

# WORKSPACE 2.0

Creating a new standard in safety and enabling  
work-distance practices for a thriving  
innovation community



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# INNOVATION LIVES HERE

Whether it be in our physical spaces, our programmes or our online environments, the spirit and power of our community, innovation and creative entrepreneurialism cannot be bound or diminished by COVID-19.

As we move to the other side of the pandemic and we begin to think about returning to our workspaces, we want you to be assured that every precaution has been taken into consideration to ensure the safest environment possible as you return to work and we define the 'new normal'.

At each of our campuses, the experience and journey you have onsite has been carefully considered, methodically scrutinised, and recalibrated with your health and safety in mind. This has been balanced with the need to still create those entrepreneurial encounters, happenstances and knowledge exchanges that build our culture of innovation.

We were all hit by COVID-19 together, during the storm we pivoted, collaborated, retooled and helped others together; Now, we move through and reach the other side...together.



# INTRODUCTION

With safety being front and centre, we have prepared our workspaces to enable safe, work-distance practices, introducing enhanced hygiene protocols, decreasing points of contact and mitigating the hugely diminished potential for infection. From the moment of arrival, you will notice the additions and enhancements of our comprehensive overhaul of our on-campus experience.

Workspace 2.0 will introduce a need for a new set of behaviours and will require vigilance from the community to ensure safe distance practices for everyone. As we come back and learn this new way of working together, we ask that you work with us to help adhere to the protocols but also help us improve them. If you have a suggestion for improvements, please email our community team (details at the end of document)

**Arriving on Campus** If you're arriving by car then you should use your pass as normal to access the carpark. If you're cycling to work, you'll notice that we've installed new covered bike parking docks at Titanic Quarter. The Gilder service is operational but please check revised timetables.

**Signage and one-way systems** – To keep to a safe work-distance practice, each Catalyst building will be clearly sign posted with highly visible posters and floor markings. Floor markings will indicate the direction of travel within the buildings.

**Thermal Imaging Cameras** have been installed at each main access point in Catalyst buildings. They are non-invasive and will perform a temperature check (visual forehead scan) before admitting access to the building.

**Contactless Hand sanitising** stations have been placed in all communal spaces with everyone being encouraged to use them before moving through the building.

**Enhanced cleaning protocols** are in place with our expert cleaning crew focusing on higher frequency cleaning and sanitisation of all contact points, doors and surfaces.

**Ventilation** – To maximise the fresh air supply and minimise the re-circulation of air, the air conditioning systems will be set to extract only. Windows will be open for the same reasons.



# ARRIVAL EXPERIENCE

Workspace 2.0 brings a new set of experiences for everyone on campus which are focused solely on your health and safety. We ask that you work with us to ensure a good level of conduct and adherence to these protocols to promote a positive and productive work environment for all.

**Parking spaces** will operate as normal, please be vigilant when entering/exiting a vehicle ensuring social distancing guidance is followed. Please use your pass as normal to access the car park. For visitors, parking validation is not required during this time, simply represent your ticket as you exit the parking area.

If you are **arriving by bike**, then you will notice that we've added additional covered bike parking around the Titanic Quarter Campus at each building. This is free to use but you should bring your own bike lock.

On arrival there will be **highly visible signage on the floors, walls and doors** to signpost the **one-way system** and to advise and remind everyone of the health and safety measures.

**Thermal Imaging Cameras** have been installed at each main access point in Catalyst buildings. They are non-invasive and perform a temperature check (visual forehead scan) before allowing you to use your pass to enter the building. There is signage at each building with details of how this works and who to contact if you have any problems.

On entry to the building a **contactless hand sanitisation station** will be available to use. We urge all everyone to use this every time the building is entered, even if it is to come into the building again following the one-way system.

The **reception desk** will not be staffed at present. This is to minimise the potential for multiple people gathering in the main reception area. Phone numbers have been diverted and should you need assistance please contact a member of Catalyst Staff (details at the end of this document).

The **digital sign-in system** at reception has been removed, this is part of our initiative to reduce as many contact points as possible within the building. During this time, we ask that you coordinate visitor arrivals via mobile and greet them at the building entrance.

To support our efforts and maintain a safe, healthy and productive environment we would only advise inviting visitors if it is deemed essential.

# COMMUNAL SPACES

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## Communal Walkways

When walking in transit between points within the building, we would ask that everyone follow the one-way system and stay to the left side of corridors. Please be mindful of others around you to ensure social distancing between each person. We would also encourage everyone to wear a face covering in communal areas.

## Stairs

Where possible we would encourage everyone, who can, to use the stairs instead of the lifts, this will reduce the probability of 'clustering' around elevator doors for those waiting to enter. While walking on the stairs, please avoid contact with handrails. The cleaning team are focused on these areas to sanitise during their routinely checks.

## Lifts

Lifts should only be used if necessary and prioritised for those who really need it. As they are confined spaces, occupancy will only be 1 person per trip. Please stand at least 2 metres away from the elevator doors while waiting.

## Communal Toilets

Enhanced cleaning services will be carried out in the communal toilets. For practical and health and safety reasons, we would advise using your own designated toilet in your workspace, this will reduce the number of journeys through the building.

## Outdoor Areas

Outdoor areas are still fully accessible to all members, entry and exit points are fixed.

