

New Ways of Working

Our shared workspaces as we
reboot from Covid-19

May 2020 – Version 1



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The future is shared space



As life starts to pick up pace and we move into a recovery mode, it's clear how we work isn't going to return to its pre-lockdown state.

We are all thinking about things like desk distances and how many people share them, we'll be alert to who enters our buildings, keeping high touch surfaces clean, and many will wonder whether they even want to return to the office all together.

We've heard from members that contact tracing, cleaning and flexibility over the coming months are extremely important for them as they return to work, and it's reflective of a wider workplace shift we're experiencing.

This document is designed to provide guidance and a level of comfort to Generator members as they re-enter the workplace. It outlines the process and procedures that we have in place. It is also designed to help members play their part in keeping our workspace safe.

We want to be clear that being shared does not mean being unhygienic. Quite the opposite in fact. A major perk of a shared workspace is that these spaces are governed under one set of policies. Everyone in a Generator building must adhere to an overarching set of rules, so for us, we can ensure the highest standard of hygiene.

Beyond hygiene we think you're in the best place to reboot, redefine and recover.

It's much easier to rebuild or pivot your business when you are surrounded by and collaborating with businesses facing similar challenges. You're not alone in this.

Community has always been at the heart of what Generator is about, and while it may be some time until we reactivate community events, as we resettle into the new normal we will be working hard to continue our community engagement.

This document has been pulled together ahead of New Zealand entering Alert Level 2 in the Covid-19 system. It will be a live, and regularly updated document as we navigate the new ways of working and receive new government guidance.

Ngā Mihi,
John Moffett
Generator General Manager

May 2020



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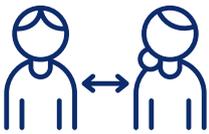
Key Principles



Enhanced cleaning and sanitisation

Our focus is to take a proactive approach to cleanliness and hygiene.

We will be completing a sweep every hour to disinfect key areas such as – stair handrails, shared door handles, elevator buttons, bathroom surfaces, kitchen surfaces, breakout spaces and printers and copiers.



Physical distancing

Our focus is physical distancing. Not social distancing.

Adhering to government guidelines we ask that members maintain a one metre distance from others. Furniture has been reconfigured in common areas to enable distancing and signage across our sites reflects this.



Contact tracing

Generator access cards will be used for contact tracing should it be required.

We ask that members swipe their access card through all doors, even if they are open.

Signage will notify and remind you at points where you may not have been required to swipe in the past. We also ask that members wear their access card on a Generator lanyard at all times for easy identification.

Guests will need to sign in at reception and wear identification.



Cleaning and Sanitisation

Cleaning

Preparation

In preparation for opening at Alert Level 3 and some members returning to site, Generator's contracted cleaners undertook a sanitisation process and deep cleaning exercise utilising the 'ULV Fogging' methodology which creates additional surface protection for 21 days. This process was applied to all publicly accessible areas.

This process will happen again should it be required.

Regular Cleaning

Contracted cleaning will remain at current levels, with a heightened focus on sanitising regular touch points. Generator will also be providing hand sanitising stations within shared areas along with gloves in the kitchens.

Generator staff will be taking a proactive approach to cleanliness and hygiene through the site and will be completing a sweep every hour to ensure sanitisation and cleanliness is being completed.

This will include but not limited to:

- Stair handrail sanitisation
- Shared door handles sanitisation
- Elevator button sanitisation
- Kitchen bench clearing and wiping
- Dishwashers stack and cleared
- Breakout space clearing and surface wiping
- Bathroom surfaces wiping
- Printer and copiers

Air Conditioning

All buildings will operate air conditioning during normal business hours, where applicable this will remain set to 100% fresh air.

Hot Desks & Meeting Rooms

These must be booked so we can ensure thorough cleaning between uses.

Sanitisation

At key common areas we will have sanitisation stations.

We will have available [Zoono sanitiser](#) which is proven to be effective for 24 hours after application.

If you would like additional PPE, please ask your Community Manager.

Sanitisation wipes will be available on all floors for you to wipe down your own workstation at the end of the working day.



How you can help

- Regularly and thoroughly wash hands.
- Stay home if you are feeling unwell.
- Let a member of your community team know promptly if you identify areas for improvement with cleaning.

Contact Tracing

Member access cards will be used for contact tracing should it be required.

