

KOFISI

COVID RESPONSE PLAN





Letter from KOFISI



In a short time, the outbreak of COVID-19 has forced communities globally to re-evaluate how they go about their day. The virus has taken lives and affected many more. It has limited our freedom and forced us to live by a new set of rules.

As countries emerge from the crisis we all now understand the need to operate in a different way to allow people to integrate safely.

All business, from tourism to hospitality from transport to industry, finds itself under scrutiny. The shared spaces where people work, connect, interact, have fun and collaborate, need to implement new guidelines to ensure they are safe and healthy environments for people to be.

Over the past few months KOFISI has been focussed on one thing: how best to protect our members, their visitors and our staff and to reassure them that our offices are spaces where they can be comfortable, secure and are able to work productively.

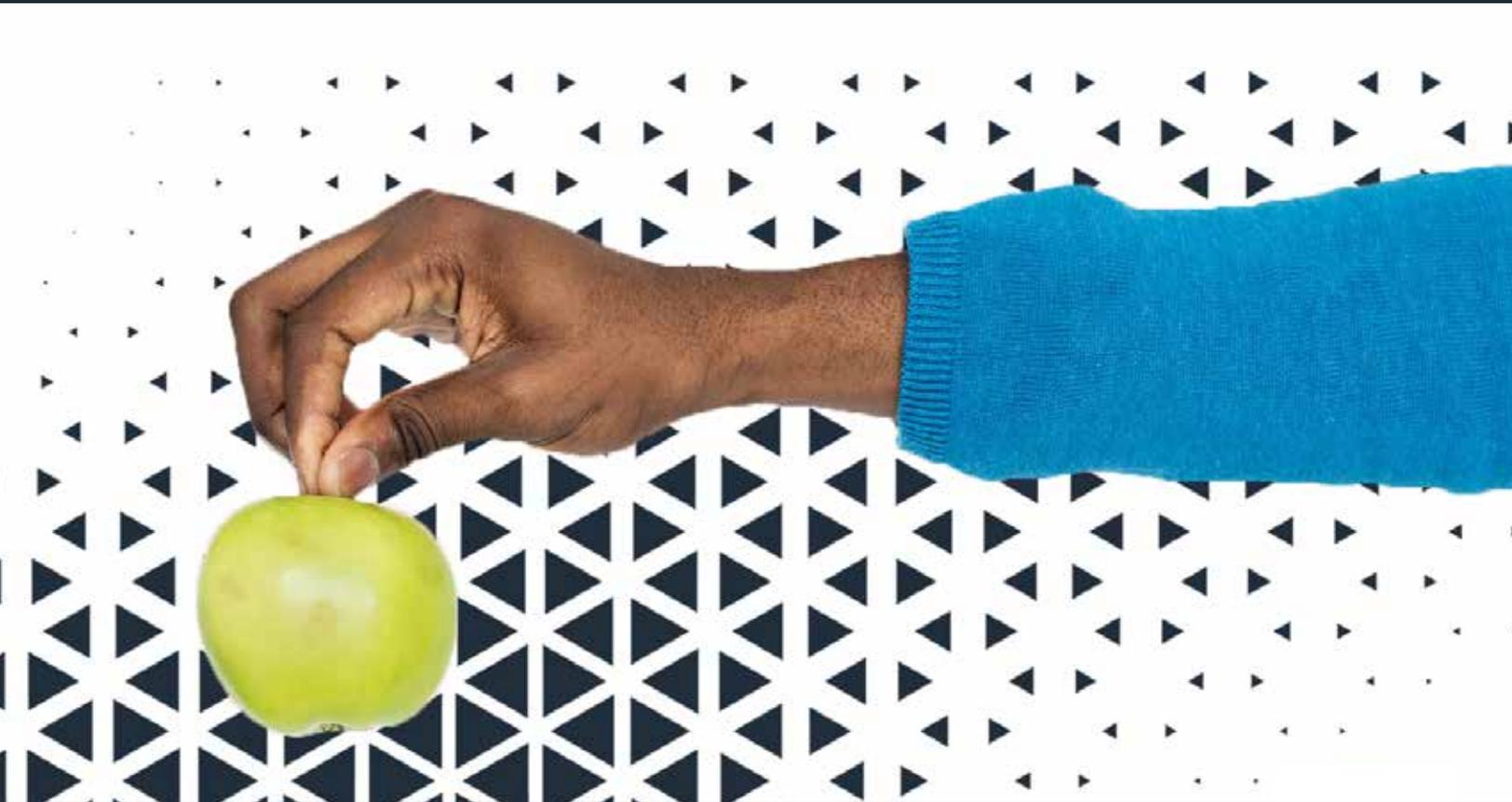
As our members return to the office, they will notice some changes. Alterations that we hope will have a minimal impact on the service we provide, but which will reduce incidental face to face interactions, protect people and enable members to maintain a safe social distance throughout the day.

