



KAI♥ZEN

Creating a Safe, Healthy and Inspiring Workplace

Ikigai solutions for safely returning to the office.

KAIZEN (改善)

Kaizen (改善) is a Japanese concept meaning "change for better". The definition of kaizen comes from two Japanese words: 'kai' meaning 'change' and 'zen' meaning 'good'. This Japanese business philosophy refers to any improvement, one-time or continuous, large or small.

Kaizen by Ikigai

As a wellness-focused workspace, maintaining and ensuring the health and safety of our community has always been key.

While distancing may be a part of our new normal, collaboration and connection remain more important than ever- and having a safe place to do that is essential.

In an effort to protect and enhance the wellbeing of our community, we have been working hard at restructuring the design of our spaces for distancing, intensifying our cleaning practices, and implementing new technologies to reduce the number of touch points for our staff, members and visitors.

The new standard, Kaizen, which is outlined in this document consists of a series of guidelines and procedures tailored to the Ikigai Nairobi spaces. In the spirit of Kaizen, we will continuously improve these standards as we receive more information from health officials, feedback from our members and directives from the government.



Enhanced Healthy & Safety Standards

Our members and the broader community can expect health and safety to be our top priority.

As our teams across locations resume in-person staffing and services, we're taking a phased approach based on 5 pillars.

Trust & Transparency

We will help members make informed decisions regarding their health and safety through open communication and information sharing through our main channels, including our newly introduced Health-Safety Video Room available on the member portal.

Screening & Tracing

Ikigai will rigorously screen and trace to assist public health officials and reduce the chances of transmission.

Distancing

We have restructured the workplaces to make social distancing easy to follow and minimally disruptive.

Contact & Cleaning

We are working hard to minimize the number of surfaces that multiple people touch as well as regularly cleaning those areas that are harder to avoid.

Personal Responsibility

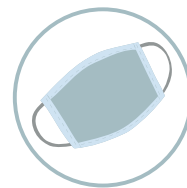
Keeping our workspaces safe will require personal responsibility from all - visitors, members and staff alike.

Each of our locations will receive round the clock cleaning and will be subject to enhanced protocols outlined below.



TEMPERATURE CHECKS

Temperature checks will be mandatory upon arrival at the space



FACE MASKS

Face masks are required for all members, staff and visitors



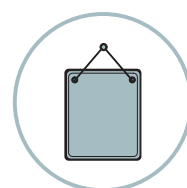
SANITIZATION

Touch-free sanitizers will be placed at high trafficked spaces



CLEANING

Cleaning of all high traffic spaces and surfaces throughout the day



COMMUNICATION VISUALS

Visual signage will be placed strategically to remind members and visitors of best health & safety practices

What To Do When You Get To Work

To help you remember the health and safety guidelines in place, we have outlined all the steps you need to take at Ikigai to keep yourself safe.

① Stay at home if you are sick

Please stay home if you are feeling unwell to protect yourself and others.



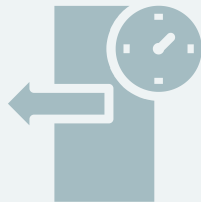
② Get your temperature checked

Once you arrive onsite, your temperature will be taken at the entrance.



③ Sign in and out using your Salto key

Use your Salto key to sign in and out of the space.



④ Wash your hands

When you arrive, please wash your hands thoroughly and remember the 20-second rule!



⑤ Log in to the Wi-Fi

Get on the member portal and use your member details to log in to the Wi-Fi.



⑥ Get settled

As you get settled in, look for a "Kaizen sticker. This sticker marks workspaces that are safe to use. Only sit where you see this sticker.



⑦ Get your cup of coffee or tea

Once you're done, head to the kitchen or Roasted Truth for your coffee or tea. Remember to always bring your own cups & cutlery, or buy from Ikigai's new sustainable shop!



⑧ Social distance throughout the day

Remember to social distance throughout the day. 1.5 meters is advised for social distancing. Make use of the garden spaces for strolls and fresh air.



⑨ Be a responsible member

Health and safety starts with you. Remember to stay vigilant and practice all safety guidelines as we navigate this together.



⑩ Have fun, get to work & be productive

Get to work and enjoy a productive day at Ikigai!



Building & Elevators

In partnership with the building management at our commercial location, there will be periodic fumigation of the building as well as disinfectant booths at the entrance.

"High touch" surfaces within the building (e.g. hand rails, door knobs etc.) will be cleaned frequently.

In addition, elevators will only carry a maximum of 4 people at a time and we encourage members to use the stairs as an alternative.



