



GETTING BACK TO WORK

We are so happy to be back in business, and we look forward to you joining us too. Our team have worked together to ensure our office space is fully compliant with the World Health Organization (WHO), government guidelines and safety measures.

This updated guide details all the steps we have taken so far and all that will be implemented in order to ensure we sustain a safe and comfortable working environment, in line with official Public Health England (PHE) and Government advice.

Yours,
25EP Team



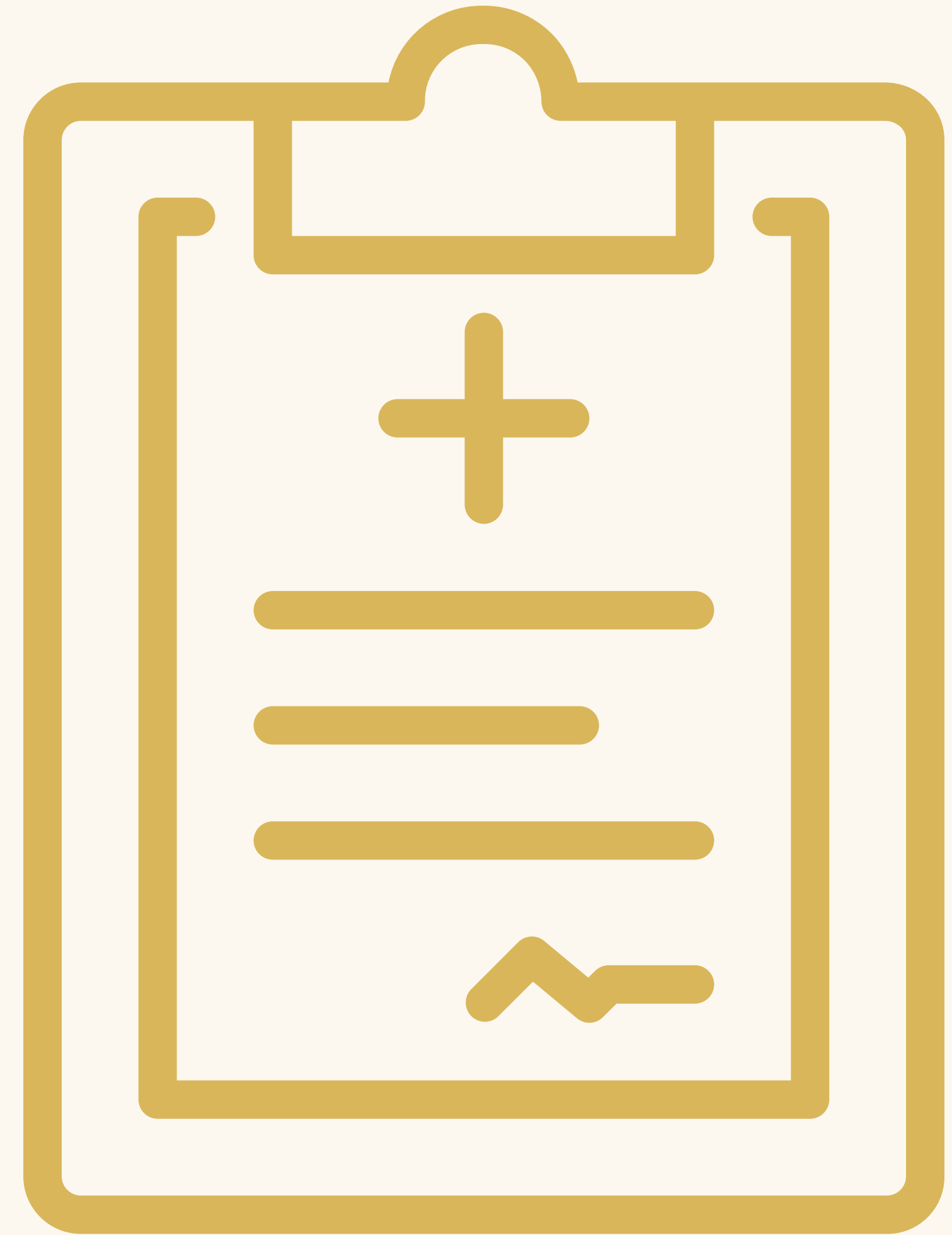


SUPPORTING YOUR RETURN

Even though recent announcements suggest working from home where possible, we would like to assure you that we have implemented advanced measures in order to make members feel safe working from 25 EP.