Acting on guidance from medics, space designers and other workspace providers we've put together a document outlining a new set of operating standards and health and safety protocols for all KOFISI offices.

However, risk cannot be completely eliminated and so we ask our members to collectively abide by the community contract we have put in place for their protection and the protection of their colleagues.

We thank you for your continued support as we navigate our way through this constantly evolving situation.

Martine Haex
KOFISI OPERATIONS



OUR MEDICAL PARTNERS

Our goal is to provide the safest work environments possible and we are taking extra measures to ensure the health and safety of our employees and members through a combination of screening and testing protocols. We continue to work closely with our medical partners **TIBU HEALTH** and **GOODLIFE PHARMACIES**.

TIBU HEALTH has partnered with government approved laboratories to provide COVID-19 home-testing for members and results are turned around within 48 hours. This service is in addition to an affordable medical care package where members can see a registered doctor at their home. TIBU's healthcare professionals are able to screen, monitor and manage a number of chronic diseases, replicating an outpatient clinic from the comfort of your own home.

Our partnership with **GOODLIFE PHARMACIES** gives members access to medical services and appointments, including immediate consultations with a medical practitioner, vaccination bookings, malaria tests as well as discounts on repeat and one-off prescriptions.

"I'm proud to be a part of KOFISI's journey back to work and be able to offer TIBU's medical concierge service and home-based C-19 testing to their members."

JASON CARMICHAEL, TIBU CEO



TIBU HEALTH was founded by a group of former WHO medical professionals with extensive experience of the healthcare industry in Africa. TIBU's services include home-based sample collection and lab tests, doctors on demand and antenatal care. They have been featured in the New York Times, Reuters and CGTN for their innovative healthcare model.



GOODLIFE PHARMACIES is one of the largest providers of first line primary healthcare in East Africa with 50 stores offering a number of in-house diagnostic services and medicines.

We will soon be announcing our medical partners for members working in our West and South Africa Centres of Productivity.



OUR PRODUCT PROMISE

We provide the most sophisticated office space in Africa and support our members to work productively in safe and reliable work environments. We will be implementing new measures and protocols for COVID-19, so we can continue to deliver the highest standards in space and service.

We are the leaders in office design across Africa and our areas are less dense than those offered by our competitors. We have been able to adapt and reconfigure office areas quickly to allow for more personal space. We will remind members of social distancing rules through additional signage and communication visuals in all areas.

Teams have a choice of multiple locations to work from at each of our Centres and while most of our members have Private Offices, we have always allowed for ample spacing in Communal Areas.

We will be reducing occupancy levels and limiting the number of people permitted at any one time. Our Meeting and Event Rooms are available to accommodate overflow should members need more space.

Cleanliness is a priority, with regular daily cleaning rotas and weekly deep cleans. We will be focusing on washrooms, areas of high traffic and high touch locations. We will be providing hand sanitiser dispensers around the office.

We provide a great client service with friendly staff to welcome and help you throughout your day. We have updated hospitality protocols which will enable interaction and communication, while also making sure social distancing rules are observed.

We deliver reliable work environments with uninterrupted power and a stable internet service. We will be increasing bandwidth capabilities in our offices, to ensure virtual meetings, presentations and calls can be held securely at your desk. This will reduce the number of chance social interactions around office space.

We connect 2000 members in seven gateway cities across Africa and our clients are from a range of businesses including large multinationals and local enterprise. Through virtual gatherings and member only online events we will strengthen those connections. When the situation allows, we will foster our KOFISI work community through industry talks and social events.

We enjoy regular communication with our clients which ensures we continue to maintain the high standards expected. These will continue to keep all members up to date with social protocols, operating standards and developments in government advice. We will be transparent with our operations as we navigate our way through this crisis.

KOFISI SAFETY STAR

We are acting on the advice of medical experts, space designers and other workplace providers to provide the safest office spaces possible. Our KOFISI Safety Star shows the five main health and safety measures we have put in place across all our Centres.



To continually check our sites and engage with landlords to make sure the buildings we occupy are safe, secure and healthy.



To redesign common spaces and by limiting occupancy, we can ensure members maintain appropriate social distances.



To actively monitor members and staff so we can help public health officials and reduce the risk of transmission.



To increase the frequency of cleaning and disinfection rotas so we continue to provide clean and safe work environments.



To build a collective community whereby we can help members make responsible and informed decisions through open and transparent communication channels.

KOFISI'S COMMITMENT TO OUR WORKFORCE

Our employees are the heart of our business providing a valued front-line service, as well as back office support to our members every day.

We will put an active monitoring and risk assessment programme in place, including temperature checks and questionnaires for all staff to assess risk of exposure to each other and to members.

We will supply staff with PPE and provide them with training to use the equipment effectively if necessary.

By staggering start and end times, scheduling shorter days and rotating KOFISI teams, we will be able to reduce the number of people on the property at any one time.

