



Second Home Covid-Secure Guide Los Angeles




Version 3 – 28th July 2020



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We've been working hard on changes at Second Home so our spaces are safe and Covid-Secure for our members, with new social distancing, cleaning and access measures across all our Homes.

We're following and monitoring the Mayor's Safer L.A. orders and best practices guidelines. In light of Governor Newsom's closure of indoor spaces only our outdoor workspaces remain open, except to pass through for access.

We will continually update our measures as the advice develops so that it's safe for you and your team at Second Home.

So if you're ready to get back to it, we are too.

1.0 Opening Hours



We're opening initially on reduced core hours while we start to understand Member needs and how you will be accessing Second Home.

Hollywood will be open from 9 am–6 pm, Monday – Friday.

If you need to access your Home outside of these hours, you can do so by appointment – contact your GM to arrange.

2.0 Social Distancing

We've introduced social distancing measures and are utilizing all the available space in our Homes to give you more room to work safely:

2.1 Communal areas:

2.1.1 Entry and Exit – Contactless access has been introduced to avoid contact at Reception and we've relocated our Reception Desk to the exterior of the building. Please check in at the desk and "Enter through the Exit" to avoid the need to enter the building.

2.1.2 Reception – 6 ft. spacing & our desk has been relocated outdoors.

2.1.3 Meeting rooms – these are available for individual occupancy, on an all-day basis by booking in advance.

2.1.4 Communal areas – communal seating will be reduced to 6 ft. apart.

2.1.5 Elevator and stairwells – Please observe one-way systems in the pathways. Keep right on all stairs and high traffic areas. Our elevator is closed.

2.2 Studios:

2.2.1 Studios – Each Member business is responsible for taking measures to keep their team socially distanced within their Studio. If you are unable to do this – talk to us and we can temporarily assign you some additional space.

2.2.2 Resident spaces – For our Studio & Resident Members please speak to us and we will try to relocate you outdoors to a suitable workspace.

2.2.3 Roaming spaces – We've increased the number of suitable areas across our Courtyard, Breezeway & Garden and spaced out the desks so there's 6 ft per seat, and are providing sanitizing wipes to clean the area before and after you use it.

3.0 Food and Drink

3.1 Tea and coffee stations

Our outdoor water station located near the Courtyard remains open. If you would like to order a range of coffee or tea we can deliver it to you at your desk – please use Slack to send your order to “Manny The Barista” and he’ll bring it right over.

3.2 Cafes

This is closed until further notice.

However, Manny has a varying menu of snacks and soft drinks – please email reception for the day’s specials.

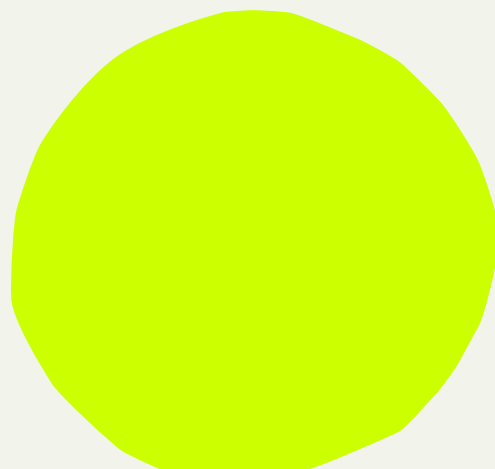
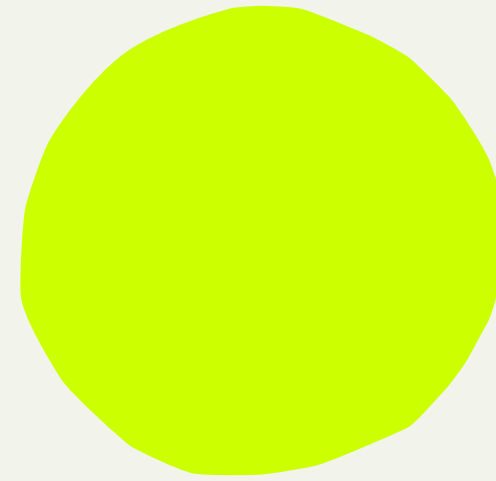
4.0 Cleaning & Sanitization

4.1 We've increased the frequency of our cleaning across our Homes:

- Cleaning products exclusively from the CDC list of recommended products.
- Frequent cleaning of high-touch areas – including door handles, common areas, meeting rooms and breakout spaces.
- Desks cleaned overnight, across all occupied areas
- More frequent restroom cleaning.
- Hand sanitizer available at Reception and throughout the space.

5.0 Fresh Air

5.1 All our workstations are located outdoors in fresh air.



6.0 Personal Health

6.1 We're relying on our Members to wash their hands frequently for 20 seconds at a time, in particular before and after using any of the communal areas, and follow the CDC's personal hygiene guidance.

6.2 Health on site

We have Non-Contact Thermometers at reception for you to check your temperature safely. Our team's temperatures are taken each morning.

6.3 Developing symptoms

If you are feeling unwell or start to develop symptoms of Coronavirus, you must not come into Second Home and you must notify the GM.

You are expected to self-isolate according to the CDC's advice – usually at least 14 days – you can find more information [here](#).

7.0 Non-Member access

7.1 Guests are welcome. Please let Reception know. For the time being we can only allow one guest per member for up to two hours at a time.

7.2 All deliveries will be dropped at Reception.

8.0 Parking

While attendance levels allow, all Second Home parking lots will be self-park to avoid additional contact by valet attendants.

9.0 Cultural, Breakthrough and Wellness events

Our educational, wellness and cultural events will continue to be online only as part of Second Homeworking.

All events are free for members.

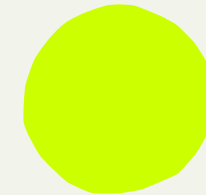
We'll introduce screenings of the sessions in our Homes once it is safe to do so.

10.0 Our Team



All receptionists, facilities staff and contractors will wear masks and our team will wear gloves when handling mail and deliveries.

It is Second Home's staff policy to wash our hands frequently, and we have reconfigured our workspaces too to make sure they can safely socially distance and do their part to keep you safe.



11.0 Covid cases at Second Home

Should we have any cases of Coronavirus at Second Home, we will alert all Members within 12 hours of having the suspected case confirmed.

12.0 Future developments

We expect to continue improving our Covid-Secure measures as the advice becomes more detailed, as well as responding to feedback from all of you. We will continue to update this document so you always have the latest information at hand.

If you have any questions at all or if there's anything else we can do to help you get back to normal and back to your business, let us know – we're here to help.

hola.hollywood@secondhome.io

See you soon (from a distance)

Team Second Home