

The logo for ADAPT features the word "ADAPT" in a bold, grey, sans-serif font. The letter "A" has a red vertical bar on its left side. The letter "D" has a green vertical bar on its left side. The letter "P" has a yellow vertical bar on its left side. The letter "T" has a blue square on its top right corner. A small "TM" trademark symbol is positioned to the upper right of the "T". A solid orange circle is located to the right of the "T".

ADAPT™

by Capital Support Services

COVID-Safe
Workplace Solutions



Are you struggling to understand which COVID requirements are necessary for your office? Let Capital cut through the noise and deliver an effective solution for providing your employees with a COVID safe workplace.

Introducing **Adapt™** by Capital Support Services: the comprehensive system for providing COVID-Safe workplaces.

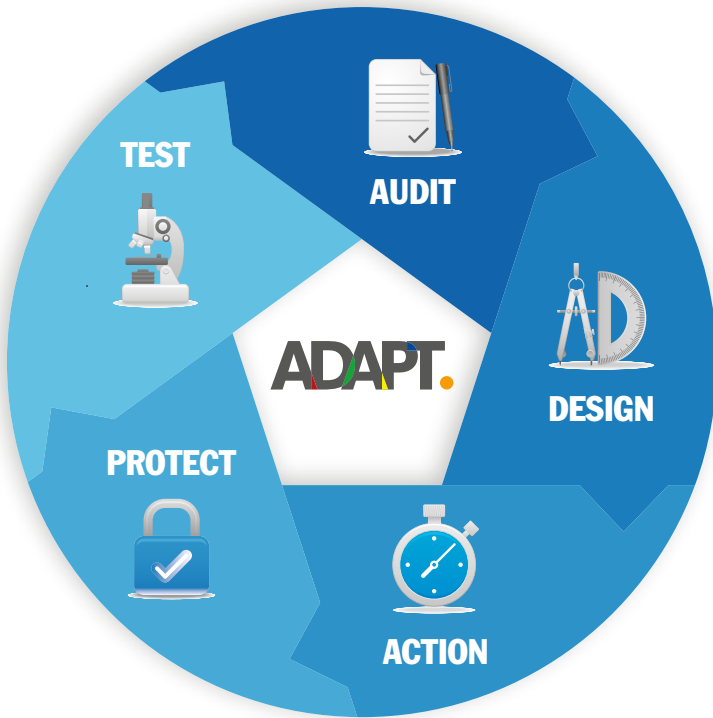
We have all seen a huge amount of change over the last year due to the COVID pandemic. Our personal and working lives have been hugely affected and we've all had to learn to adapt and change the way we do things.

Capital Support Services has adapted its working processes over the last 20 years to keep our clients and team members safe during various pandemics: SARS, Avian Flu, Swine Flu, and now, Coronavirus. With each new pandemic we've had to adopt new processes and ways of working to maintain a safe workplace and provide a protective barrier against each virus.

The one thing that is clear is that the future will continue to be uncertain and that there will always be a need to change the way we work and how we provide safe and secure workplaces.

To provide confidence to facilities managers and property owners, Capital has developed a comprehensive 5-stage process for making certain that your workplace is safe for your employees to return to work. Our approach to continuous improvement will adapt to future environmental changes to maintain the safety of your office.

Our Adapt™ process is a perpetual cycle of development and refinement, with each stage flowing into the next.



