

# ARC Club Homerton Covid Action Plan



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# introduction

## Introduction

At ARC Club, we provide a functional workplace for those who need it. We recognise our responsibility to protect our staff, members and visitors and have taken significant measures to create a safe and comfortable environment in the context of Covid-19.

A handwritten signature in black ink, appearing to read 'Lucy Harrison', enclosed within a circular scribble.

Lucy Harrison  
Head Of Operations

# objective

The return to a shared workspace is both exciting and daunting. Many are eager to resume work outside the house but this can only be done safely in a carefully-managed environment.

With its flexible ground-floor space and minimalist design, ARC Club has been easily adapted to accommodate social distancing and rigorous sanitary measures, without negatively impacting the quality of the workplace experience it provides.

Potential exposure to Covid-19 starts the moment people leave the front door. Public transport poses a particularly high risk. With its residential location, ARC Club provides the opportunity to travel to a shared workspace in safety.

Once there, we aim to provide members and visitors with the same level of confidence and comfort they have at home, in a fully-equipped professional environment.

# operating principles

ARC Club has identified three principles to define our operational response to Covid-19: Advanced Hygiene, Seamless Structure and People First.

These principles are the pillars on which we have built - and will continue to build - our responsible shared workspace in the context of Covid-19.

**Advanced Hygiene:**

Rigorous, regular sanitation practices to prevent the spread of Covid-19 through surface to surface transfer.

**Seamless Structure:**

Adaptation of the space and services to enable effortless integration of social distancing practices into the fabric of our workspace.

**People First:**

Putting the safety and comfort of our members, team and visitors to the space before every other consideration.

# agility & adaptation

As the situation around Covid-19 evolves, ARC Club may implement new or remove existing measures, in accordance with government guidelines, industry best practice and scientific consensus. We have read countless reports, attended many webinars and solicited expert advice in the development of this policy. And on that basis, we are confident to share our plans below.

This policy is the subject of frequent, ongoing review and will be updated as and when adaptation is possible or necessitated.

ARC Club has displayed considerable agility so far and we are confident in our ability to continue to adapt in order to provide members and visitors with a safe and comfortable place in which to work.

If you wish to offer feedback on this policy, you can do so by contacting **[ops@arc-club.com](mailto:ops@arc-club.com)**.

# space overview

Safely operating in this new context has required changes to our layout, furnishings, services, schedule, supplies and occupancy in order to enable confident usage of the space.

**ADVANCED HYGIENE:** ARC Club have minimised the number of high-contact physical surfaces within the space, making it easier for our team to maintain cleanliness, as well as restructuring the operational schedule to insert cleaning periods.

**SEAMLESS STRUCTURE:** ARC Club is a ground-floor flexible space, making it easy to implement distancing measures with minimal disruption by rearranging and removing furniture, and reconfiguring movement around the space with clear visual cues.

**PEOPLE FIRST:** The most impactful way to enable distancing within the space is by restricting access. ARC Club has capped membership to allow it to operate responsibly even when all members choose to attend the space.

# space in detail

## ADVANCED HYGIENE:

- Option of signing in to work area by phone.
- Individually wrapped and packaged goods and crockery items in the canteen.
- Card-only payments.
- Disposable or washable menus.
- Mail, package, and delivery services to be discouraged. Internal deliveries to take place out-of-hours whenever possible. Only non-contact deliveries accepted. All new products cleaned on arrival.
- Reduced opening hours for deep cleans before opening and after closing.
- 15 minute cleaning and disinfecting breaks between meeting room bookings.
- Opening of doors to prevent handle use and support ventilation.

## SEAMLESS STRUCTURE:

- Removal of 50% of chairs from large tables.
- Defined working areas to enforce 2 metre distancing when seated.
- One-way circulation around the building, indicated by floor markings.
- Two-metre markings in potential queue areas.
- Separation of member area and canteen to enable controlled access.
- Option to close two toilets if the corridor becomes a high traffic area.
- Distanced external queueing along the building facade if required.
- Use of a single monitored entry.