Prior to official site opening, we have carried out a thorough risk assessment; the full report can be accessed via the link [here](#). In the next phase of the fight against COVID-19, we will be making sure that the safety of our members and the team is paramount.

This document will provide you with the details on what we are doing to keep you safe and working as effectively as possible. If this document does not answer your questions, please do not hesitate to reach out to our team for further information. Please rest assured we will continue to monitor the latest guidelines and keep you up to date whenever necessary.





OPENING HOURS

Currently, our club is open to members 24 hours a day, 7 days a week and team support is available 8:30 – 18:00, Monday – Friday. Once we are in the position to fully welcome members to 25 EP, the hours will be reviewed in order to provide longer support to our members. At the same time, we encourage all of our members to stagger their shifts, travel during off-peak hours and to commute by foot or by bicycle, if possible.

If you are using the space outside of staffed hours, please do pay extra attention to make sure doors are shut securely behind you as you come and go.

Anyone displaying the below symptoms will not be permitted to enter:

- ◆ High temperature
- ◆ Dry cough
- ◆ Shortness of breath
- ◆ Loss or change of smell or taste

In the event that you, someone you live with or someone within your support bubble are tested positive to having COVID-19, you must inform us as soon as possible. In line with the current government guidelines you will be expected to self-isolate as part of the test and trace service. Once the self-isolation period is over and you feel safe and ready to come back to the office, we will be asking you to complete a Covid-safe Return to Work form, prior to your return. Providing both parties are satisfied with the outcome of these questions we will look forward to welcoming you back to the space.



