

# Welcome back

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Guidance for returning to  
the Underwriting Room

# Welcoming you back to the Underwriting Room

John Neal, CEO, Lloyd's



We're looking forward to reopening the Underwriting Room from 17 May. Initially we are opening for those who need to be in, but we hope to further relax capacity restrictions in the Lloyd's building from 21 June in line with Government guidance.


Our number one priority is ensuring the market and your employees can connect and collaborate safely and productively. To do this we have introduced a number of new policies and procedures that you can read about in this guidance.

Although the Room will look a little different for a while, I feel confident that the right solutions are in place to ensure that face-to-face business in the market can continue efficiently, effectively and safely.

COVID-19 has reinforced the need for the market to become more operationally resilient so it can continue to provide customers with products and services, whatever the circumstances. That is why we've implemented digital enhancements and technology to complement and connect with the best features of the physical Underwriting Room, as part of our Future at Lloyd's ambition. This includes significantly improving our digital connectivity within the Lloyd's building, creating virtual meeting spaces, and continuing to develop the Virtual Room, which enables brokers and underwriters to connect and collaborate online alongside the physical trading environment and is open to all classes of business in the UK.

As our ways of working change and we embrace digitisation, we have a once-in-a-generation opportunity to shape the future design of the iconic Underwriting Room and supporting spaces in the Lloyd's building. That's why we completed an extensive consultation throughout Q1 2021 to explore different needs and future requirements for the shared spaces and services within the Lloyd's building, as well as how these interact with different digital solutions. We're now incorporating your feedback into the final vision, which I look forward to sharing with you in Q2 2021. Please continue to provide your feedback so together we can build an exciting and innovative experience that seamlessly combines the physical and digital to future-proof the Lloyd's and London market.

I hope these enhancements help you to underwrite business effectively as we all continue to adapt to our new ways of working.



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## Key information

The building is COVID-19 secure and we follow all the required procedures to keep you safe

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**The Lloyd's underwriting floors will reopen with enhancements and safety measures in place, to facilitate face-to-face trading from [17 May 2021](#)**

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**We have made [some digital enhancements](#) to complement and connect with the best features of the physical Underwriting Room**

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**Market participants should only attend One Lime Street if they [do not have any COVID-19 symptoms](#)**

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**[Only Lloyd's passholders](#) will be permitted access to One Lime Street at this time**

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**[Please enter](#) the Lloyd's building via [Tower 1](#) or the [main reception](#) only**

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**[Please leave](#) the Lloyd's building via [Tower 3](#) and [Tower 5](#) only**

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**[Lifts will be limited](#) to three people at a time. Please use the stairs and escalators where possible**

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**[The coffee shop](#) will be open for pre-ordered take away food and drinks only**

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**[The cloakroom](#) will be open with the addition of three changing cubicles**

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**Face coverings are to be worn in all public areas throughout the building. You will not be required to wear a face covering at the Box**

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# Enhancements and safety measures

Our building has been approved as COVID-19 secure

**The Lloyd's underwriting floors will reopen with enhancements and safety measures in place in order to facilitate face-to-face trading**



## Limiting the number within the building

- We have a maximum capacity of 45% market occupation within the building
- To help us all follow social distancing guidelines we'll need to limit the number of people within the building, so you may have to queue to enter. Our security team will be on hand to ensure we welcome you into the Room as quickly as it's safe to do so
- Only two entrances will be available to the Lloyd's Building via [Tower 1](#) or the [main reception](#)

## Keeping your distance

- Help us keep everyone safe by being respectful of others and [maintain social distancing at all times](#) in communal areas
- We have added signage to help guide you around the building
- [Lifts are limited to three people](#) at a time. Please use the stairs and escalators where possible

## Enhanced cleaning

- We have cleaning, handwashing and hygiene procedures in line with government guidance
- We have enhanced cleaning measures in place, including regular cleansing of touch points around the building. We will also be providing hand sanitiser at entrances and around the building
- High touch areas e.g. door handles and lift lobby buttons will be cleaned hourly during the day
- We also have a temperature reader in reception for voluntary use