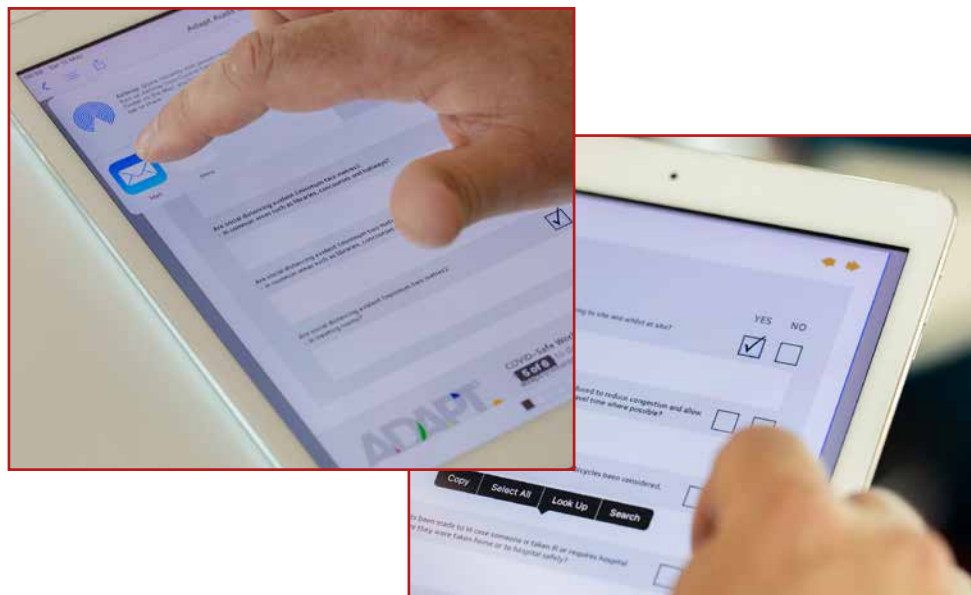
The five stages are:

- Audit:** We will audit your working environment to assess your compliance with Government regulations.
- Design:** We will provide a detailed plan for your workplace to be COVID safe.
- Action:** We will action the agreed plan, making your workplace COVID safe.
- Protect:** We will monitor and manage sanitising and disinfection solutions to protect your employees.
- Test:** We will provide solutions to test people, surfaces and process for COVID compliance and refine when needed.

Audit

Simon Hill, Head of Operations, will visit your workplace and conduct a thorough audit to assess your current compliance with COVID regulations.

Simon is a competent and knowledgeable operations manager, with over 30 years of hands-on experience managing some of London's most iconic buildings and estates.



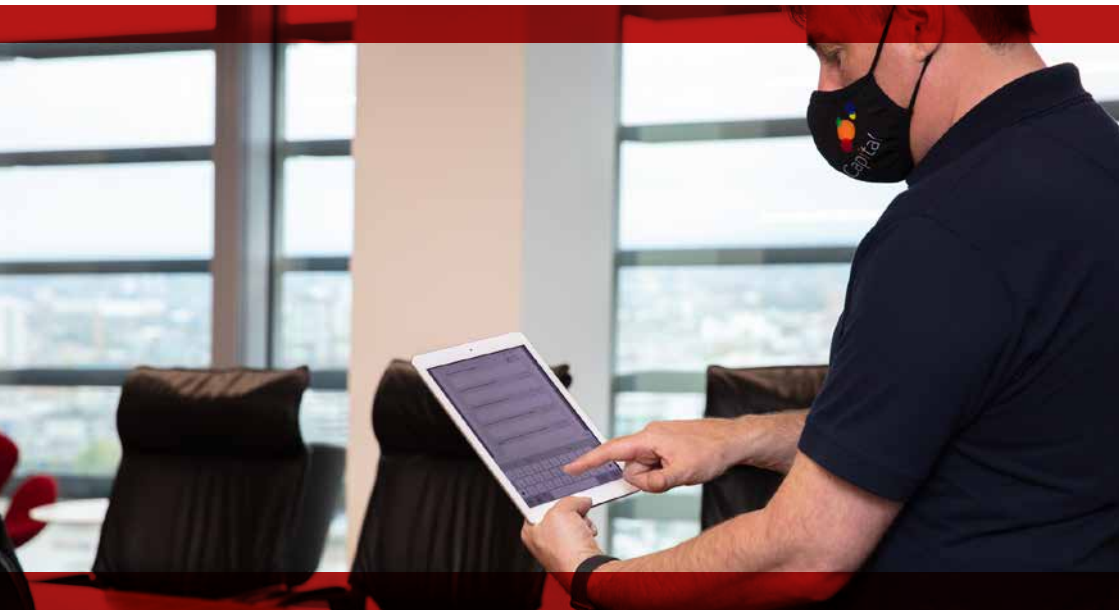
Using Capital's workplace analysis scoresheet, Simon will review each area to gauge which measures are compliant with the Government's COVID Safe regulations and which measures are non-compliant.