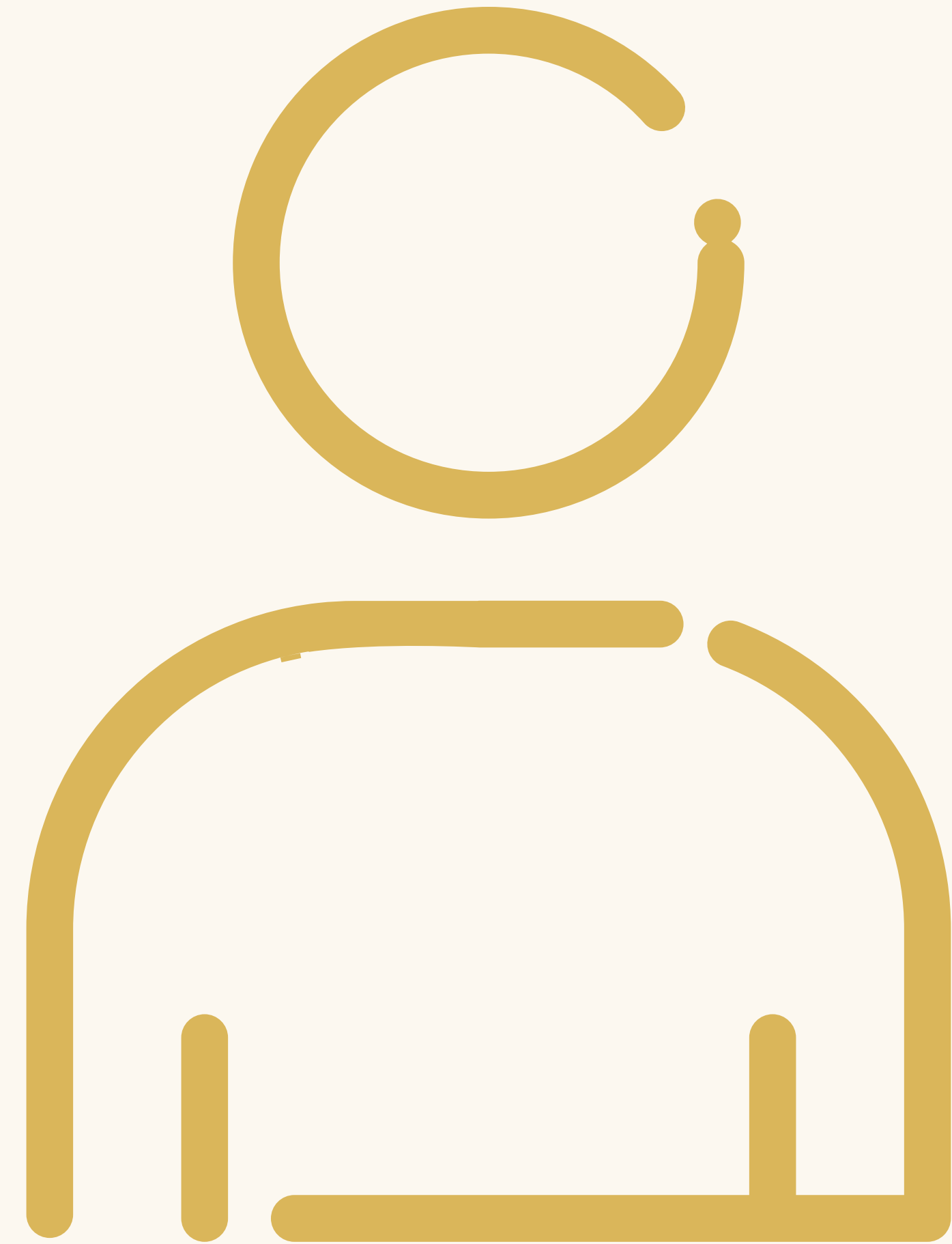
RECEPTION

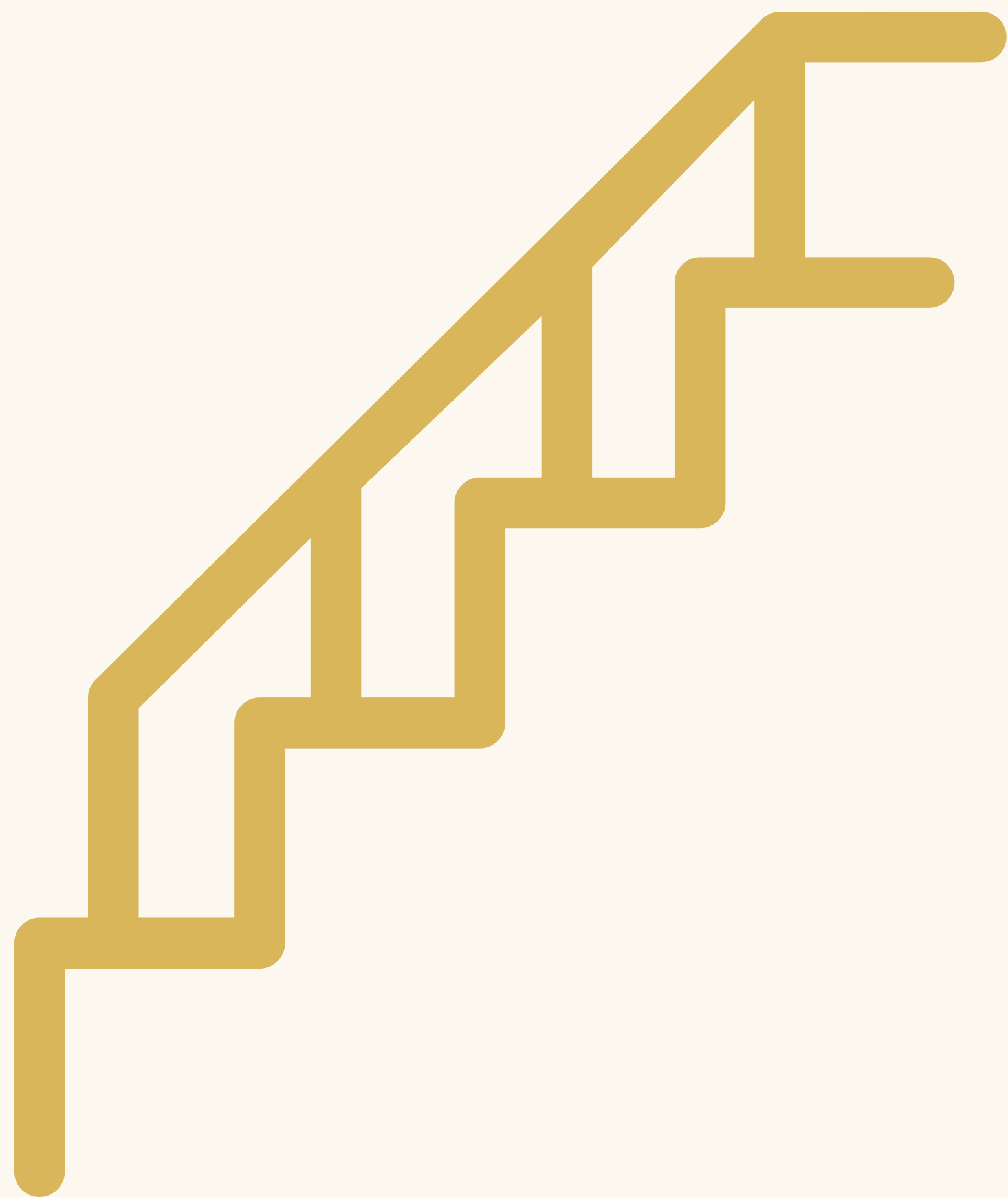
We will ensure that we maintain a warm and welcoming experience for everyone arriving at 25EP whilst being able to protect the health of all of us. In order to provide this, we will introduce a few extra steps upon arrival:

- ◆ A face covering is required to be worn in all shared areas including the reception, stairs, kitchens, bathrooms and hot desk areas.
- ◆ Everyone entering the building is required to use hand sanitiser provided by us.
- ◆ All members and visitors are required to register on Envoy and answer our Covid-19 related health questionnaire.
- ◆ We will proceed with contactless temperature checks for every member, staff or visitor. Anyone who is experiencing health concerns or has an elevated temperature will be provided with the Government guidelines and will be respectfully turned away and asked to work from home.

For visitors, once we have completed all the necessary checks, we will escort them to your meeting room or office. We do ask that you please inform concierge of all visitors prior to them arriving at the club.

We kindly ask that all our members & visitors respect these rules to observe the health & safety of others.





LIFTS AND STAIRS

We ask members to keep the number of people taking the lift to **two people** at a time. Furthermore, we recommend taking stairs where possible and, in any case, prioritise those unable to take stairs. Please take the stairs when you are coming down from your floor and remember to keep 2-meter distance from others, where possible.



FACE COVERING & PERSONAL PROTECTION EQUIPMENT (PPE)

In line with the Government advice, we do require our team, members or visitors to wear a face covering within the public space and when moving around the building. We will have masks available at the Concierge desk should you need them.

Sanitation products are available on each floor and PPE bins will be provided to ensure safe disposal.

Any member looking to provide additional measures such as desk partitions or additional cleaning options can be arranged with our support. Also, wherever possible we will collaborate with you to revise layout options in your office to prioritise hygiene and Health & Safety.



WORKSPACES

Phone booths

All phone booths can be used under the new measures, ensuring all Safety procedures are followed. When leaving the Phone booth, please sanitize the area to allow other members to have a safe use of the space.

Drop-in areas

Our drop-in areas are still available for your use; however, we have limited the number of desks available in order to adhere to the distancing guidelines. We have made this prominent by placing notices on the desks that are not in use. We ask that you please follow these guidelines and choose a safe seat.

