

12 HAY HILL

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LOOKING AFTER YOU  
& YOUR BUSINESS



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## INTRODUCTION

### LOOKING AFTER YOU & YOUR BUSINESS

We pride ourselves on our unwavering commitment to best-practice at 12 Hay Hill. We have developed a new way of working to ensure our Residents, Members and Staff all remain healthy, safe and productive.

This document details how 12 Hay Hill will adapt to the 'new normal' of working life. It offers reassurance and guidance on the measures we have implemented, as well as how we can work together to adapt and thrive in these times. In addition to following all government recommendations, we have gone above and beyond by enhancing our cleaning procedures and the use of technology to ensure all who enter the building are healthy and safe to do so.

Distancing, Cleaning and Hygiene are the three components of this change. From the moment of arrival, Members & Residents will notice the additions and enhancements of our comprehensive review.

We also recognise the change in demand for how people are travelling to and from work which is why we are looking at introducing a new cycle storage site near the back of the building, where Members & Residents will be able to leave their bikes.

Our commitment to service remains paramount. All 12 Hay Hill staff have received in-depth training in the full implementation of our New Normal.

As always, we are on hand to welcome you and provide any assistance and information you require.



**TEMPERATURE DETECTION GATE** - non-invasive temperature checks of all 12 Hay Hill Employees, Members and Guests on arrival.



**HAND SANITISER STATIONS** - available on every floor and on reception when entering the building.



**SIGNAGE AND ONE-WAY SYSTEMS** - have been designed to maintain physical distancing.



**FACE COVERINGS** - All staff at 12 Hay Hill are provided with high grade face coverings, to be worn on the floor. Masks will also be made available to members and their guests



**VENTILATION** - fresh air flow is available throughout the club, and is an essential line of defence against the spread of disease.

## ARRIVAL & GUESTS

### LOOKING AFTER YOU & YOUR BUSINESS

The New Normal within your club begins on arrival and we ask that you work with us on the below in order to create a safe and productive workspace for all.

#### CHECKING IN AND OUT

All members & guests must sign in and out at reception. This can be done contactlessly by swiping your membership card on the reception desk as you enter & exit the building.

#### TEMPERATURE CHECK

The temperature of all individuals entering the club will be taken upon their arrival at reception with our newly installed contactless temperature gate. Anyone displaying a temperature of 38°C or above will be asked to take a secondary reading with a hand-held temperature gauge.

In order to best protect the health and welfare of our staff, members and guests, any individual who shows two temperature readings of 38°C or above will not be granted access to the club.

The club recommends that the current NHS guidelines are then followed.

#### HAND SANITISATION

We strongly request that all members, residents and guests sanitise their hands upon entry to the club, as well as frequently throughout the working day.

Hand sanitising stations are located at reception, outside each bathroom and lift and at every food and beverage outlet.

#### SIGNING IN GUESTS

We ask that all guests are pre-registered with full name and email address 24 hours before their arrival at the club, which can be done through your online account / app. If guests cannot be registered 24 hours in advance, we ask that they are informed that full details and a temperature check will be taken upon arrival.

All guests MUST be formally checked in on arrival- including a temperature check. We request that you arrive promptly to meet your guest to avoid people crowding the reception area.

You must also ensure your guest is checked out when they leave in order to help us maintain accurate records.



# USING THE CLUB

## LOOKING AFTER YOU & YOUR BUSINESS

### ENTERING & EXITING THE CLUB

We ask that all Members and Residents enter the building via the main door. The side entrance will be reserved for staff only.

### SOCIAL DISTANCING

The entrance to the club will be marked with 1+ metre guidelines to assist social distancing upon entry. We ask that you use these in accordance with government guidelines.

A two-person per lift policy is strongly recommended at all times. In addition a signposted one-way system will be in use for all stairwells in the building.

### FACE COVERINGS & PPE

All 12 Hay Hill staff will be wearing face coverings to serve food and beverage at all times.

We recommend that all members and their guests wear face coverings when accessing the building and when moving within communal areas of the club. Disposable masks will be available at reception.

### MAILING SERVICE

No impact has been made to the regular mail service for residents and members.

### SHARED ITEMS

We continue to support your business needs with everyday items such as chargers and cables – however please ensure these are returned on the same day so they can be sanitised upon return and stored safely.

### FOOD AND DRINK SERVICE

In order to ensure our food and beverage service operates safely, we are implementing a strict table service only policy and ask all members to order from their table, and to avoid queuing at the bar.

