



Baltic Creative CIC and Northern Lights Liverpool Ltd

COVID-19 Safety Document

Safety Measures, requirements and restrictions for
Communal Areas and Facilities | Advice for Tenants

January 2021

Introduction and Contents

We hope that this document will provide reassurance, minimise some anxiety and most importantly, keep you safe in our buildings and in your studio during the Covid-19 crisis.

Part 1 of this document outlines the safety measures, restrictions and requirements that Baltic Creative CIC has introduced across our communal buildings and facilities in order to be COVID-19 secure.

Part 2 of this document highlights the essential measures tenants should put in place to their individual studios to ensure their studio is COVID-19 secure.

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Part 1: Safety Measures and Restrictions for Communal Areas and Facilities

(At Creative Campus, Northern Lights, 16 Jordan Street, 22 Jordan Street, Digital House)

The following measures have been put in place throughout all communal areas, facilities and meeting rooms to keep tenants and their staff safe. Please remember that these measures and restrictions are only as good as the tenants adhering to them and therefore, we will be relying on tenants to work with us - to be responsible, sensible and sympathetic towards other tenants in and around the communal workplace.

i) Hands, Face (Masks are mandatory), Space

- **Hands** - Wash your hands for a minimum of 20 seconds with the soap provided at the sinks in our toilets and kitchen areas.
- **Face – Masks are now a mandatory requirement in our space.** Tenants must wear a mask at all times whilst accessing the buildings, exiting the buildings, using facilities (toilets / kitchenettes), etc. When tenants are in their work space they can then remove their mask. You should also avoid touching your face, as advised by the UK government.

Please do not be offended if you are asked to wear a mask by either Baltic Creative Management staff or your fellow tenants. For those who are exempt from wearing masks for medical reasons, you can contact us to let us know you are in this category if you think it's appropriate.

More information on facemasks can be found here -

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

- **Space** – Keep your distance from other individuals and practice social distancing at all times (2 metres apart)

ii) Track and Trace, testing requirements and what you should do if someone tests positive and when to self-isolate

If you have symptoms of Covid-19, DO NOT VISIT our buildings -

<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

- **Track and Trace** - Baltic Creative have introduced our own track and trace system along with NHS Track and Trace QR Codes at all entry and exit points in each communal building. Please sign in every time you enter a building so we can keep everyone safe.

You can download the NHS Track and Trace app here: <https://www.nhs.uk/apps-library/nhs-covid-19/>

More info on the NHS Track and Trace in the workplace can be found here: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>

We also advise you to have your own track and trace system in place for your individual units and staffing. If a staff member suspects that they have been in contact with someone who has tested positive for Covid-19, or if they are showing symptoms, then they must stay at home and call their manager to discuss an action plan. **Please do not attend your studio if you think you have Covid-19.**

- **Testing requirements** - We urge tenants working and visiting our spaces to get regular non-symptomatic tests for Covid-19. If you have symptoms DO NOT visit our buildings.

Non-symptomatic testing: People who must risk leaving their homes and mixing with others during lockdown are being urged to keep getting repeated tests for Covid-19 within the Liverpool City Region. The Non-symptomatic test centres are open for frontline workers - These are workers who cannot work from home and also have physical contact with other people as part of their job.

Non-symptomatic test sites can be found here: <https://liverpool.gov.uk/smarttesting>

Symptomatic testing: Again, if you are showing symptoms of Covid-19 you must stay at home immediately - DO NOT visit our buildings. You must ring 111 or visit the link below to arrange a symptomatic test as soon as you can.

<https://liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/how-to-get-tested/tests-for-people-with-symptoms/>

- **What you should do if someone tests positive for Covid-19** - If an individual who has visited our buildings **tests positive for Covid-19** then that individual must inform Baltic Creative's Management team immediately. We will then trace where they have been across our site and take following measures where applicable:
 - Any areas of a building affected will be locked down with immediate effect to allow us to decontaminate the building.
 - Tenants from affected areas may have access restricted to allow us to disinfect areas to make them safe
 - Individuals who have been in close contact with the individual who tests positive for Covid-19 (for longer than 15 minutes) must self-isolate for 10 days and keep an eye out for any symptoms.
 - If an individual has any of the below symptoms of Covid-19 then they should contact 111, request a test and **stay at home** immediately.
 1. A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 2. A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 3. A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
 - Tenants will be allowed to return to site and their units following the full decontamination process and only if they are fit and well.

We understand that this could cause disruption to tenants and therefore we ask that you make your own contingency plan which considers the processes highlighted above. Please also make the necessary arrangements and plans to ensure that you can work remotely in the event that the above scenario occurs.