Resident desks

We will space out resident desks and with the relevant signage there will be a separation between the desks in use. In order that we perform a thorough clean, we request that at the end of each working day you clear all personal belongings from your desk.

Private offices

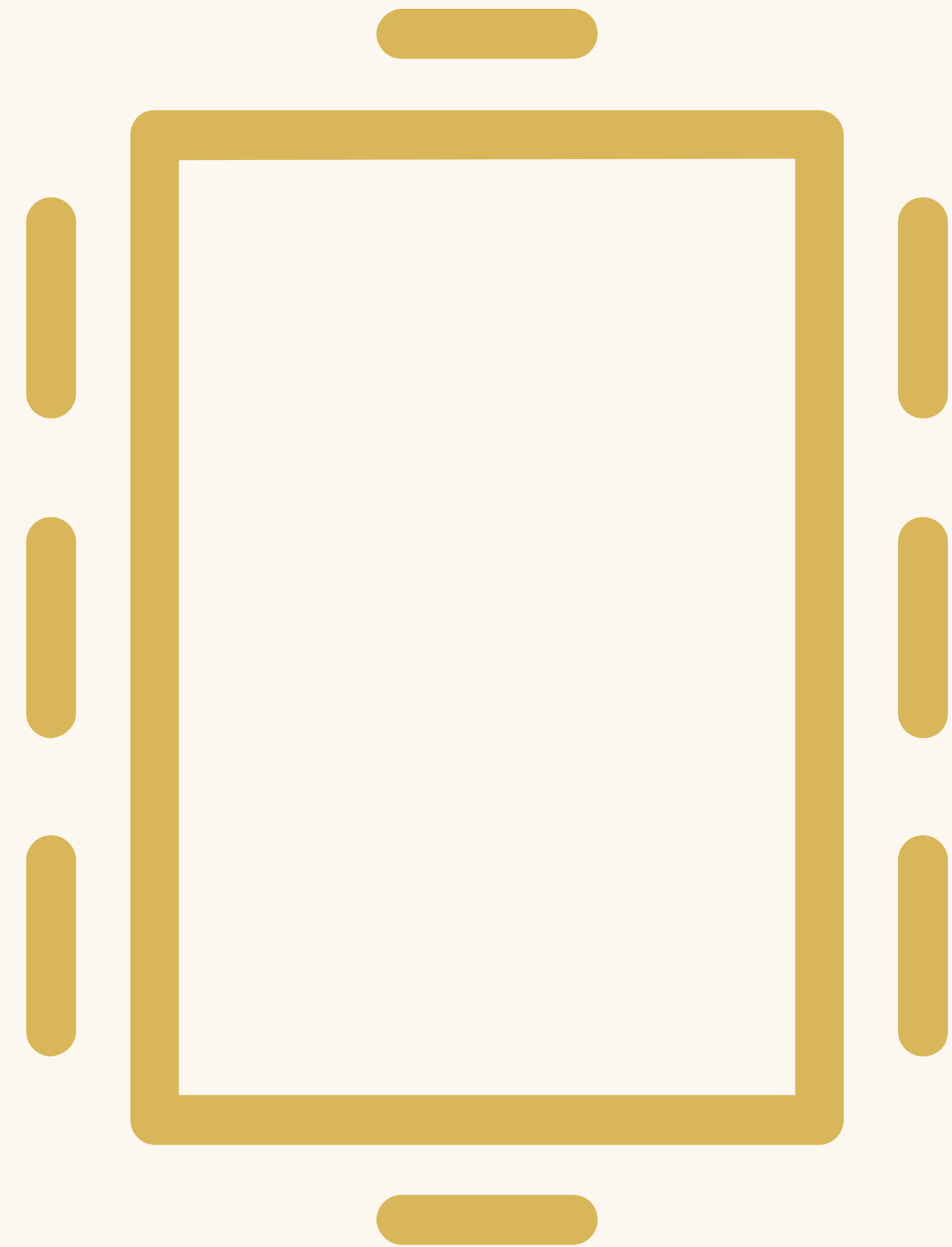
If you have a private office, you are responsible for your team's physical distancing protocols. You are required to do this in order to adhere to the distancing guidelines, however we are happy to assist you in implementing your own measures, whether it is to reduce the desk capacity or purchase desk dividers. Please do contact the 25 EP team to discuss your requirements.