## PEOPLE FIRST:

- Occupancy and access monitored in situ by team. Numbers tracked using our members and visitors platform.
- Internal map defines capacity in each area. Maximum capacities as follows (see Restricted Usage Floor Plan):

6x people on terrace  
6x people in canteen  
8x people by window tables  
15x people in library  
4x people in conference room  
2x people in small meeting rooms

- Additional monitored occupancy of printing area (printer and scanner included in high-touch point cleaning rota).
- Takeaway food and beverage services to minimise usage of canteen area.
- Best practice for when capacity has been reached:

One in and one out  
Priority to members  
One team member in canteen / one team member cleaning and controlling access  
Queue to form along building facade  
Bookable spaces used for overflow  
Door kept open to prevent multi-contact during these periods



# cleanliness in detail

## ADVANCED HYGIENE:

- Hypoallergenic sanitisation and cleaning products kept in plentiful, accessible supply.
- Sanitiser and disposable paper towels used to clean surfaces and dry hands.
- Deep cleaning prior to opening and after closing. Operating hours reduced to accommodate.
- Hygiene standards of site maintained to the high levels of a food and beverage provider throughout both canteen and work areas.
- Antibacterial hand soap available at all hand wash locations.
- Hand sanitiser placed around the space for personal use, however it is to be noted that this is not provided as an alternative to hand washing or substantial solution to bacteria control.

## SEAMLESS STRUCTURE:

- Dividers and shields across large tables and canteen counter top, cleaned after every use.
- The following structural areas and items have been identified as high touch points. These will be cleaned on a 15-minute basis using a figure of 8 shape to ensure comprehensive coverage of the building.

## PEOPLE FIRST:

- Face masks and PPE will be available for the team, members and visitors should they want them.
- ARC Club's team are food hygiene trained, as well as receiving Covid-specific training. Food hygiene training is one of the most thorough hygiene-training models; serving fresh food to the public is a social responsibility at any time.

Remote controls  
Screens, TV and Ipads  
Printer and scanner  
Handles on doors, fridges, toilets  
Tables and chairs used for hot desking and in the canteen  
Taps and blind toggles

# communication overview

**Ongoing two-way communication is the best way to create and maintain an environment in which team, members and visitors feel comfortable.**

**ADVANCED HYGIENE:**

ARC Club's team will be visibly cleaning throughout the day.

**SEAMLESS STRUCTURE:**

Visual cues (from the subtle to overt) are designed to encourage a confident and intuitive socially-distanced navigation of the space.

**PEOPLE FIRST:**

ARC Club members will receive a Covid-19 Community Guide prior to joining the space and printed copies will be provided to visitors on site.

This is designed to help members confidently use and navigate the space.

# communication in detail

## **ADVANCED HYGIENE:**

- Regular hand sanitising points provide a clear call to action.
- We are happy to tell members more about the products we are using to sanitise the space, which have been carefully chosen for their hypoallergenic properties.

## **SEAMLESS STRUCTURE:**

- The layout and placement of furniture will provide strong visual cues to members and visitors.
- Floor markings provide guidance to encourage one-way navigation of the space and to maintain distance in potentially high traffic areas.

## **PEOPLE FIRST:**

Capped membership has increased the ratio of members and visitors to team, enabling relaxed, regular communication.

- Clear signage where required to restrict occupancy (e.g. on the meeting rooms).
- Ongoing staff training to take place at weekly one-to-one meetings subsequent to thorough formal induction on 16th June.
- Should a member report experiencing symptoms or a positive diagnosis of Covid-19, we will follow the procedure outlined in our Positive Covid-19 Response Plan.