The audit will cover the following:

- reception & deliveries
- access systems (entry/exit)
- use of common areas (stairwells, lifts and escalators)
- use of washrooms & kitchenettes
- use of shared IT solutions
- flow of people (one-way system)
- signage & communications
- waste management
- cleaning regime
- sanitisation and disinfection solutions
- PPE.

From the audit, Capital will provide a detailed report of your building. The report will detail our analysis of which areas are compliant and those that require immediate attention. Using a traffic light system our report will visually guide you through each area of our assessment:

- Green** will highlight the areas of compliance.
- Amber** will provide suggestions for areas that could be improved.
- Red** will flag all areas of non-compliance and provide solutions to enable these areas to be rectified.





Capital will use the audit report and our discussions with you to design and develop a return-to-work action plan.

The roll-out plan will detail the required measures that need to be in place to reduce the risk of spreading the virus within your workplace.



The plan will provide a wide range of necessary solutions for the reintegration of your staff into a safe and clean working environment.

Solutions will include:

- Safely managing access
- Sanitisation and PPE solutions
- Effective and safe space management
- One-way people systems
- COVID safe cleaning and disinfection specification
- Clear communication strategy.

Using our extensive European supplier framework Capital will provide, within our roll-out plan, a number of options for each solution to suit every budget. Each solution is aimed at mitigating risk, providing protection and guaranteeing safety.

The products, equipment and services we propose have been implemented with at least one of our existing clients and we can provide testimonials on the effectiveness and suitability of each item.

Our management team will collaborate with you extensively at each stage to make sure that the solutions we provide are relevant for your business and your workplace. Our Adapt™ process is designed specifically to provide you with a unique and effective COVID safe solution.

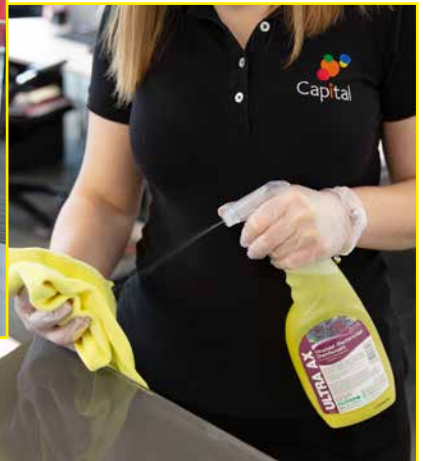




Action

A key outcome of stage 2 will be an agreed set of solutions and services to allow employees, users and stakeholders to return to work safely. Stage 3 will see Capital implement those solutions within your workplace.

Whether it be the installation of Perspex divider panels or socially distanced floor signage, Capital has a fully trained workforce ready to action all necessary steps to get your office back up and running in a COVID safe manner.



Capital's core services are cleaning and maintenance which gives us both the experience and the knowledge of how to install, manage and deliver workplaces that are clean and COVID-safe.