More info on what you should do if a member of your team tests positive for COVID-19 can be found here: <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>

- **When to self-isolate** - Self-isolate and stay at home immediately if:
 - you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
 - you've tested positive for coronavirus – this means you have coronavirus
 - someone you live with has symptoms or tested positive
 - someone in your support bubble has symptoms and you've been in close contact with them since their symptoms started or during the 48 hours before they started
 - someone in your support bubble tested positive and you've been in close contact with them since they had the test or in the 48 hours before their test
 - you've been told you've been in contact with someone who tested positive via the NHS Covid-19 app.
 - you arrive in the UK from a country with a high coronavirus risk

www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/

iii) Social Distancing and Signage

- **Social distancing** - Please keep **2 metres apart** from other people at all times when in our communal buildings and meeting rooms. We have put various measures in place to ensure that there is space to move around. Please note that there is signage on narrow corridors and stairs highlighting one person at a time.
- **Signage** - Social distance signage has been introduced across all communal areas within our buildings. This includes directional signage, social distancing floor signage, wall signage, kitchenette signage, toilet signage and signage at entrance and exit points. This is in place to encourage all tenants to keep their distance, to wash their hands and to minimise opportunity for cross contamination. **Please observe these signs when you return.**



iv) General Cleaning, Sanitation Points, Cleaning Stations and COVID Waste Bins

- **General Cleaning** - Our cleaners are on site Monday - Friday each week. They will be doing all usual clean duties (cleaning kitchens, toilets, meeting rooms and communal spaces) and will be going the extra mile to make sure contact points are disinfected.

If you find that an area of our communal buildings is in an unsatisfactory condition, please contact a member of the management team immediately.

- **Sanitation Points** - Sanitisation points / hand sanitisers dispensers can be found on corridors, entrances, exits, alarm panels and kitchenettes in our communal buildings. **Remember, please wash or sanitise your hands regularly.**
- **Cleaning Stations and Products** - Cleaning stations and cleaning products have been introduced to all communal areas – including corridors, seating areas, meeting rooms, showers and toilets. Cleaning stations include gloves, antibacterial spray, cloths, blue roll and antibacterial gel. **Please wipe down surfaces and facilities after you use them.**
- **COVID Waste Bins** - We have introduced COVID Waste Bins to dispose of all refuse following the cleaning of surfaces and facilities highlighted above. These bins are for the disposal of cleaning materials, gloves and masks ONLY and will be emptied once a week.



v) Communal Bin Stores

It is now more important than ever that we work with tenants to maintain clear communal bin stores across our estate. Please keep the bin stores at Jordan Street, Digital House and Northern Lights tidy.



vi) Communal Areas and Cycle storage

- **Communal Areas** - Communal areas and congregation areas are closed (Creative Campus / Digital House / Northern Lights). These areas are open to 'move through' only, i.e. for access to your space, but are closed for sitting / working / meeting / having lunch / etc. We ask that tenants work, take lunch, etc. in their own space. Communal areas are for access only.
- **Items in Communal Areas** - Tenants must keep all belongings and items in their individual units. No items are to be stored in Communal Areas and on corridors, this includes display banners, ad hoc furniture and bicycles. Any items found in communal areas will be removed and could be disposed of - you have been warned!

- **Cycle Storage** - Tenants are not permitted to store bicycles in communal areas or corridors. Tenants must either store their bicycles within their units or utilise a dedicated bike storage facility located at each communal building as follows:
 - Northern Lights - store cycles in your own space or external bays located to the front elevation of the building.
 - Creative Campus - store cycle in your own space or external bays located to the front elevation of the building.
 - Digital House - store cycle in your space or temporary storage in Basement

vii) Communal Kitchens

- **Signage and social distancing** - New signage including cleanliness rules and social distance measures have been introduced for all shared kitchenettes.
- **Cleaning and COVID Waste Bins** - Kitchens will be cleaned by our cleaners and the management team on a regular basis. However, to maintain cleanliness and to avoid cross contamination, please wipe all touchpoints and surfaces with the cleaning products provided once you have used the kitchen. There is hand sanitiser and washing up liquid in place at each kitchenette. Always remember to **wash your hands regularly for a minimum of 20 seconds**. Dishwashers (where applicable) are available to use. Please put cutlery and mugs straight into the dishwasher or dry them and put them away – please do not leave items in the sink or on surfaces to dry.

COVID Waste Bins have been provided. These bins are for cleaning materials, gloves and masks ONLY and will be emptied by a member of the management team on a weekly basis.

- **Storage of Utensils, Kitchenware and Food** - It is recommended that tenants bring their own equipment in on a DAILY basis which must be cleaned and removed - not stored in the cupboards. The communal fridges are for daily storage of milk and tenant food only. Please do not leave food in the fridges overnight.
- **Tea, Coffee, Sugar and Milk** - Baltic Creative continues to provide Tea, Coffee, Sugar and Milk to the communal kitchens.

All Kitchenettes are inspected regularly - if you find it in an unsatisfactory condition, please contact a member of the Baltic Creative Management Team.

viii) Toilets

- **Signage** - Reiterated cleanliness rules have been introduced to all toilets. Please observe these signs and **wash your hands for a minimum of 20 seconds** and leave the toilet facilities in a condition you would wish to find them.

