



EXCLUSIVE INSIGHT/1

The workplace post-pandemic: a strategy for re-engagement



The Exclusive Services Group (incorporating Exclusive Contract Services and Brayborne Facilities Services)



Message from our CEO

As CEO of the Exclusive Services Group, a privately owned SME, I'm only too aware of the challenges that you and I share in terms of the Covid-19 pandemic; of the processes needed to manage a safe and strategic exit from lockdown; and the return of our people safely to their workplaces.

This document sets out how we propose to achieve this.

It's a 4-PHASE Programme tackling key needs by:

- **Gathering information about you**
- **Creating your bespoke solution**
- **Future-proofing your health and safety**
- **Investing in your sites going forward**

We all appreciate that the route forward is not without challenge.

I want to reassure you that as an established service provider to a number of markets, Exclusive Services Group operating companies, Exclusive and Brayborne, share the resources, innovatory solutions and expertise to meet that challenge.

Not least, we have the people and the absolute priority for me, and our entire organisation, is to protect them and guarantee their personal well-being at all times. After all, they are the real heroes of Exclusive.

And please stay well.

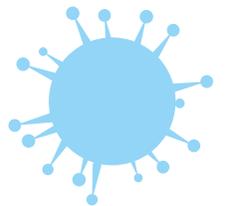


Yours Sincerely

A handwritten signature in black ink that reads "Jim Melvin". The signature is written in a cursive, flowing style.

Jim Melvin,

Group Chief Executive, Exclusive Services Group Ltd



PHASE1 - Information Gathering

We need to know how you intend to return to work.

In these uncertain times it is critical we quickly understand how your organisation intends to re-occupy its facilities so we can ensure that our solutions exactly meet your expectations and support your efforts in returning everyone to a hygienically clean and safe workspace.

PHASE1 involves our expert operational teams asking you for key site-specific information, which will include:

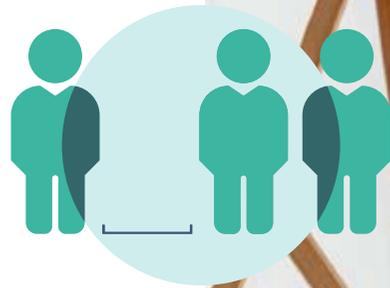
- is your Covid Risk Assessment completed? If not we can assist as part of our innovative Qual 50 QHSE process
- your target date for reopening & will this be staged
- how many colleagues will be returning to work at each stage
- what building movement restrictions will be in place
- whether controlled access times may be in force

We will share the full list of information we need immediately after our first contact.

Together we will start making firm decisions on the steps to be taken.

We acknowledge that our agility & flexibility will be key.

Our teams will regularly update you of any changes in industry advice and guidelines that may affect your facility.



PHASE2 – Solution Creation

Here we take two clearly distinct steps to resolve the way forward for your site.

The first will see our Specialist Hygiene Team interpret the data gathered in **PHASE1** to create a solution fully tailored to your specific needs.

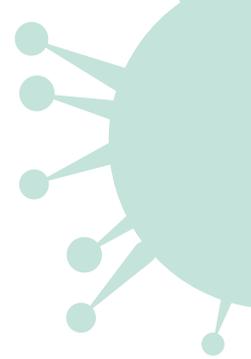
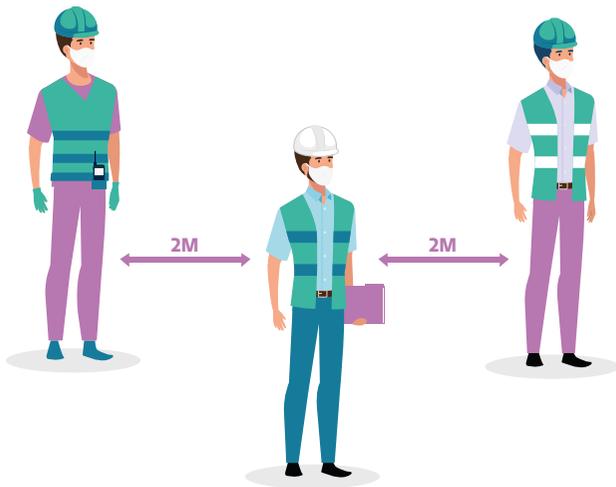
Every solution begins with a manual deep clean of the whole location

It will likely incorporate feedback from our supply-chain partners on appropriate machinery and processes as well as our own teams' forensic focus on your building's touchpoints: door furniture, wall furniture, washroom fixtures, IT equipment and vending machines are significant in the spread of bacteria.

Deep clean concluded – and immediately prior to your planned reoccupation – 'step two' sees our teams conduct a full disinfection using best-in-class fogging or electrostatic spraying systems. Please note, disinfection will only be effective after a deep clean. It will not succeed without it!

This is about thoroughness, of course, but it is also the start of reinstating confidence for all building users to re-engage with your workspace.

The sight of teams in full Personal Protective Equipment (PPE) to ensure their safety at all times is additionally reassuring to your on-site colleagues and visitors.



Post-disinfection, we take ATP swab tests – using our Ensure Touch system – on randomly selected touchpoints to again provide confidence that disinfection has been achieved successfully.

However, we should be mindful that no disinfectant has yet been proven to remove Covid-19 or protect against future contamination.

That's why you need a Health Check.