Please swipe in and out of spaces even when the door is open, this is to allow for detailed contact tracing. You will also need to swipe your access card in the lift as this is a key access point.

There is plenty of signage to remind you to swipe at points where you may not have been required to swipe in the past. If in doubt, swipe!

Access Cards

Please wear your access card around your neck on a Generator lanyard. This will enable easy identification of members to Generator staff. This will also ensure your card is with you at all times and assist with swiping in and out of spaces. For those who do not have a Generator lanyard, these can be sourced from the concierge team.

Hot desk members will be issued with an individual access card at sign in.

Guest Access

All sites have reopened to allow public access during normal business hours. All guests are to sign in and out via reception and may need to answer some Covid related questions (you know the ones). Each guest will be required to wear a printed name tag so they can be easily identified by Generator staff as having checked in.

Cross Site Access

Initially during Alert Level 2 we will be limiting cross site access, please use your primary home site only until further notice.



How you can help

- Wear your Generator lanyard at all times.
- Swipe your access card as you go through all doorways and in lifts.
- Ensure your guests sign in and sign out.



Physical Distancing

Government guidance at Alert Level 2 recommends a one metre distance from others, such as customers.

At reception and high traffic areas we have clearly marked signage to encourage this distancing.

Lifts

Each site has clearly marked the maximum recommend number of people in the lift at any one time. You will need to swipe your access card in the lift, even if someone has selected the floor you are going to as this is a key access point for contact tracing.

Please respect other people's space and be courteous of physical distancing when entering and exiting the lift.

There may be congestion at peak times, so we encourage you to use the stairs where possible.



Lounges

All lounge amenities are now open at Alert Level 2.

We have reduced or spaced out the furniture in the lounges to allow for greater physical distancing and will have stickers to ensure people are spaced out appropriately.

Meeting Rooms

Meeting rooms are back to being bookable via GenHub. To meet requirements around physical distancing, meeting rooms need to run at a reduced capacity so please remember this when booking. I.e. If you need a meeting room for 2 we suggest you book one for 4. Generator staff will assist wherever needed so if unsure please ask for help!

For those larger meetings we have opened up our events spaces to allow for one metre distance. Get in touch with the team events@generatornz.com to book or discuss with one of our team members.

Workstations

Where required, to allow for physical distancing workstations have been split or moved to make space for clear walkways. Generator workstations are 1400mm and therefore allow for one metre spacing when seated. Private office members please chat to your Community Manager if you would like to discuss layout.



Kitchens

Kitchens are open and our team will be regularly disinfecting high touch areas.

Kitchens can be 'pinch points' so we ask that you stagger usage where possible. We also ask that you place your dishes in the dishwasher immediately after use to avoid any double handling.

Bathrooms and End of Trip

Bathrooms and end of trip facilities are open, and our team will be regularly disinfecting high touch areas. These facilities can be 'pinch points' so please be courteous of physical distancing when using them.



How you can help

- Follow the Government recommendation for one metre physical distancing.
- Be courteous of other users in kitchens, bathrooms and end of trip facilities.
- Put your dishes in the dishwasher immediately after use.



Hospitality and Events

Our Café and Bars

At Alert Level 2 the café facilities have reopened at each site.

Each site has implemented a process for ordering, paying and collection to enable physical distancing.

We have removed the water stations; however, we will happily provide water with table service.

Our hospitality offer is likely to evolve during the duration of Level 2 to respond to member demand and requirements.

Events

Under Alert Level 2 Generator sites are open to guests. While event numbers are limited, we may still have external parties hosting meetings.

Our events team will work closely with any external event clients to ensure they are following the Generator guidance.

All event clients will be adhering to our guest sign-in process and we will ask that

our event organisers implement their own contact tracing systems also. We will have hand sanitiser available for meeting and event clients. Catering will be served individually packaged with single use cutlery to avoid cross contamination.

As Level 2 evolves and allowable event numbers increase, we will review and update this process.

As a response to the impact of Covid-19 on the events industry, our team are working on our IT offering to better enable hybrid and virtual events.

Our Community Events

Community has always been at the heart of what Generator is about. As businesses emerge from the Covid-19 lockdown and are facing an increasingly challenging economic landscape, it's important to us that the events and resources we deliver are relevant and effective.

We would love to hear from you about the events and resources that will benefit your business at this time.

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