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## What's open

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**Coffee shop:** open for take away only (including drinks, snack, breakfast items, fruit and pre-packed sandwiches). You can order in advance through the **UPAY app** ☺. We are no longer able to offer seating inside the café or restaurant, but we have provided seating outside by One Under Lime. You may bring your own food or drink in, but there is no storage or cold store provision. Redemption Coffee will also be open from 17 May

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**Bike racks:** we have added additional bike racks for you to use

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**Shower facilities:** these are available, but you will be required to turn the shower number tag on the board in each bathroom to 'red' for occupied. Please leave the tag as 'occupied' so our cleaners know to sanitise this facility before the next user. Towels will be available from reception and should be placed in the towel bin once you have finished

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**Lifts:** these will be open, but will be limited to three people per lift

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**Cloakroom:** the upper basement cloakroom will be open, with the addition of three changing cubicles against the backwall

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**Toilets:** all facilities will be open throughout the building and will be cleaned regularly

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**Wellbeing centre:** open as usual for Lloyd's passholders only

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**Meeting rooms:** a range of breakout areas in the coffee shop and the meeting rooms located near reception will be available

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## What's temporarily closed

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**Camera room:** this will be closed for the time being. If you have lost your pass or require a new one, please contact the camera room in advance to arrange this [cameraroom@lloyds.com](mailto:cameraroom@lloyds.com) ↻. You will be able to collect your pass from the events desk in the main reception

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**Coffee shop/restaurant seating:** seating areas in the coffee shop and restaurant are closed but there is outside seating at the side of One Under Lime

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**Events and tours:** we are unable to run events or tours of the building at the moment

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**Lloyd's shop:** will remain closed until further notice

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**One Under Lime:** will remain closed, but we hope to reopen from 21 June

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**Claire's barber:** will remain closed until further notice

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## How to prepare for returning to the Room

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Ensure you have your access pass to Lloyd's. If you have lost your pass, please email the camera room in advance [cameraroom@lloyds.com](mailto:cameraroom@lloyds.com) ↗

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While we try to limit numbers in the building we ask that you do not bring guests or colleagues to the building during this time

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If you would like to arrange a visit for your Lloyd's passholders to see the Room prior to formally returning, these can be booked in advance via the Lloyd's Helpdesk on **020 7327 6666**

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If you have any concerns or requirements in advance of your arrival please email [lloydshelpdesk@lloyds.com](mailto:lloydshelpdesk@lloyds.com) ↗ who will be happy to assist

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Set up appointments in advance by viewing the COB rota as there is limited space for queuing within the building

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Passholders visiting the Lloyd's building or the Underwriting Room should dress appropriately. Find out more about our dress code on [lloyds.com](http://lloyds.com) ↗

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Check our website for the latest information [www.lloyds.com/reopeningtheroom](http://www.lloyds.com/reopeningtheroom) ↗

## Entering the building

If you are showing any COVID-19 symptoms, please follow Government guidance and stay at home

Please ensure you have your pass

Entrance is through the main reception or Tower 1 only

To help us all follow social distancing guidelines we'll need to limit the number within the building, so you may have to queue to enter. Our security team will be on hand to ensure we welcome you into the Room as quickly as it's safe to do so