To minimise risk, we will be supportive of staff members who want to work from home and we will trust in their judgement as to whether they should be in the office in any given day.



A COLLECTIVE COMMUNITY CONTRACT

Our new Centre protocols are in place to keep our members safe, but we cannot act alone. We ask that everyone acts responsibly at all times for the safety of our work community by maintaining proper hygiene etiquette and social distancing measures. We have created a KOFISI community contract whereby members will pledge to maintain a healthy work environment.

Members and visitors pledge to:

Wear a face mask that covers both nose and mouth at all times.



Maintain at least 2m distance from other people.



Wash hands regularly, for at least 20 seconds.



Follow guidance on the number of people allowed in a space at one time.



Use sanitiser to disinfect all surfaces when they sit down and when they leave.



Check their temperature regularly and stay home if they feel unwell with COVID-19 symptoms.





LOBBIES AND CORRIDORS

Signs will remind members to walk on the left-hand side of corridors and in narrow areas to create one-way traffic and limit casual face to face interactions.

Areas of high traffic will be cleaned frequently.

- Touch free sanitation stations have been placed around Centres
- Face masks must be worn over nose and mouth at all times

COMMUNAL SPACES

Moveable furniture will be arranged to help members stay 2 meters apart with clear markings of where to sit.

Screens and posters will remind members of hygiene protocols, social distancing and to wear face masks.

- We will limit the number of people allowed in washrooms
- All areas will be marked with a maximum capacity





MEETING ROOMS

We will reduce the capacity of our Meeting and Board Rooms by removing chairs and limiting the number of people allowed in.

Our Knowledge Rooms and Meeting Rooms, including Phone Booths, are to be pre-booked to assist cleaning rotas.

- Knowledge Room capacity will be managed by application
- Only one person at a time will be allowed in the Phone Booths

PRIVATE OFFICES

As per social distancing guidelines, we advise there is 2 metres distancing observed in your space.

Our designers can help review the layout of office space and we can advise on ways to implement flexible working patterns if required.

- We ask that members adhere to a clean desk policy
- Sanitising detergent can be found at reception





KITCHENS AND HOSPITALITY

Our kitchens will be manned by a KOFISI member of staff to reduce the number of people passing through the area.

Coffee, tea, water and external food orders will be collected by members.

- Refreshments for meetings should be collected from kitchens
- Touch free sanitation stations are located around our Centres

AIR QUALITY

We will ensure that all spaces have good air quality with improved circulation and ventilation.

Raising humidity levels may reduce transmission of the virus and so HVAC designs of each building will be considered.

- Increase air flow through the office by opening windows
- Filters, ventilation and A/C units will be checked regularly





SCREENING AND MONITORING

We will check the temperature of everyone who enters the building and will ask those with a temperature of over 37.4 degrees works from home.

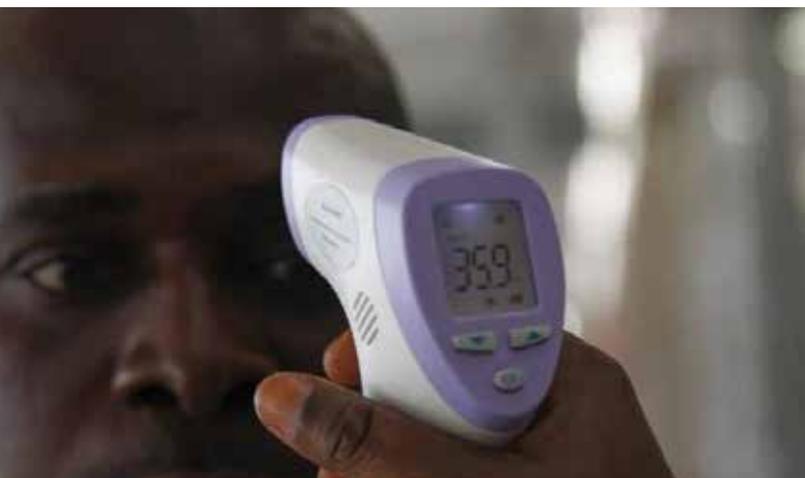
Members should stay away from the office if they feel unwell.

- Tell your Centre Manager of any health concerns
- Visitors should be advised about new protocols before arrival

OUR COMMITMENT TO THE WIDER COMMUNITY

We continue to support the work of local artisans and craftsmen during this time.

Through our 'Desks for Desks' partnership with Harambee Schools Kenya we have supported their drive to supply food boxes to needy communities while schools are closed.



Looking Ahead

The KOFISI team has worked hard to continue to provide safe work environments throughout the COVID-19 crisis because we know productivity is important to our clients.

In order to do that, health and safety has to be a priority.

The situation however is constantly changing and we will continue to work with experts to amend and evolve our COVID-19 protocols as necessary over the next year and beyond.

Stay safe and stay productive!

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