Please be aware that upon reopening only drinks can be purchased on the floor. Food service will be gradually introduced and our staff have been fully trained on how to serve you in a safe and considerate manner. Hand washing is also mandatory in between each table service.



# CLEANING

## LOOKING AFTER YOU & YOUR BUSINESS

The health and safety of our residents, members and staff is at the forefront of our priorities and we are certain that our enhanced cleaning procedures will help to ensure you feel safe coming back into the club.

### DEDICATED TEAM

12 Hay Hill's dedicated housekeeping team will continue to ensure the cleanliness of the club is of the highest standard.

Our in-house team has received in-depth training on how to use our new products safely and correctly, and how to adapt to their new schedules to ensure a safe environment. In addition to regular duties, each Housekeeper will adapt their role to ensure all touch-based surfaces are cleaned regularly.

### COMMUNAL AREAS

Communal areas will be sanitised frequently throughout the day, focusing on high-touch items such as doorways and lift buttons.

The floor staff have been trained to thoroughly sanitise communal seating areas and this will be practised as every table is turned.

### RESIDENT'S KITCHENETTE

Our resident kitchenette will be cleaned hourly and more frequently between 12pm and 2pm and shared items, such as microwaves, will receive enhanced cleaning.

### EVENING CLEAN

Our evening cleaning team will continue to be more rigorous than ever.

Aside from our standard cleaning procedures, we have introduced a UV-C light - approved by the NHS and used in hospitals and clinics worldwide, killing 99.9% of bacteria and viruses, this will be used throughout the club, every evening.

### ZOONO CLEAN

We have had the club professionally deep cleaned using a tried and tested Electrostatic spray surface cleaning solution, which is a process of spraying electrostatically charged chemical particles that distributes a chemical mist onto surfaces and objects. The electrostatic spray uses a specialised solution that is combined with air and atomised by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively cling to surfaces and objects and because the particles are positively charged, they cling to and coat any surface they are applied to. The chemicals are safe and last for up to 28 days on surfaces.

## REMEMBER



WASH  
YOUR HANDS



USE A TISSUE  
FOR COUGHS



AVOID TOUCHING  
YOUR FACE

## MEMBER SPACES & MEETING ROOMS

### LOOKING AFTER YOU & YOUR BUSINESS

#### STAIRWAYS

12 Hay Hill will be operating a one-way system on the staircases, and signage will be in place to indicate this. We also request that everyone stays to their left when walking through the stairs and corridors. This will enable everyone to maintain physical distance.

#### LIFTS

We have reviewed and revised the capacity of the lifts, and we strongly recommend that members adhere to a max-capacity of two persons per lift.

#### BUSINESS LOUNGES

We have taken the decision to reduce the overall operating capacity of the club for the upcoming months which will be managed by our dedicated front of house team.

We ask that all members and guests show consideration to fellow users by checking with each other before moving around and sitting next to each other. Wherever possible, we advise that you choose one space to work in for the day as opposed to moving around throughout the club.

Sanitising gel is available in all social spaces and we request that you and your guests sanitise your hands when entering these areas.

#### MEETING ROOMS

As per our current guidelines meeting rooms will still be available for use and will require 30 minutes between bookings for a deep clean. We advise that you look at booking larger spaces than required so that you can best practice social distancing - This will be at your own discretion.



# REPORTING COVID-19

## LOOKING AFTER YOU & YOUR BUSINESS

### POTENTIAL SYMPTOMS AND SELF-REPORTING

If a member, resident or 12 Hay Hill employee shows any symptoms of COVID-19 we would ask them to reach out to our General Manager, Hayley – [h.chadwick@12hayhill.com](mailto:h.chadwick@12hayhill.com)

We would ask that this person leave the building immediately, and follow the most up-to-date NHS and government guidance. Please email our General Manager to inform them and enable us to trace all contact and space usage for the previous 72 hours. Please be aware, that we will not share your identity with any other members.

Please continue to inform us of any accidents or incidents that happen within the workspace.

### CONFIRMED CASE OF COVID-19 AND RESPONSE

If a member, resident or 12 Hay Hill employee tests positive for COVID-19, we will inform members who have been in contact or in the same space, however, the identity of the individual will be kept confidential.

We will take all necessary steps which includes deep and clinical cleaning, sanitisation and in an extreme instance, the temporary closure of the building.