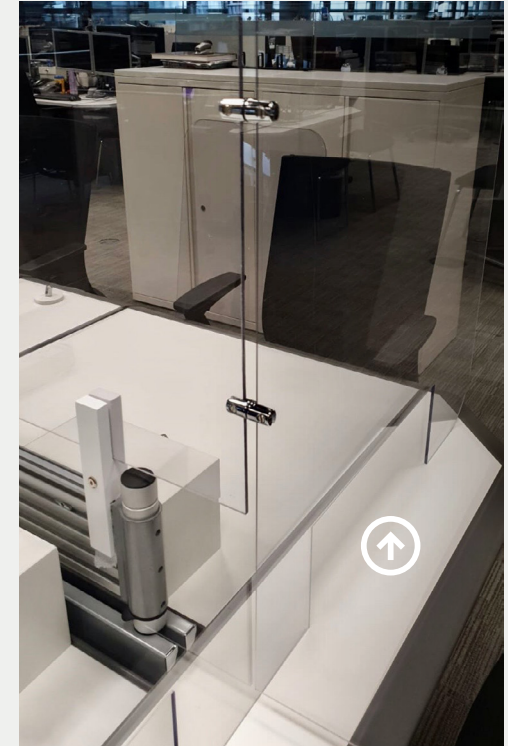
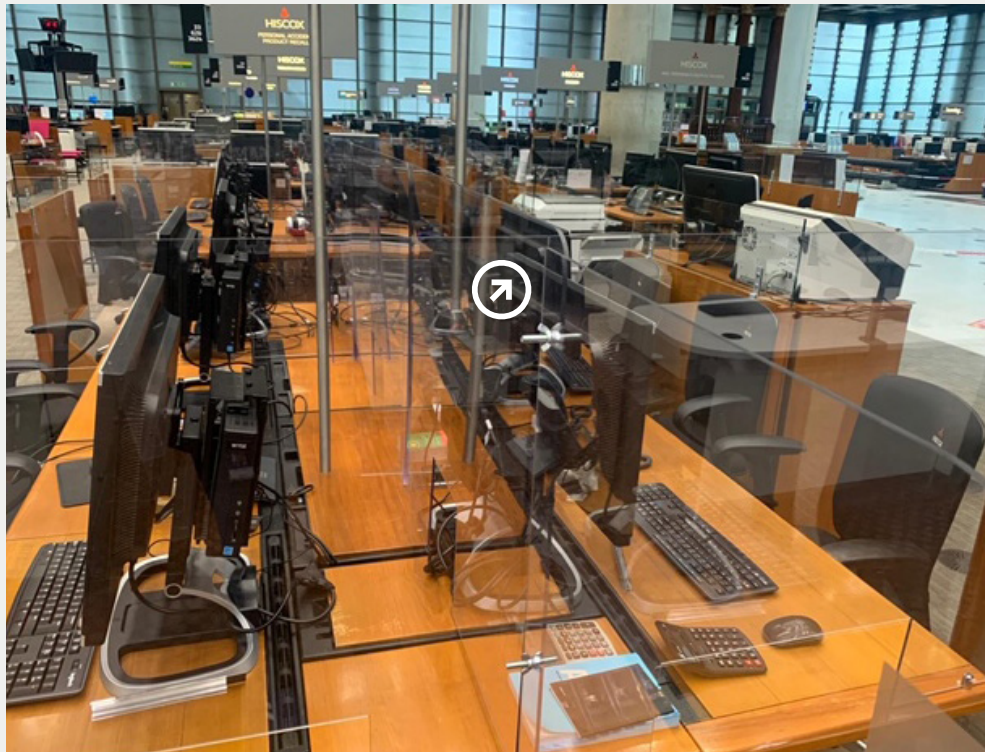
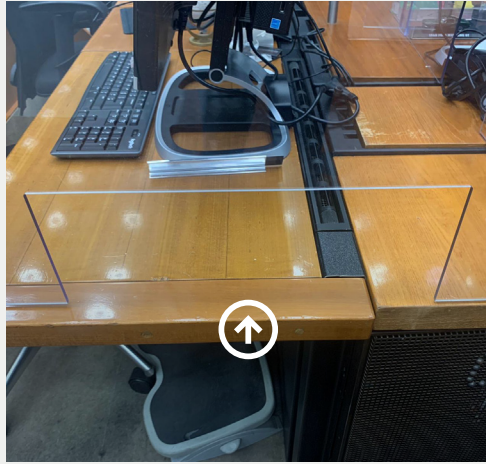
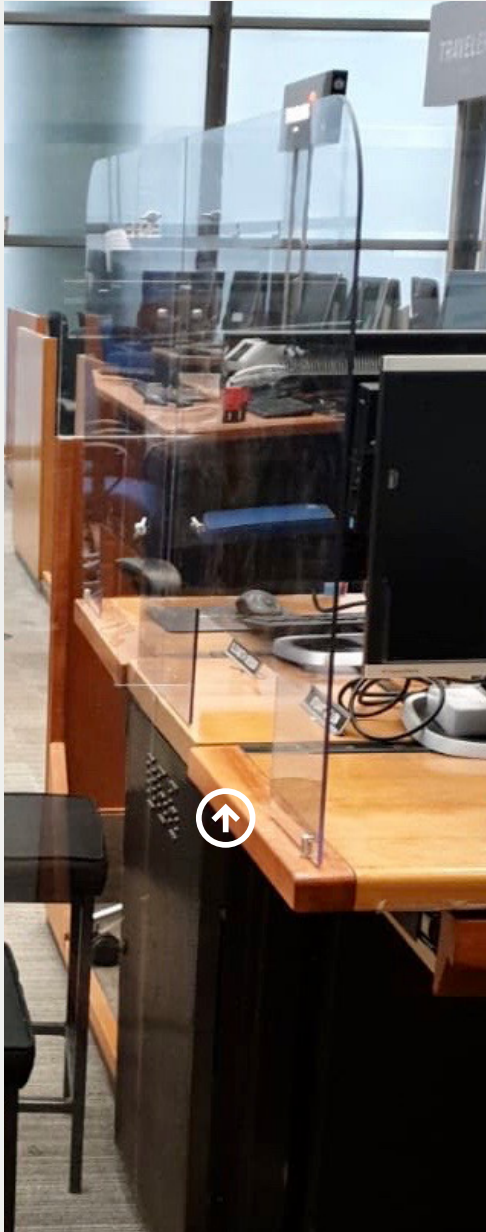
Walk ways are one way only so please ensure you follow the signs around the building





