

September  
2020



COVID-19 PLAN

# The Racquets Court

Welcome



# Welcome to The Racquets Court

During the last few months, we have taken on board government advice to keep our members safe. This has been and will remain to be a top priority for us. The TRC team have been working to go above and beyond to make this a safe place where our members feel comfortable to work. In this guide, we address some of the changes we are introducing.



# Benefits to you

## Say no to recycled air and yes to fresh

The Racquets Court has a sophisticated air circulation system rather than air conditioning. Why is this important? Our air circulation system continuously fills the building with clean, fresh air and pushes out the air from within, so you can feel confident that the air you breath is fresh and filtered.

Our air circulation system is also more environmentally friendly, helping protect our planet as well as our people.



Now, more than ever, connectivity is key

Connected to the Stellium Network, we have a standard network speed of 200MB (upload and download) via a gigabit carrier. This means your video calls and online collaboration platforms will perform better enabling you to work more efficiently.



# Benefits to you

# We're making some changes

## ● Social Distancing

At The Racquets Court, we have a strong sense of community and therefore we have to consider how to keep our members safe. We have reduced capacity throughout the building to help people stay as safe as possible. Members will be able to follow the governments social distancing guidelines (2m).



## ● Temperature Scanner

We don't believe in doing the minimum to adhere to guidelines, we are going above and beyond. We are installing a temperature scanner at the entrance. Everyone must be scanned on entering the building. Anyone displaying any symptoms of COVID-19 must not enter the building.



## ● Guest Sign-in

Should any of our members develop COVID-19 symptoms, we need to be able to contact everyone with whom they may have been in contact in TRC. Therefore all guests and visitors should complete a sign-in form when they arrive to include their contact details and their scanned temperature.



## ● Meeting Rooms

Meeting rooms are limited to 4 people. This means that members are still able to hold smaller meetings but larger groups or gatherings are encouraged to use video call technology.

## ● Hand Sanitising

Everyone who enters The Racquets Court should sanitise their hands from the sanitiser located at the entrance to the building, as well washing their hands regularly during the day.







## Kitchen

Kitchen capacity has been reduced so members are adequately distanced. If members are unable to adhere to social distancing, we are asking them to wear face masks where possible.

We are also asking everyone to keep benches and worksurfaces clear and wipe them down before and after use.



## Training

The Racquets Court team have been training in Health & Safety and will ensure they remain up to date with all changes and updates.

## Cleaning

The Racquets Court cleaners are responsible for cleaning and sanitising as much of the building as possible at evenings and weekends. Members are encouraged to wipe down their own stations before they begin work.



## ● Clean Desk Policy

We require all members to adhere to a clear desk policy. This is to protect our cleaning staff and enable them to do a thorough clean.



## ● Toilets

Where possible, the toilets should be 'one in one out' to minimise people being in close proximity to one another.

## ● Members Feedback

We value your feedback and will circulate a short survey every few weeks to ensure we are doing all we can to make you feel safe and comfortable. We are always happy to listen to suggestions so we can improve TRC.





# What do you need to do?



## Follow the guidelines

In order to keep The Racquets Court a safe place to work for all members, we ask that you please follow the guidelines we set out and those set by the government.



## Keep yourself safe

Take responsibility for your own health. Make sure you clean down any communal equipment before and after use, wash your hands frequently, carry hand sanitiser with you, cough and sneeze into tissues.



## Stay home if you're unwell

We all have to play our parts in preventing spreading the virus. If you have any symptoms, stay home. Get in touch with our team to discuss your membership.

If you want to discuss these changes, please get in touch with Bex at [bex@racquetscourt.co.uk](mailto:bex@racquetscourt.co.uk)

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