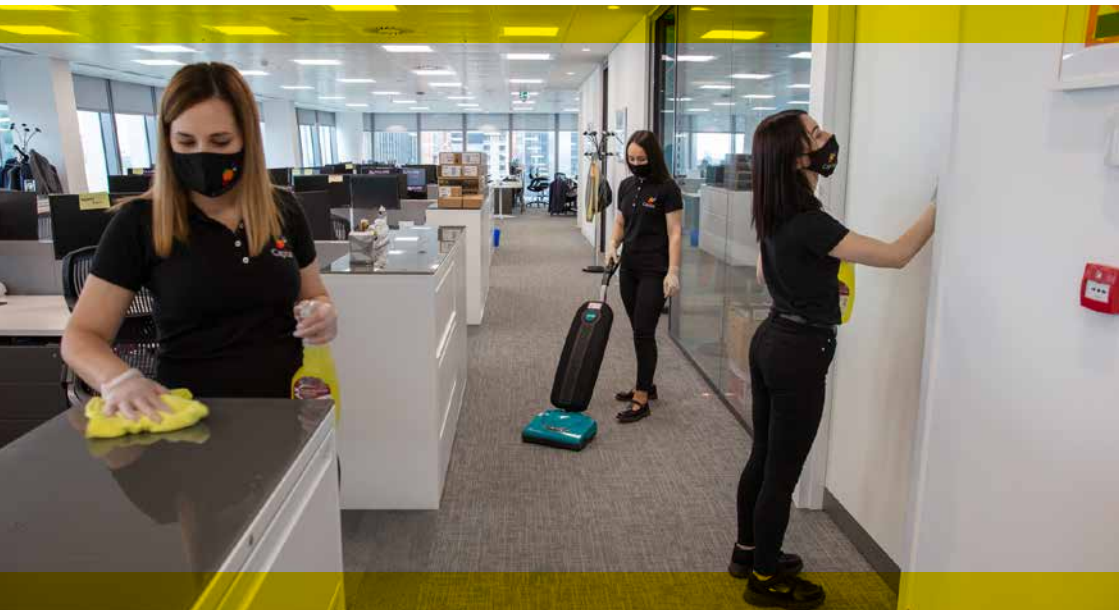
Our cleaning and waste management solutions are provided by fully motivated and engaged team members. All of which have had intense COVID compliant training through our London Training Academy. Top-up training is provided each time there are changes to the Government's advice on COVID. We do this through our Ihasco online training portal and also through socially distanced face-to-face sessions that are delivered by our experienced operational management team.

All team members strictly follow guidance on the correct use of PPE, sanitisation and disinfection control methods. Our team members being also fully compliant with the correct disposal of COVID waste.

Capital will implement a robust cleaning regime for your workplace to ensure that all surfaces such as touch points are regularly cleaned and sanitised which will provide your employees with confidence that the building is clean and safe.

Capital will action the following COVID safe solutions delivered by our COVID accredited cleaning and maintenance team members:

- Enhanced sanitisation and disinfection regime
- Deployment of robust cleaning equipment
- Effective use of COVID safe cleaning chemicals
- Daily waste management.





Protect

The sanitising solutions and methods used by Capital provide a protective barrier against the spread of COVID within the workplace. This is maintained through regular application.

In addition to providing an enhanced cleaning specification Capital are also proficient in offering additional protection through a wide range of added value services.



These services include:

- 24-hour rapid response team
- Interactive sanitisation systems
- Deep clean and treatment service
- Compliant and safe waste disposal.

Capital's Deep Clean and Treatment service consists of a professional deep clean that is carried out by experienced environmental cleaning operatives. They are trained to quickly and effectively clean large workspaces with innovative equipment to a much higher standard than non-specialist cleaning teams.

This is followed by our treatment service where an antimicrobial product is applied to surfaces using the Fimap electrostatic spray gun system, greatly increasing coverage. It creates a field of invisible positively-charged pins that attract, rupture and disable negatively-charged microbial cells, including Covid-19.

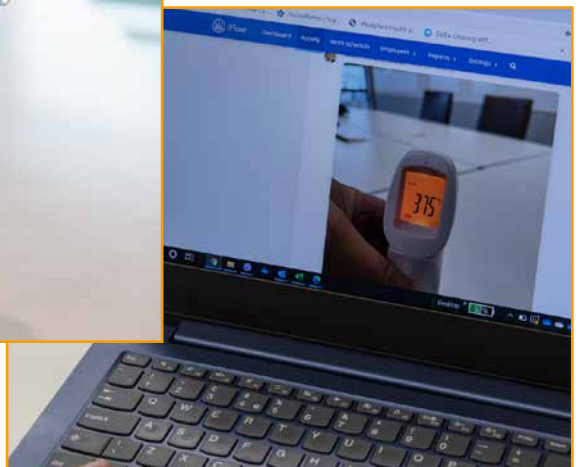
A key benefit of this service is the reassurance provided to your staff and customers that they are safe in the workplace and they have long-term protection against Covid-19 and other harmful pathogens. This is a great service when there is a confirmed case of COVID.





The fifth and vitally important stage is testing, it provides proof that the four previous stages have been effective in creating a barrier against COVID and other viruses.

Testing is also critical in creating a physical barrier of entry to employees and visitors with COVID symptoms, such as a high temperature.