# At the box

Each underwriting box has had a unique screen system created to safely enable confidential face-to-face conversations



**Central screens to protect colleagues**

**Side panels to enable some broking stools to be used on certain boxes**

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## Underwriting box information

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**We have installed screens at each of the boxes to enable face-to-face trading**

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**Due to social distancing guidelines your usual seat may not be available during this time**

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**All seats at the underwriting boxes have been allocated into three categories shown on the floor plans at the back of this pack**

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**Brokers will sit on the underwriting chairs alongside the underwriter, with a few exceptions where stools will still be in use. This will continue whilst social distancing guidelines remain in place**

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**It is recommended that brokers and underwriters communicate in advance of coming to Lloyd's to agree a time to meet**

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**Remember others may use the area on alternative dates; please leave it as you would like to find it**

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**It is recommended that brokers check which underwriters will be in the building before they come to Lloyd's. Not all underwriters will choose to occupy the box so booking appointments in advance may help, especially as there is limited space for queuing**

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**Brokers and underwriters will be able to connect to those outside of the Room via the digital booths located in the coffee shop. These booths are non-bookable and designed to be used for short periods of time only**

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## Class of business rota

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The working week will be split between classes of business to ensure that we are able to maintain social distancing and to enable to market to plan their own return to the Room

You can find detailed class by class allocation (using the Lloyd's 60) at [www.lloyds.com/welcomeback](http://www.lloyds.com/welcomeback) ↗

We recommend booking appointments in advance as there is limited space for queuing in the building

Brokers and underwriters will be able to connect to those outside of Lloyd's via the Digital Booths in the coffee house

Although the working week is split between classes of business, the building is open to anyone wishing to work from Lloyd's

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**Monday:** Financial and Professional lines and Casualty (i.e. Third Party) including FAC reinsurance

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**Tuesday:** Property, Terrorism, Construction (i.e. First Party) including fac reinsurance

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**Wednesday:** Marine and Aviation (i.e. MAT)

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**Thursday:** All Treaty reinsurance, Kidnap and Ransom, Accident and Health, Political Risk, Bloodstock, Energy and Reinsurance

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**Friday:** The Room will be open for all classes

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## New features in the Lloyd's building

### Digital Booths

With enhanced network connectivity, greater privacy and screens, we're testing Digital Booth formats to offer you a better virtual meeting experience with clients and colleagues who are outside of the Underwriting Room