MEETING ROOMS

Meeting rooms will become available for members to book from January 2021. We have worked hard to ensure that protection and safety measures are in place to enable us to provide these dedicated spaces for team get togethers or important business meetings. In the meantime, we have been providing alternative arrangements so if this is something you need help with before 2021 then please contact the team.

Where possible, we will automatically upgrade our members to a larger office space on booking, free of charge, in order to allow them to meet together safely. Meeting rooms will be stocked with antibacterial wipes. We will increase the timing between meetings to allow us enough time to clean the room thoroughly and to ensure adequate air flow between each meeting.





KITCHENS

Please feel free to help yourself to teas & coffees throughout the day and beer & wine is available from the kitchens on Thursday and Fridays. Crockery and cutlery are provided for you but please adhere to the guidelines below when using these.

As an area used by many members throughout the day, the safe operation of the kitchens is a central focus. We have introduced a range of solutions, combined with a rigorous cleaning schedule.

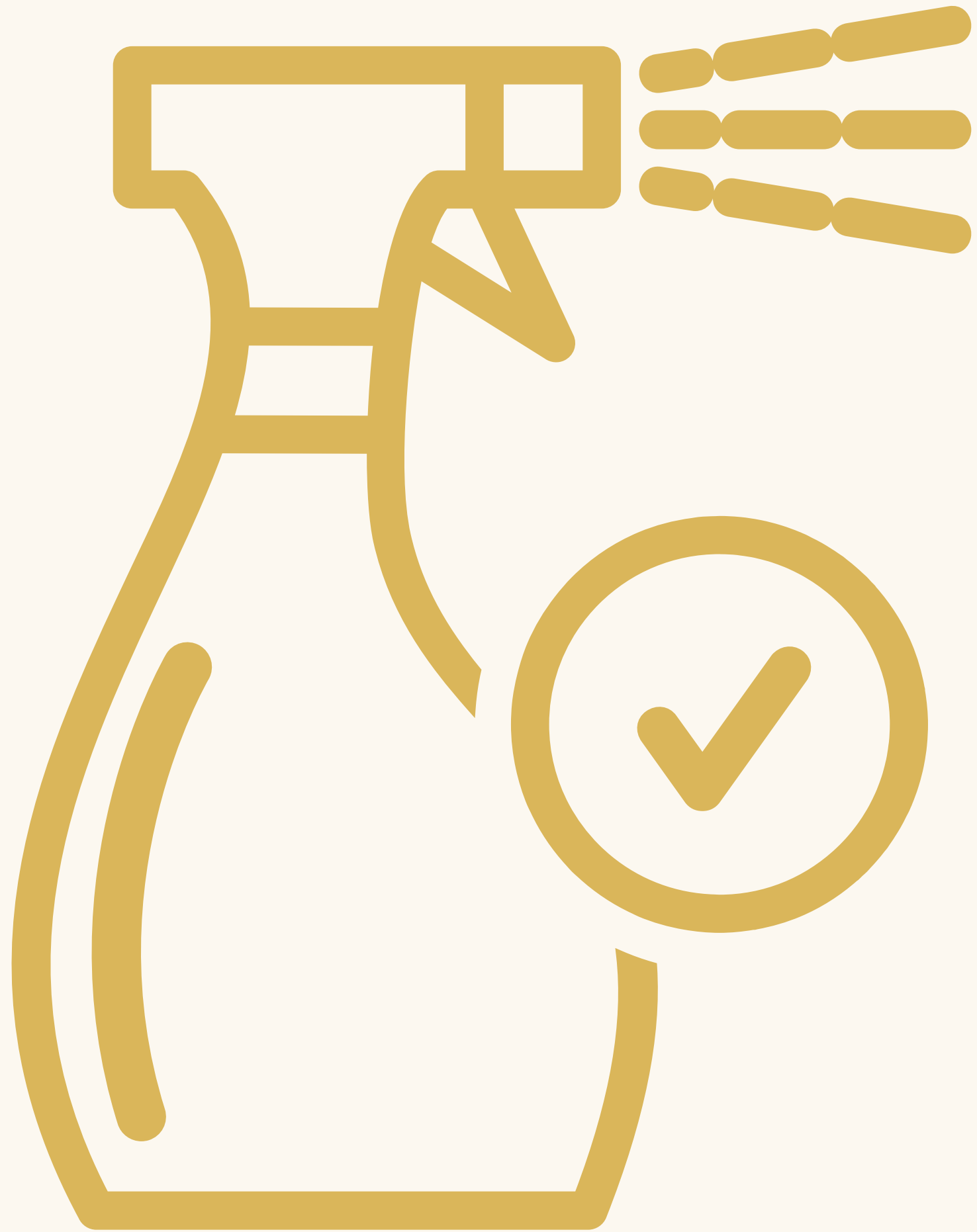
We have reviewed the kitchens to minimise high-touch areas. We ask the members to place used items next to the dishwasher and do not hand-wash shared items themselves as all items must be thoroughly washed at high temperature.