Capital have procured (on behalf of our clients) digital solutions that control access by measuring visitor temperatures – denying access to those with a high reading.

Additional measures include flow testing which has become a suitable solution with the reduced timeframe to provide a result.

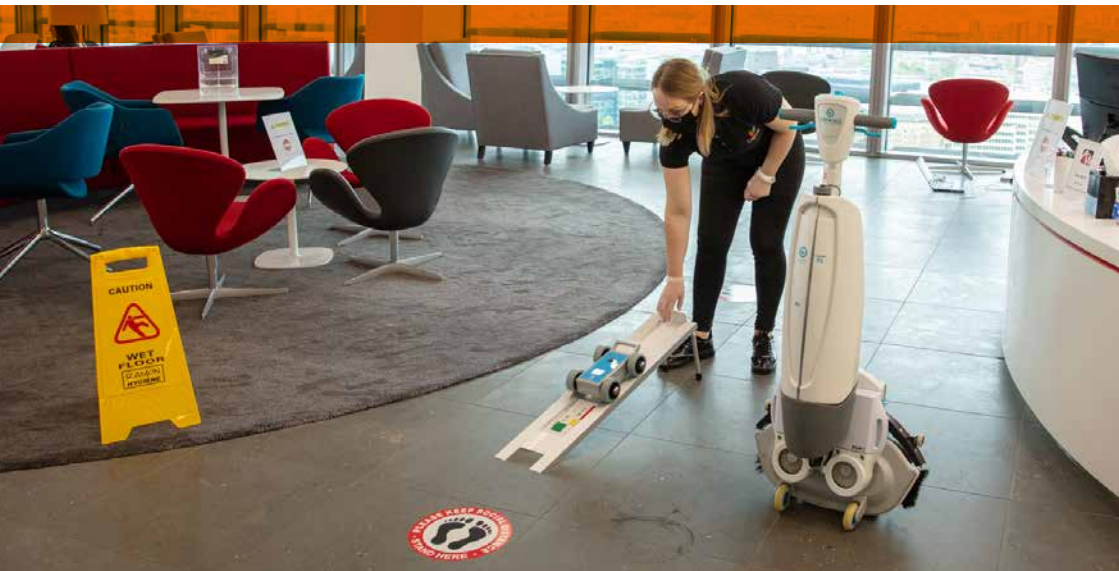
Our supervisors and operational managers regularly attend site to conduct ‘mystery shopper’ style surface swabbing and detection testing. This provides confidence to our clients in the effectiveness of our cleaning and sanitisation solutions.

The range of testing solutions we provide are:

- Surface swabbing and detection
- Temperature monitoring access controls
- Flow testing solutions
- Slip testing
- Detailed test reporting and recommendations.

By regularly testing surfaces and people along with analysing our solutions we’re able to continually improve our Adapt™ process.

With the regular changes to the Government’s advice and recommendations Capital’s Adapt™ process is perfectly suited to continual refinement to ensure that we’re always offering our clients with the best solutions for providing COVID-safe workplaces.



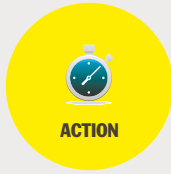


Focus on Training

People development is at the heart of our business and a core ingredient for the culture of our organisation. We aim to ensure an exceptional level of service is delivered to all of our clients to exceed expectations. Every team member attends our Training Academy and progresses through several in-depth training modules.

Through our Training Academy, Capital can provide refresher training and regularly enhanced training modules that accommodate changes in COVID-Safe requirements and improvement to machinery and cleaning processes.





“““

I just wanted to pass on my enormous thanks to the team at Capital Support Services for all your hard work in helping to get our office COVID compliant. Considering how we have had to operate, you have made the entire process stress free. The dedication and knowledge shown in providing a COVID-safe workplace have been remarkable.

I have been impressed with the teamwork; considering the challenges caused by COVID, they always go above and beyond what's required by them. It shows that given the right approach and planning, you can ADAPT and work safely and still achieve the desired results and provide assurance for our tenants and stakeholders.

Tim Scourfield
Property Manager
White City Place





ADAPT.™

by Capital Support Services

Contact us today to book
your free workplace audit.

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