PHASE3 – Future-Proofing Health

The need to react and adapt appropriately to the challenges presented by the Covid-19 pandemic will mean that normal site cleaning & hygiene processes must be checked and re-evaluated and it is inevitable that changes will be necessary as we embrace the new normal.

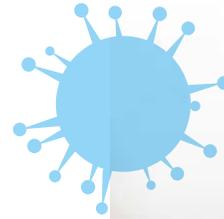
Cleaning and hygiene processes must be checked, re-evaluated and changed.

Our Specialist Hygiene Teams will audit your current specifications and ascertain what changes may be required (service frequencies, task focus, touchpoint processes, routine timings etc.).

The team will create a Health Check report bespoke to your facility clearly highlighting risks and detailing recommendations to mitigate each one so that you can operate safely once more.

Additionally, our Training and Health & Safety Teams will re-evaluate all cleaning Risk Assessments & Method Statements (RAMS) to ensure that all new processes required are incorporated and appropriately trained for.

The Exclusive Health Check is entirely free of charge.



It is our commitment to helping you and our country as a whole to get back to normality as quickly, safely and economically as possible.





PHASE4 – Our Investment In You

Future-proofing your health requires tools fit-for-purpose.

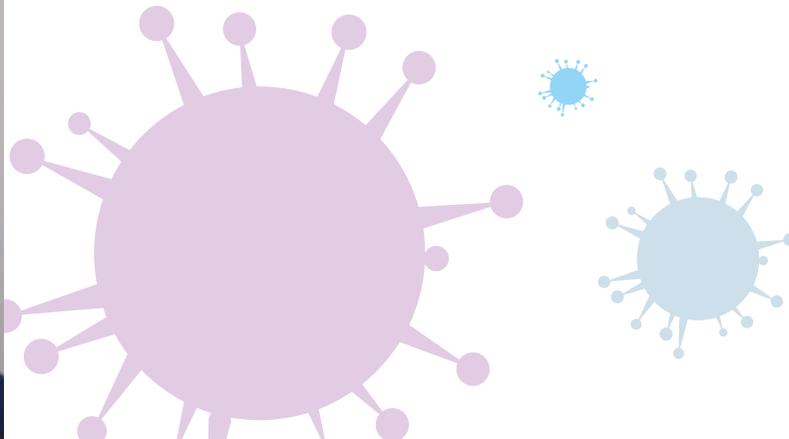
The Exclusive Services Group (incorporating Exclusive Contract Services and Brayborne Facilities Services) is investing heavily in robust and fit-for-purpose solutions to the on-going pandemic and its implications.

Such investment is critical in order to appropriately protect you, your building users and our site-based cleaning teams.

Our investment will be seen in industry-leading equipment and innovative technology as well as a whole host of new training for our teams – and, wherever possible, for yours too – available in short multi-lingual video format (compatible with smartphone and tablet viewing).

Together, we can raise a collective level of awareness of how our combined actions can help to keep hygiene standards in your workplaces at the highest levels possible.

To be safe, secure, glad to be back.





CONTACT – Connect Now

During post-lockdown and until such time that it is contained, Covid-19 presents challenges that we feel it is vital we rise to and confront with you together.

Working as a collective partnership will achieve a sustainable future for your buildings.

Contact us now and that begins today!

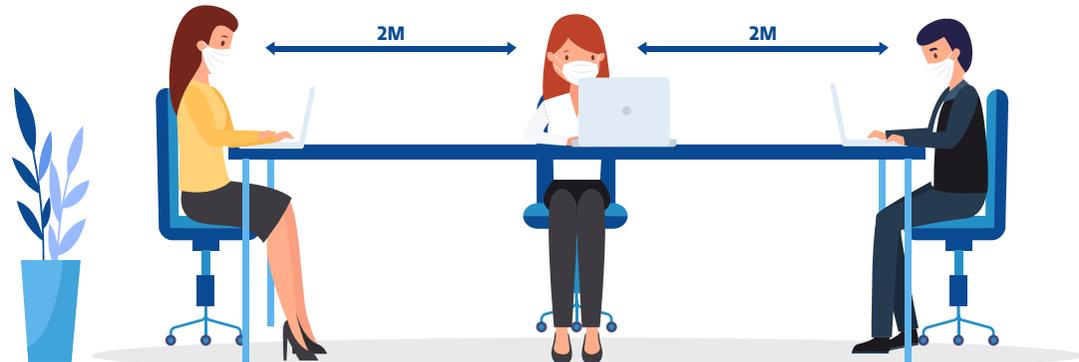
Following your initial contact, we will provide you with a comprehensive, site-specific operational solution detailing all Exclusive endorsements including recommended methodologies with intelligent technology & systems deployment."



Helpdesk: 01707 264400 (select option 4)
Email: covidsupport@exclusivecontracts.co.uk
www.exclusivecontracts.co.uk



Helpdesk: 01189 789 428
Email: covidsupport@brayborne.co.uk
www.brayborne.co.uk



OUR PEOPLE YOUR PEOPLE

Finally, let's hear it for our heroes. They're your heroes, too.

These are the people working on the front-line in our bid to eradicate Coronavirus from your buildings.

“ Brilliant throughout this crisis ”



“ Cleaners are truly heroes ”



“ Our every need has been met ”

“ Fantastic flexibility during a uniquely challenging period ”



“ Your team has gone above & beyond ”

We have 1650 colleagues. Our overriding priority has always been their protection and well-being and this will continue in everything we do for you