## Café Areas

We're working with our Café partners to open up and make sure we can all have our coffee fix when we return to campus. Keep an eye on our channels to hear about how to order and use the spaces as we return to workspaces.

## Post Areas

Deliveries and post are still operating as normal. We have placed secure delivery boxes outside our buildings so that couriers don't need to come into the building. For the next while we'll be delivering post and parcels to your workspace – so please don't congregate in post areas – we'll get it to you.



# CO-WORKING SPACES

Catalyst co-working working spaces have been reformatted to promote social distancing and adhere to the enhanced health and safety rules. Protective wrap-around (sides and front) clear (we want you to be safe, but we'd still like you to see each other) Perspex® screens have been installed at each desk prior to be people returning to the workspace.

We ask that you please keep these desks clutter free to assist our cleaning team as they routinely clean the spaces.

## Meeting Rooms

Meeting rooms are not bookable at present. If you have a requirement, please contact your Community Manager and we'll consider requests.



# CLEANING

Your health and safety while you work on campus is the core focus of our cleaning practices, and whilst already robust, these have been enhanced and their frequency increased. Cleaning staff will wear comprehensive PPE including gloves, masks and safety goggles while they clean the communal spaces and offices. Focus will be placed on all communal spaces where points of contact and surfaces will be frequently disinfected and cleaned. This will include door handles, lifts, table surfaces and kitchens. We ask that members assist the cleaning team by having a clear desk policy and by discarding their own PPE items in a clearly designated bin to avoid re-cycling contamination.

Signage has been designed and is being mapped out in each Catalyst building to inform and remind members of the cleaning protocols. These include highlighting the importance of handwashing, surface sanitising and avoiding the chance of cross contamination.





# VENTILATION

Clean fresh air in a spacious environment is an absolute essential and something we have addressed from the outset. Our ventilation system is state-of-the-art and already has increased air changes through operating at a higher than required level.

To further enhance the air quality and to remove the potential re-circulation of air through the buildings, the ventilation system will be set to 'extract-only' and will pull in natural fresh air via operable windows.

The ventilation system's capacity will be stepped up in times when cooling is needed as we move into the summer months.

The ventilation system will have an enhanced cleaning protocol and frequent filter replacements during the pandemic timeline.



# ACTIONS YOU NEED TO TAKE

The COVID-19 Pandemic has created a heightened sense of awareness around health and safety and how we personally address health and safety will have massive a impact in keeping our campus free from COVID-19.

## Face coverings

For all communal areas we advise everyone to wear a protective face mask, covering the mouth and nose.

## Regular hand washing

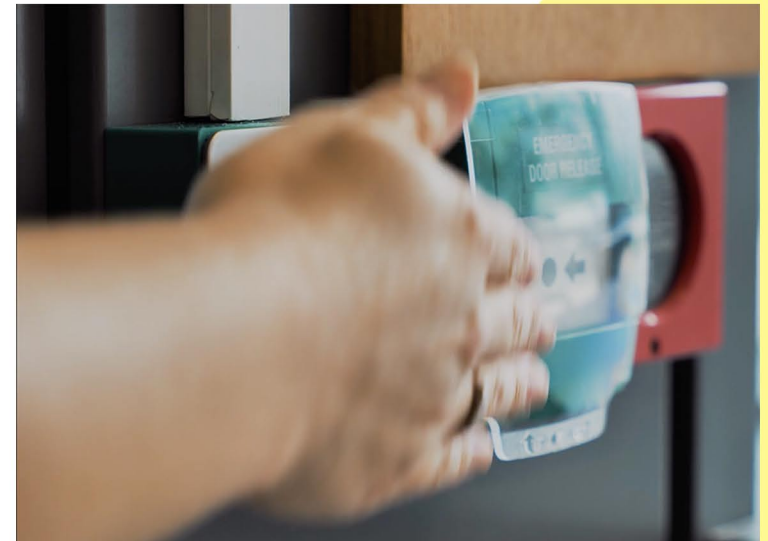
Please continue to wash or sanitise your hands on regular basis. We would encourage members to use personal wipes and hand sanitisers at your desk.

## Social distancing

Maintain strict social distancing rules as per signage and guidance. Keep to the left in all transit areas and predict potential bottlenecks or clusters of people by altering your course or speeding/slowing your pace.

## Avoid passing 'contact' materials

Reducing the risk of contamination should permeate every interaction, therefore please be mindful when passing office materials such as files, pens and other common use stationery objects.





# COVID-19 REPORTING

If a member of staff from a company on campus becomes symptomatic, or tests positive they should leave the building immediately, self-isolate and follow the NHS Guidance.

We would ask that you report any suspected or confirmed cases to the Community Manager. We do not require the individual's identity; however, we do ask that you keep us updated and advise if the Public Health Agency asks you to take any additional steps.

**Confirmed Case of COVID-19 and Response** If a member or Catalyst employee tests positive for COVID-19, Catalyst will follow the Public Health Agency Guidance and respond appropriately.

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



# CONTACTS

## Community Team

[Community@wearecatalyst.org](mailto:Community@wearecatalyst.org)

Karen Hall - 07917 765011 (Titanic Quarter)

Natasha O'Hea - 07776 701127 (North West)

Elaine Smyth - 07711 762674

## Facilities Team

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