

KOFISI

COVID RESPONSE PLAN





Letter from KOFISI



COVID-19 continues to impact all of us, from how we work to how we conduct our daily lives. As Africa's premium workspace provider, we continue to manage the situation and monitor closely how

COVID-19 is affecting our Spaces, our Members and our Team. We are immensely proud of the resilience, flexibility, and professionalism of our employees, who have stayed focused on continuing to deliver a safe work environment over the past two years and we are equally appreciative of the support of you, our Members.

While we have continued to focus on supporting you and your business, ensuring business continuity in our spaces for your organization and your employees, we also continue to closely monitor the information provided by the World Health Organization (WHO), the Centers of Disease Control and Prevention (CDC) and local governments.

Our commitment covers everything, from making sure we are doing our part to stop the risk of spreading the virus, to maintaining our business continuity so that you and your business partners don't have to worry about theirs.

Risk however, cannot be completely eliminated and so we ask our Members to collectively abide by the community contract we have put in place for your protection and the protection of your colleagues.

As always, your health and safety, alongside that of our Team, remains our primary focus.

Paul Jansen
Head of Product Control



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 continue to implement 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 continue to 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 have reviewed our occupancy levels to full capacity. Our Meeting and Event Rooms are available to accommodate a greater number of people 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. Hand sanitiser dispensers are provided around the office.

We offer great 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 stable internet service. We have increased bandwidth capabilities in our offices, to ensure virtual meetings, presentations and calls can be held securely at your desk.

We connect almost 2000 Members in 8 Centres in Africa and our clients are from a range of businesses including large multinationals and local enterprise. Through a programme of Member events, we strengthen connections and networks. We strictly enforce our COVID protocols at these socially distanced gatherings and ask that you wear a mask when you attend them.

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 the pandemic



A COLLECTIVE COMMUNITY CONTRACT

Our new Centre protocols are aligned to keep our Members safe, but we cannot act alone. We ask that everyone continues to act responsibly at all times for the safety of our work community by maintaining proper hygiene etiquette and social distancing measures.

Members and visitors are encouraged to:

Wear a face mask that covers both nose and mouth while in Centre common areas.



Maintain social distance.



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.





MEETING AND EVENT SPACES

We have reviewed the capacity of our Meeting and Event Spaces to safe occupancy levels.

All rooms are to be pre-booked to assist cleaning rotas.

- Masks should be worn at all meetings and events
- Only one person at a time will be allowed in the Phone Booths

LOBBIES AND CORRIDORS

Where possible please try to remain on one side along 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 are encouraged over the nose and mouth while in our Centres

PRIVATE OFFICES

Members are encouraged to observe social distancing in their space.

Our designers can help review the layout of office space.

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

COMMUNAL SPACES

Furniture has been arranged to maintain social distancing.

Screens and posters will remind Members of hygiene protocols and social distancing.

- Please do not overcrowd the washrooms
- Some areas will be marked with a 'maximum capacity' signage



LOOKING AFTER YOUR TEAM

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

We can assist you with remote meetings via our 360 Cameras if one of your team needs to work from home.

- Please tell your Centre Manager if a Member of your team tests positive or of any health concerns
- Visitors should be advised about our protocols before arrival

OUR COMMITMENT TO THE WIDER COMMUNITY

The COVID pandemic has affected the livelihoods of all people and we maintain our commitment to support the work of local artisans and craftsmen.

Through our 'Desks for Desks' partnership with Harambee Schools Kenya we continue to buy desks and computers to support productivity in schools.

We have purchased over 200 pieces of art from Uweza Art Gallery which has helped keep young artists productive during a difficult time.



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 protocols as necessary.

Stay safe and stay productive!

W : kofisi.africa

T : +254 (0) 703 041000