Located in the coffee shop, they will be allocated on a first come first served basis and are designed to be used for short periods of time only



**Connect Bar** Located on the Ground Floor, we are creating a 'connect bar' for market participants to receive training and assistance with virtual meeting platforms, tools and products

**Faster Wifi** We have improved the wifi on all underwriting floors to ensure it is faster and easier to connect to wherever you are in the building

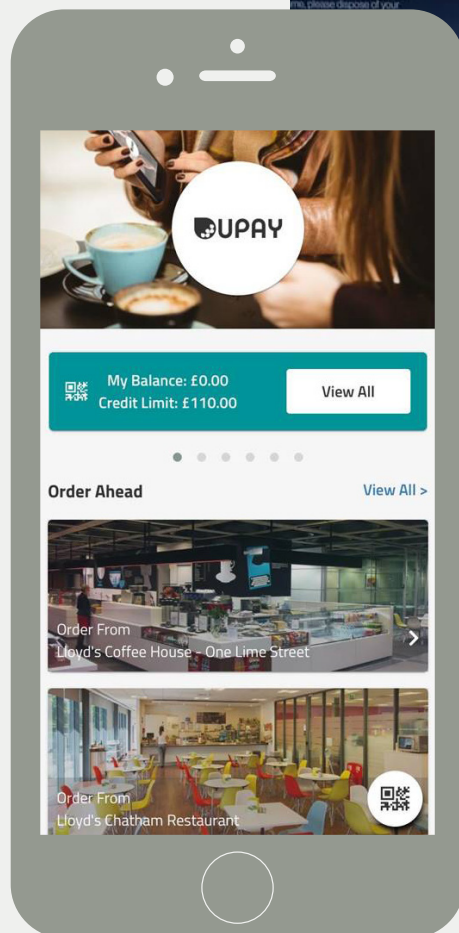
**New screens** We have improved some of the digital signage within the Underwriting Room to help communicate key information for the market

**Virtual Room**  Enabling the Lloyd's community to connect digitally, the Virtual Room is open to all classes of business in the UK. We're currently developing a mobile app that will allow users to indicate whether they're in the physical or virtual Room - so look out for this from June!

# Coffee house: pre-book using UPAY app on your phone

For more information speak to our colleagues in the coffee house or email catering.cards@lloyds.com

Download the app by scanning the QR code below using your phone/tablet camera:

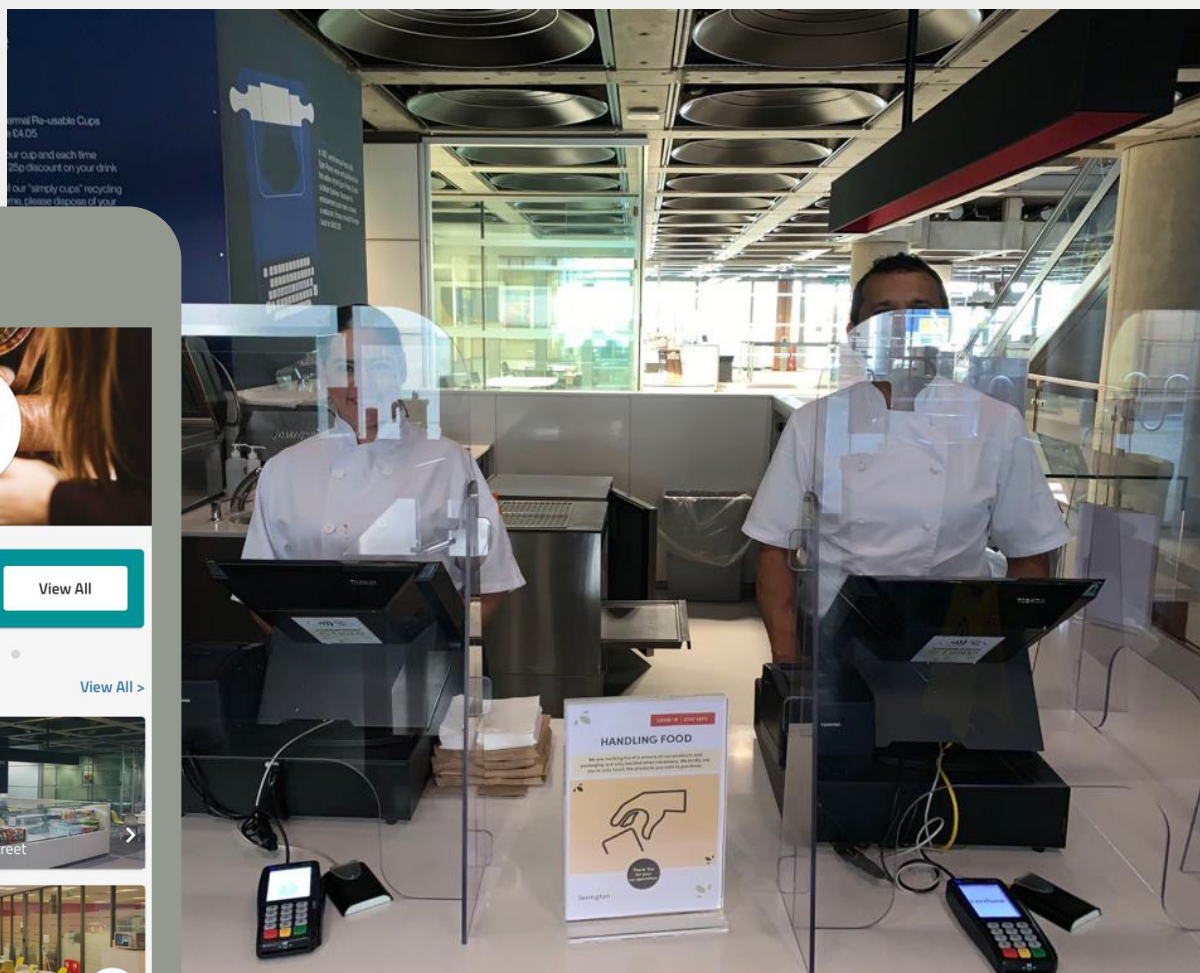


Enter following details to register:

Affiliate ID: 81

User ID: Your Lloyd's pass security number

Card ID: leave it blank



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## Leaving the building

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**Please exit the building through T3 or T5**

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Please give us feedback by emailing [lloydshelpdesk@lloyds.com](mailto:lloydshelpdesk@lloyds.com) ↗ to tell us what is working and what isn't, so we can help improve the experience

We want to ensure that the Room is providing the best place for you to connect and place business for your clients

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## Key contacts

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Have a question or concerns on returning to the Room please email [lloydshelpdesk@lloyds.com](mailto:lloydshelpdesk@lloyds.com) ↗

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If you have lost your pass please email [cameraroom@lloyds.com](mailto:cameraroom@lloyds.com) ↗

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To book a visit to the Room for your Lloyd's passholders ahead of the building reopening please email [lloydshelpdesk@lloyds.com](mailto:lloydshelpdesk@lloyds.com) ↗ or call **020 7327 6666**

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For coffee shop queries please email [catering.cards@lloyds.com](mailto:catering.cards@lloyds.com) ↗

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For first aid assistance, please can extension **2222**

