

Bootstrap Health & Safety Guidelines and Return Policy (June 2020)

Dear Friends,

I hope you are all safe and well.

We are planning to reopen the buildings and welcome you home.

Your return date is your decision and responsibility. We want to make sure that the buildings and how we work within them are as safe as possible for all.

Our policies and procedures will change as the world returns to normal; we will update you accordingly.

We have taken what we can as guidance from other providers, government guidelines,¹ Transport for London guidelines, and from McKinsey. We have also spoken with some of you.

We will undertake a full risk assessment. This will be on our website. It will outline the way we will manage the buildings, and our joint responsibility to keep each other safe and productive.

The document is set out in the following structure:

1. Your responsibilities
2. When to self-isolate and when to come to work
3. Travel to work
4. Personal Hygiene and PPE
5. Access to Bootstrap buildings and Space Management
6. Cleaning
7. Deliveries
8. Air Conditioning and Heating
9. Emergency and Infection Response
10. Communication

1. Your responsibilities

All employers must do a risk assessment in consultation with their workers and do what is reasonably practicable to eliminate risks; while also acknowledging that you cannot completely eliminate the risk of Covid-19.

While we are happy to share guidance with you on how we are putting in place mitigating measures, it remains your responsibility to assess the risk for your own organisation, and yourself if you are a sole trader.

2. When to self-isolate and when to come to work



The government is clear that Covid-19 remains a threat, and that we must all remain alert to the risks it poses. The following people should not return to Bootstrap, and please stay at home:

- Vulnerable groups, including those over 70 and those with chronic health conditions
- Anyone who can work from home should continue to do so
- Anyone showing symptoms, however mild, or in a household with someone who has symptoms should self-isolate at home

Bootstrap will not be undertaking temperature checks of people attending the buildings. This is for reasons of confidentiality, personal safety, and training. However, we would ask that you check yourself before leaving home and, if your temperature is above 38°C, please stay at home.

The Government advises that if you cannot work from home, you should travel to work if your workplace is open and that as soon as practicable, workplaces should follow the new “COVID-19 Secure” guidelines. The details of how we are planning to implement these guidelines are contained in this document and in the pending risk assessment.

3. Travel to work

The Government states “When travelling everybody (including critical workers) should continue to avoid public transport wherever possible. If they can, people should instead choose to cycle, walk or drive, to minimise the number of people with whom they come into close contact.”

The wearing of face coverings is now compulsory on public transport in England. Transport for London also asks “If you do use public transport then please help if you can by travelling outside the busiest times of between 05:45-08:15 and 16:00-17.30. We are asking employers to be flexible about working hours if at all possible.

We have secure bicycle storage. Can you please let us know if you need more space for bicycle storage, and we can accommodate this.

4. Personal Hygiene and PPE

We ask you to wash your hands using soap and water for a minimum of 20 seconds, regularly throughout the day, including when you arrive at Bootstrap.

We will provide hand sanitiser at the building entrances and reception, but we also ask that you bring your own. Washing your hands is the best option, but do supplement this with the use of sanitiser when needed.

Government guidance on face coverings suggests they should be worn in enclosed spaces where social distancing is not always possible, such as public transport or some shops. They seem to be more about protecting other people than protecting the wearer. We ask that you use a face covering when arriving at or moving around Bootstrap out of consideration to your fellow tenants. We will update this as guidance becomes available.



Please note, face coverings are not the same as medical face masks which should still be kept for use by those in medical/care settings only.

To use a face covering safely:

- Please wash your hands thoroughly using soap and water for 20 seconds or use hand sanitiser before putting on and taking off your face covering and after you take it off.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Continue to practice social distancing.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.

You can make face-coverings at home and can find guidance on how to do this and use them safely on the GOV.UK website. We will also aim to have a small supply of face-coverings but we can't guarantee availability.

If you cough, please use your elbow to catch the cough and then immediately wash your hands.

The reception area will be protected with a perspex screen.

We will put signage around the buildings to remind you of these requests.

Access to Bootstrap Buildings and Space Management

For safety purposes, we reserve the right to refuse entry to anyone we think may be high risk of having Covid-19. If you show symptoms while in the building, we might ask you to leave. Please accept this in the spirit of care that it is presented.

When entering the building, please ensure you stay 2 metres apart from the next person. If necessary, please queue outside staying physically distanced.

Walking routes around the building will be marked on the floor and a one way system will apply where practical. Please take particular care when using the stairs and ensure that others can pass before entering the staircase. One person at a time will be allowed in the lifts, and we ask that you apply discretion when using the lifts.

Touchpads, handles and handrails will be cleaned regularly throughout the day.

Kitchen Areas



Some floors have communal areas. The Bootstrap facilities Team will clean surfaces and areas on a regular basis during the day. We ask however that tenants accept responsibility to keep these areas clean, and wipe surfaces and equipment with products provided, and maintain clean dishes. We would prefer you to bring your own food and drinks, cups, bottles, plates and cutlery. To stop spreading any potential virus, we advise to keep your cups, bottles and cutlery in a storage box labelled in the communal space or near your desk.

Toilets

We will be providing disposable paper towels for hand drying. We also ask you to spray taps, handles and toilet seats after you have used them with a no-wipe spray that we will provide.

Cleaning

We are significantly increasing our cleaning regime. We will clean and disinfect all frequently touched and shared surfaces.

We ask you to support us in those efforts by wiping your work areas with sanitising spray/wipes before and after use, and spraying toilet seats, taps and handles, printers, screens and remote controls before and after using those facilities.

Deliveries

We will continue to receive mail. Staff handling deliveries will wear gloves and face coverings and wash hands before and after handling mail.

Please ensure that you wash hands before and after picking up your mail.

Air Circulation

It is clear that fresh air helps to minimise the spread of the virus. Unless the weather is too cold to allow this, we intend to keep communal doors and windows open to maximise the air quality – subject to security precautions.

Studio tenants are asked to take responsibility for this in their own areas.

Emergency and Infection Response

While managing the risk of Covid-19, we also continue to manage the other risks in operating a building.

Fire evacuation should be undertaken as quickly as possible, even if this means not staying 2 metres apart during an emergency exit procedure. This is in line with government guidance.

If you or a member of your household has a confirmed case of Covid-19, or has symptoms that suggests they have, and you have attended Bootstrap within the past 14 days, please **report this to us as soon as possible** by phoning or emailing reception, and then self-isolate for 14 days. Please inform your employer / employees and colleagues with whom



you have come into contact, and ask them to self-isolate too. We will arrange to deep clean your studio / desk space.

At the moment, Covid-19 testing is limited to certain groups. As soon as it becomes more widely available, we will ensure that staff running the space are tested regularly.

Communication

We will keep communicating with you on a regular basis, using the following methods:

- Consultation with members on any substantial changes we make to our opening arrangements and practices via email
- Posters around the space sharing guidelines on social distancing and hygiene
- Newsletters with updates on how we are managing the space
- Updates to our Terms and Conditions to ensure we incorporate new changes that have come to light as a result of the Covid-19 pandemic via email