# positive covid-19 response plan

**Should a member of our community or team test positive for Covid-19, we will follow these steps:**

**Report made of symptoms or positive test result in a member**

Communicate with our community that there has been a positive case in order to increase vigilance around onset of symptoms or temperature  
Continue to communicate with that member as appropriate  
Agree a period of isolation with that member once their symptoms have alleviated  
Require a completed Return To Work questionnaire from that member before they return to the space

**Report made of symptoms or positive test result in a team member**

Communicate with our community that there has been a positive case in order to increase vigilance around onset of symptoms or temperature  
Continue to communicate with that team member as appropriate  
Agree a period of isolation with that team member once their symptoms have alleviated  
Require a completed Return To Work questionnaire from that team member before they return to the space

The measures outline in this policy have been designed to prevent the spread of Covid-19 in the space regardless of a positive infection.

In case of a resurgence of COVID-19 cases in our area or a number of confirmed or presumed cases within our space, we will not hesitate to curtail access further or close entirely if this is the most responsible course of action.

# restricted usage floor plan



# ARC Club Homerton covid-19 team guide

The most effective ways to control the spread of any virus or infection is to maintain an excellent level of hygiene and to respect social distance.

Further to your Covid-19 induction of 16th June and subsequent weekly feedback and training sessions, here is a daily checklist to keep you on track:

- Wash your hands as soon as you arrive and before and after cleaning.
- Wear your own facemask and PPE if it makes you feel comfortable.
- Follow the cleaning schedule - sanitising the space in a figure of 8 on a 15 minute rotation, when prompted by the quiet alarm. High touch points include:
  - Remote controls
  - Screens, TV and Ipads
  - Printer and scanner
  - Handles on doors, fridges, toilets
  - Tables and chairs used for hot desking and in the canteen between occupants.
  - Taps and blind toggles
- Wipe down the ARC laptop before and after use.
- Use paper towels and sanitising spray for cleaning.
- Sanitise handles on cleaning chemical spray heads after using.
- Maintain hand sanitiser levels.
- Ensure use of the single monitored main entrance.
- Sign all tradespeople in and out at entrance as per fire regs.
- Sanitise all new deliveries.
- Observe the one-way system when navigating the space.
- Split tasks between you to maintain distance.
- Politely request members and visitors respect social distancing should you observe a breach.
- Monitor the number of visitors in the work area using Nexodus and manually (using floor markings) in the canteen.
- When capacity has been reached in canteen or work area:
  - Adopt one in and one out policy
  - Give priority to members
  - One team member to serve in canteen, one to clean and control access
  - Form a queue along the building facade
  - Use bookable spaces for overflow
  - Keep door open to prevent multi-contact during these periods
- Only sell items for takeaway.
- Wear gloves when handling any small items coming back over the counter.
- Keep collection area of counter clear.

Report if you have symptoms or have tested positive for Covid-19 to [ops@arc-club.com](mailto:ops@arc-club.com) or by phone.

# ARC Club Homerton covid-19 community guide

ARC Club Homerton is designed for you to feel as confident and as comfortable as you do at home. Even in the context of Covid-19.

But it only works when we work together. So we need your help, please.

- Wash your hands on arrival and make liberal use of the available hand sanitisers throughout the day.
- Respect and maintain social distance. That means no firm handshakes. And absolutely no hugs. (I know, we want to hug you too). Use the floor markers in the canteen and printing area.
- Follow our one-way space flow system. It's fun when you get used to it.
- Feel free to do your bit. Our team are ready and eager to help but can only offer emergency intervention at a distance. Think: coffee accident.
- Register your guests and keep them in the canteen, unless you have a meeting booked. It will help us manage occupancy of the work area.
- Let us know when you leave a meeting room early. We have scheduled cleans before and after every meeting. But it's never too soon to get our gloves on.
- Wear your own face masks and PPE if they make you feel comfortable. These are not mandatory for staff or members at ARC Club.
- Report if you have symptoms or have tested positive for Covid-19 by emailing **ops@arc-club.com** - not in person.

To read more about the measures we are taking to create a safe work environment at ARC Club Homerton, read our full Covid-19 Action Plan (available on our website).

Feedback, questions and suggestions are warmly welcomed at **ops@arc-club.com**.