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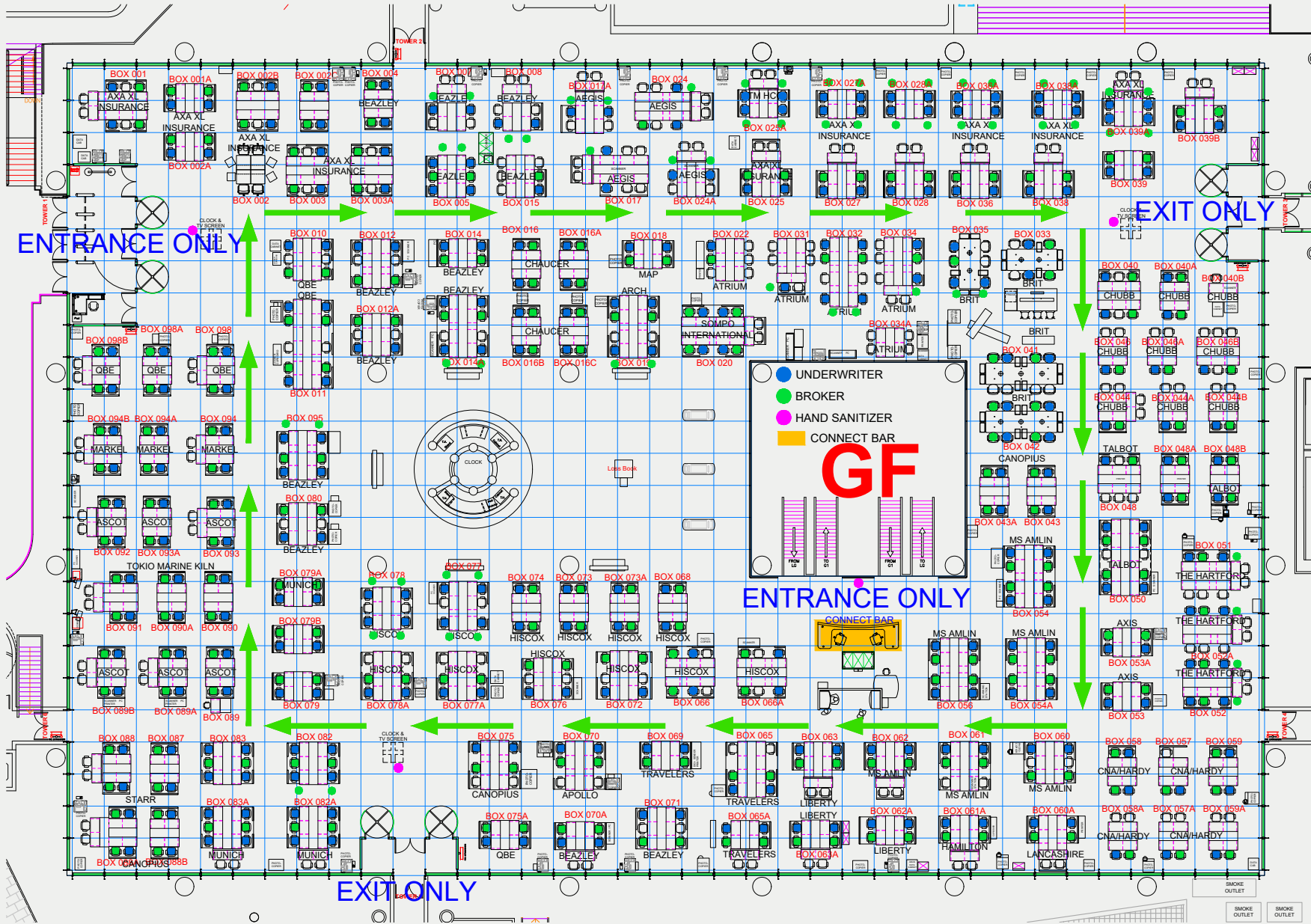
To pre-order snacks or hot and cold food and drinks download the **Upay app** ↗

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For more information on the Wellbeing centre visit [www.lloydswellbeingcentre.co.uk](http://www.lloydswellbeingcentre.co.uk) ↗