Additional waste disposal will be provided in the kitchen areas.

Where possible, a one-way system is in operation in the kitchens to help members maintain physical distancing. Each kitchen will have a clearly identified entry point and flow path. Please be respectful of smaller spaces and keep your distance.

In addition, all our kitchen areas will have hand sanitiser and cleaning products available for personal use when using the coffee machines, shared amenities and consumables.

Cleaners will sanitise the high touch points on a regular basis and will make sure that all amenities are clean at all times.



BATHROOMS AND SHOWERS

Shower facilities will be closed, however, if a member decides to run or cycle to work, alternative arrangements may be provided. For more information, please contact our Concierge team.

High touch points will be sanitised, and paper towels will be installed in washrooms to stop the use of hand dryers. We recommend that you fully wash and dry your hands.

We also kindly ask that our members do not take any personal possessions into these spaces at this time.



EVENTS

As a duty to keep everyone safe we are not allowing any events to happen within the premises at this present time. We appreciate your cooperation and help to keep everyone safe and hope we can open our event spaces to you all again soon.





CLEANING

New cleaning routines

We have a team of dedicated and skilled cleaning staff, dressed in the appropriate PPE and armed with the necessary equipment, deployed to ensure the continual cleanliness of our workspace. All communal areas and private offices have been deep cleaned in preparation to welcome you to the club.

Hand sanitiser stations are available at all entrances, receptions and common parts of our buildings.

Touch points

We have implemented an improved cleaning specification within high-traffic and high-risk areas, including all breakout areas, lift and kitchen areas.

Clear desk policy

Members are required to take desk mats placed in the reception to reduce contact of desk and meeting room surfaces. Please dispose of your mat after use.

We encourage all members to keep their desks free of clutter and to wipe work surfaces throughout the day, some provisions of sprays and cloths will be available on request.

All members are kindly reminded to remove the 'clean desk' sticker when using a desk. This allows our cleaning team to identify desks that need special attention whilst cleaning.

Air handling

We have increased the air filtration cleaning regime in order to help increase fresh air intake and reduce the re-circulation of air within our building.

We have recently changed our service providers, introduced additional maintenance visits and increased our engineering resource to deliver improved standards of air quality to our members in all our building.

Fogging disinfection

In order to protect our members, we have chosen to expand the process of deep cleaning by using a water-based disinfectant to spray the whole office space once a month during the weekend. If you follow Clear Desk policy and keep your desk free of clutter, we will be able to cover maximum of the area.



GET IN TOUCH

info@25-ep.com
www.25-ep.com

Club Manager: Mostafa
mostafa@25-ep.com

Head Concierge: Haddy
Haddy@25-ep.com

