](#)

Kensington and Chelsea Foundation: [Funding opportunities](#)

CADOGAN OPERATIONS

Our top priority is to provide a safe and secure environment for our customers and colleagues, and to restore confidence for those who live, work and visit Chelsea. To support a safe reopening and sustainable recovery, we have focussed on street operations and effective communications and customer support:

Operation	Activity
Cleansing	We are undertaking a deep clean of our privately managed areas prior to reopening and working with the local authority on publicly managed areas. Upweighted cleaning regimes will continue.
Signage	We will provide signage across the estate to promote social distancing. This will include external and internal communal areas, as well as the introduction of one-way systems, where appropriate.
Queuing guides	We will provide social distancing floor stickers for the pavements outside stores to enable a district-wide, uniformed system for safe queueing.
Hygiene	We will install hand sanitiser dispenser points throughout the privately managed areas of the estate.
PPE	We have had confirmation from government that PPE used as a precautionary measure does not need to be disposed of in a special way. Therefore, we ask you to use the general waste bins across the estate and in your stores.

Operation	Activity
Security	Our Security Teams will continue to work at full capacity and our overnight Dog Patrol services will remain fully functional. We will review personnel capacity on a daily basis.
Public space & transport	<p>We are working with Royal Borough of Kensington & Chelsea, and Transport for London to explore the possibility of road closures and traffic reduction.</p> <p>We anticipate a temporary closure of the southern end of Pavilion Road to vehicle traffic in early June.</p> <p>We will be increasing bike parking capacity for our customers, colleagues and visitors.</p>
Offices	For any of your staff based in offices, we will be providing building specific solutions that meet the government's "Covid Secure" protocols including screens at reception desks, hand sanitiser for visitors, enhanced cleaning regimes and social distancing measures.

RECOMMENDATIONS FOR OUR CUSTOMERS

Providing a safe district for our customers and colleagues is our top priority. We have worked in partnership with NWECC (New West End Company) gathering input from UK tenants with overseas operations to produce 'best practice' recommendations for businesses. These complement government guidelines and ensure a consistent approach:

Operation	Activity
Trading hours	We recommend opening at 11am and closing between 5-7pm to allow for stores to phase travel for employees and customers. We also recommend specific hours for returns and refunds as other cities have experienced high volumes during the first few weeks of reopening.
Queuing protocol	<p>We recommend queue management should be to the left of the business entrance. We will be providing markings for the footpath and clear guidance for all businesses, to ensure consistency across the district and minimise visual clutter.</p> <p>Property managers will be in touch with details for some stores, these include stores with more than one entrance and those we expect to have long queues.</p> <p>If additional queue management is needed, in higher density shopping areas we will be able to provide physical barriers to guide visitors.</p>
Social distancing	Please ensure that your store has sufficient internal social distancing measures in place. This should include the following:

Operation	Activity
	<ul style="list-style-type: none"> - Defining the number of customers that can reasonably follow 2m social distancing within the store and any outdoor selling areas, taking into account total floorspace as well as likely pinch points and busy areas. - Limiting the number of customers in the store overall, and in any particular congestion areas, for example doorways between outside and inside spaces and changing rooms. - Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. - Encouraging customers to shop alone where possible, unless they need specific assistance. - Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines. - Looking at how people walk through the shop and how you could make adjustments to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible. - Ensuring any changes to entry, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers. <p>Click here to read the British Retail Consortium's guidance for stores and warehouses and click here to read the government guidance for shops.</p>
Staff training & Wellbeing	<p>We recommend that your staff are trained and aware of any new processes, protocols and guidance that your business puts in place. These may include:</p> <ul style="list-style-type: none"> - Personal Hygiene guidance and assurance on what personal protection equipment (PPE) will be provided for staff. - New rules around the cleaning of surfaces, product, and payment methods. - Recommendations of the safest ways to travel to and from work e.g. taxi allowances, guides to safe walking/cycling routes or flexible hours to avoid limited capacity on public transport. - Recommendations for staff wellbeing during working hours and break times, such as promoting open spaces and parks near your business.

CADOGAN COMMUNICATIONS

- We will continue to update our customers regularly with any government and industry news, and any changes that are a consequence of the advice they set out.
- We will continue with our Resilient Retail Webinar series to bring together businesses and employees during these challenging times.

- We are working with government destination marketing agencies on new domestic and international marketing campaigns designed for a post Covid-19 world.
- We will be adjusting our events calendar and marketing services in line with government guidance, with an immediate focus on driving engagement through our digital channels in preparation for driving footfall when appropriate.
- Please inform us of any additional services that you are putting into place that are of interest to people who live, work and visit the area. We will promote these services across our owned and earned media channels.

CADOGAN CUSTOMER SUPPORT

While the initial reopening of some businesses marks a milestone in the battle against Covid-19, our work is far from over. To ensure a smooth and sustainable reopening and recovery of Chelsea, we are working with all levels of government through industry bodies, to support our customers during the current closure, the reopening and the recovery stages.

We continue to campaign with industry bodies for continued government business support measures for occupiers.

Continued business support, including tapering and flexible furlough for businesses dependant wholly or partly on income from international visitors.

Continued cash-flow support for occupiers and tapering of key government fiscal measures.

Reassurance that TfL have the resources to operate safely and to the highest capacity possible within government guidelines for colleagues and customers.

Clear UK government guidance on social distancing and cleansing best practice in businesses and public spaces.

Greater flexibility on use of spaces, including increased pedestrian use and outdoor trading for hospitality businesses.

The safe opening up of airports and ensuring guidance is consistent across the globe to avoid UK only measures.

We are working to secure continued public investment in the Chelsea area and to promote longer term policy changes.

Additional funding for tourism marketing and promotional agencies such as London & Partners and VisitBritain.

Extending Sunday trading hours for areas with high international footfall.

Review and reform of business rates.

Digitalisation of tax-free shopping and inclusion of EU shoppers.

Discounted car parking on and around retail areas.