All Toilets are inspected regularly - if you find them in an unsatisfactory condition, please contact a member of the Baltic Creative Management Team.

ix) Showers

- **Cleaning** - Showers are cleaned on a daily basis by our cleaners. Showers are open for tenants to use however we must insist that tenants use the cleaning products provided in each shower room to clean down before and after they use the facilities.

- **Storage and Towels** - Please take all your belongings with you once you have used the shower facilities. Items are not to be stored in the shower rooms - this includes towels, clothing and toiletries. Items that are left in the shower rooms will be disposed of.

All Showers are inspected regularly - if you find them in an unsatisfactory condition, please contact a member of the Baltic Creative Management Team.

x) Communal Meeting rooms (The Pod, The Shed, The Box, The Loft and Luna)

Our meeting rooms are currently closed. We will advise tenants when they are re-opening which will likely be when the UK National Lockdown ends. We recommend that all tenants use remote working tools that are suitable to use in their individual studios to avoid in-person meetings.

Once open, our meeting rooms will be for tenants only. Until further notice, members of the public will not be permitted (this includes clients and contractors) and Baltic Creative CIC will not be using these meeting spaces for external hires.

- **Cleaning, Cleaning Stations and COVID Waste Bins** - Meeting rooms are cleaned by our cleaners on a daily basis.

Cleaning stations have been introduced to all meeting rooms and we ask that tenants clean the furniture before and after meetings. COVID Waste Bins have also been provided for used cleaning materials, gloves and masks ONLY.

If you find the meeting room in an unsatisfactory condition, please contact a member of the Baltic Creative Management Team.

xi) Baltic Creative Risk Assessments and Documents for Communal Buildings

Jeff McGlinchey (Facilities Officer) has visited tenants upon their return to their studios to provide them with a hard copy of Baltic Creative's Risk Assessments for each building. He has also included our Fire Safety Information and a hardcopy of this COVID-19 Safety Document. This risk assessment indicates all the measures that we have put in place. This may be required by individual tenants, their clients, contractors, staff and insurers.

Jeff will also request a copy of tenants individual Covid-19 risk assessment (more info highlighted in Part 2, Section ii).

Please contact Jeff on jeffm@baltic-creative.com for any questions about this section.

Part 2: Further Advice to Tenants

Whilst Baltic Creative is doing everything we can to ensure our communal areas in our buildings are safe, it is the tenant and businesses owners responsibility to ensure that measures are in place in their individual units to ensure the safety of their staff when returning to work. Baltic Creative cannot implement any of these measures nor can we order any materials needed for this on a tenants behalf.

Therefore, you should be thinking about how the working environment in your unit will change and what measures you must implement to keep you and your staff safe.

i) Official Advice for the workplace from HM Government and Liverpool City Council

- **Government advice:** Working safely during COVID-19 in Office and Contact Centres <https://liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/help-for-businesses/safe-working-and-test-and-trace-guidance/>
- **Liverpool City Council advice,** including: Safety advice for all businesses that are reopening, guidance for food businesses, managing outbreaks in the workplace and supporting employees who are self-isolating: <https://liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/help-for-businesses/safe-working-and-test-and-trace-guidance/>
- **Government grants and schemes** designed to support businesses affected by Covid-19 are being administered by Liverpool City Council: <https://liverpool.gov.uk/communities-and-safety/emergency-planning/coronavirus/help-for-businesses/>

ii) Tenants Individual Risk Assessments and Policies

ALL tenants should complete a COVID-19 Risk Assessment and Policy for their individual units. This should highlight the precautions you are taking to ensure your space is safe for your staff and the measures you have introduced to reduce cross contamination when your staff are entering / exiting your units.

You can find out more information and can access a Risk Assessment template via the Health Safety Executive (UK GOV) website here - <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

iii) Mental Health and Wellbeing for all

- Engage with Baltic Creative's Health and Wellbeing programme. It's free to all tenants and their staff. Email alisonj@baltic-creative.com for more info.
- Please get in touch if you are worried about a colleague or member of staff. We will be able to point you in the right direction and sign post help to you.
- Be mindful of particular needs of yourselves and others and any individual requirements employees may need before returning to the workplace.
- Work together to create a staff plan to reflect working from home, return to work, fixed teams on shift patterns, flexible working and potential support for work from home.
- Consider vulnerable staff when managing staff returning to work. Maintain communication and reassurance with those who are high-risk.
- Devise advice on safe commuting upon returning to work.

- Support those where you can who are managing child care and work at the same time. This situation won't last forever but your support is most crucial now more than ever.

Thank you

We want to thank all of our tenants and our community for their support during the COVID-19 Pandemic, and for taking the time to read this document.

The changes highlighted above are under continuous review by Baltic Creative CIC and we will respond accordingly to any future changes to Government Guidance regarding COVID-19 and the workplace.

If you have any questions or concerns about what is included in this document, please contact a member of the management team and we would be more than happy to help.

If you have any suggestions, or you think we may have missed something out, please get in touch.

This document was last updated on Monday 18th January 2021