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# Floor plan. GF



ENTRANCE ONLY

EXIT ONLY

● UNDERWRITER  
 ● BROKER  
 ● HAND SANITIZER  
 ■ CONNECT BAR  
**GF**

ENTRANCE ONLY

EXIT ONLY

SMOKE OUTLET



# Floor plan. G1



G1

- UNDERWRITER
- BROKER
- HAND SANITIZER

ENTRANCE ONLY

EXIT ONLY

EXIT ONLY

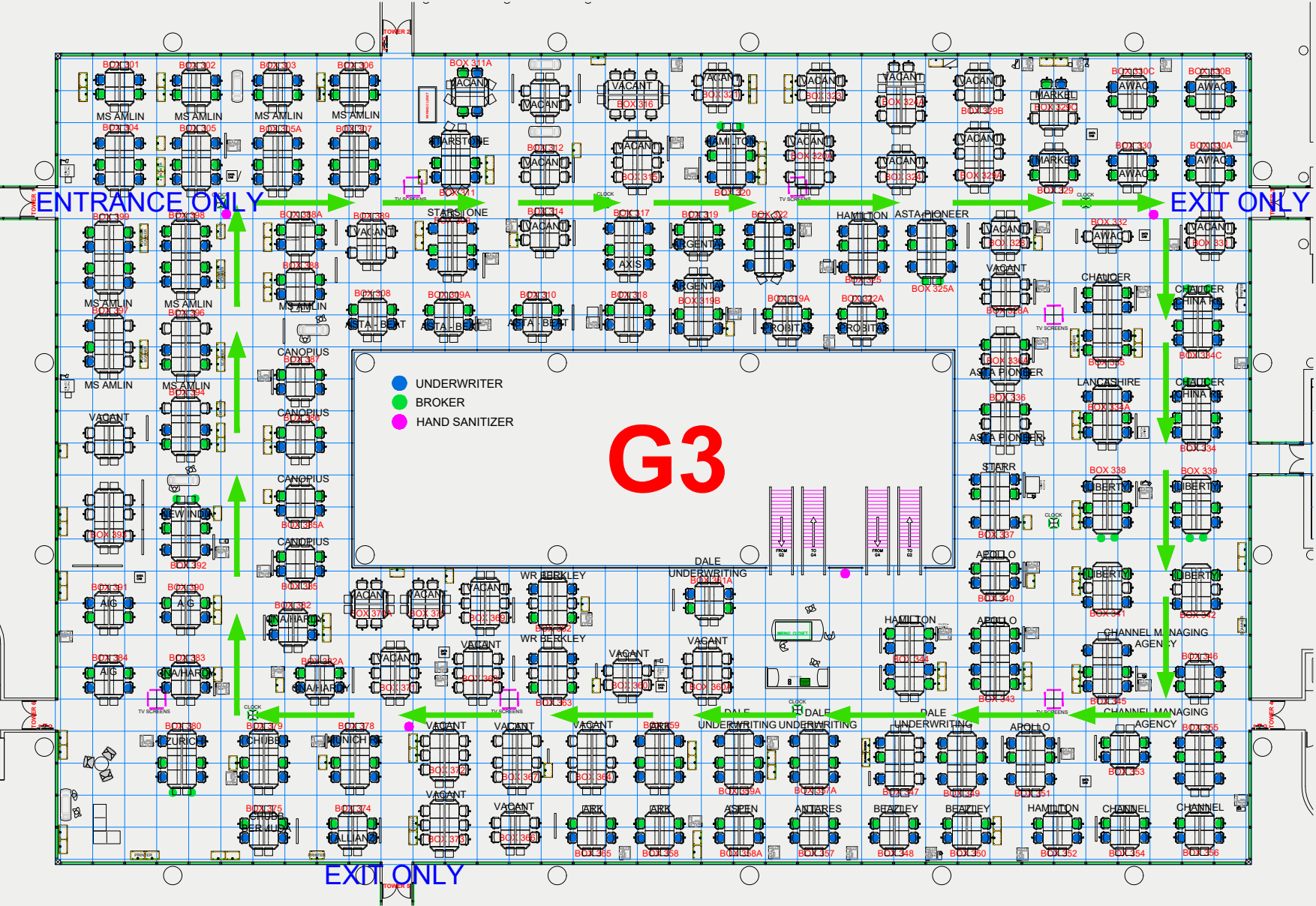
# Floor plan. G2



**G2**

- UNDERWRITER
- BROKER
- HAND SANITIZER

# Floor plan. G3



**G3**

- UNDERWRITER
- BROKER
- HAND SANITIZER

ENTRANCE ONLY

EXIT ONLY

EXIT ONLY