Reception

Our Community Associates are there to support you! As these are high traffic areas, be sure to stand on the designated floor sticker that will ensure your safety and the safety of our team. This is to prevent crowding and reinforce distancing guidelines. If you plan to exchange items such as paper, pens or any other items, please first use the touch-free hand sanitiser station nearby!

KAIZEN
WAIT HERE



Hallways and Corridors

Look out for our directional signage and walking paths that have been placed throughout the space to reduce incidental face-to-face interactions by creating a one-way flow of traffic.



Communal Spaces

Look out for the new communication visuals placed on desks and/or chairs throughout the communal spaces. Please only sit where there is a designated sticker. No sticker, no seat!

KAIZEN

THIS SEAT IS AVAILABLE FOR USE

PLEASE SIT ONLY WHERE YOU
SEE A STICKER

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Communal Spaces - Signage

All communal tables will also have our “Just Cleaned” signs. If you see this sign, you can be sure that the space has been disinfected.

Once you sit down, please immediately turn this sign over to ensure that when you leave, the area can be cleaned and made ready and safe for the next member to use.

In addition, all members can now purchase their own cleaning kits onsite.



Outdoor Spaces

Our members have the added advantage of taking their work outdoors. This is the easiest way to social distance! All Ikigai members now have access to our garden locations to allow even better social distancing measures.

We will continually be improving our outdoor spaces with the possibility of adding quarantine garden pods and other exciting new structures that allow for productive outdoor working!



Private Offices

For enclosed private offices, we have Plexiglass shields - which can be mounted on desks to act as a barrier between colleagues as recommended by the Workplace Operator Readiness Council (WORC). Members are also advised to make use of the communal and outdoor spaces as safe extensions of their offices to avoid overcrowding.

Similar to all spaces, private offices will receive scheduled and thorough cleaning throughout the day and cleaning kits are available for purchase.



Meeting Rooms

In an effort to keep our meeting rooms safe to use, we will advise on the new occupancy guidelines for each room. In addition, all rooms will be cleaned regularly throughout the day and shared items (e.g. whiteboard markers and TV remotes) will be provided in plastic bags. These wrapped items will be collected from the reception and returned to the housekeeping team for cleaning. Visual signage has been placed to remind room occupants of the best health and safety guidelines.



Print Stations

To maintain the cleanliness of "high-touch" areas such as the print stations, we have installed hand sanitizers for members to use and placed visual signage for reminders on hygiene practices.



Phone Booths

We have improved the safety of our phone booths through routine cleaning throughout the day.

Additionally, "house rules" signage have been placed within the booths and cleaning signage on the door handles.



Wash Rooms

As "high-touch" areas, the wash rooms will undergo more frequent and thorough cleanings throughout the day.

To reduce on "high-touch" exposure, we have installed touch-free soap dispensers at every other sink fixture.

To remind members of best hygiene practices, visual signage on the 20-second hand washing rule have been placed.



Communal Kitchens

Our communal kitchens are one of our more frequented spaces. Shared cutlery and other items will be available for use, however, members are advised to bring their own cutlery or purchase their own reusable items from our sustainable shop available at each location.

As with all "high traffic" areas - handles, surfaces, microwaves, kettles and other shared devices will be disinfected thoroughly.



Cafes and Food & Beverage Services

Roasted Truth, our in-house member cafe, will be open but with limited seating capacity to reduce heavy traffic.

In addition, our food and beverages will operate under new health and safety guidelines.



Members will be served using their own cups, cutlery, plates and water bottles.

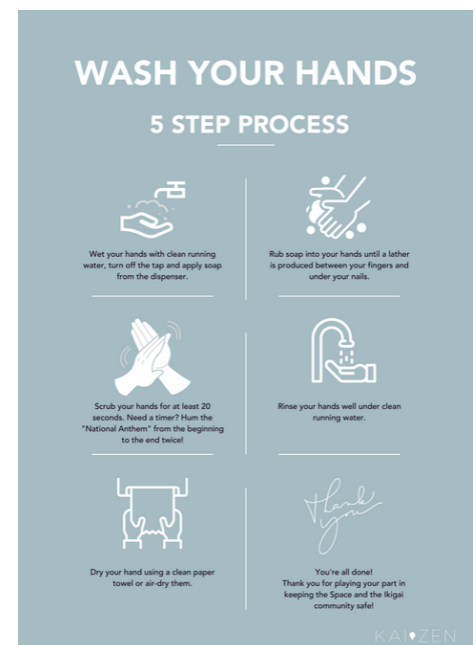


Members are also welcome to purchase cutlery, water bottles and cups from our sustainable shop available at each location.



Signage

We recognize the importance of raising awareness and constantly reminding our members, staff and visitors of the health and safety guidelines at Ikigai. We have approached this by providing clear and dedicated signage all around our spaces.



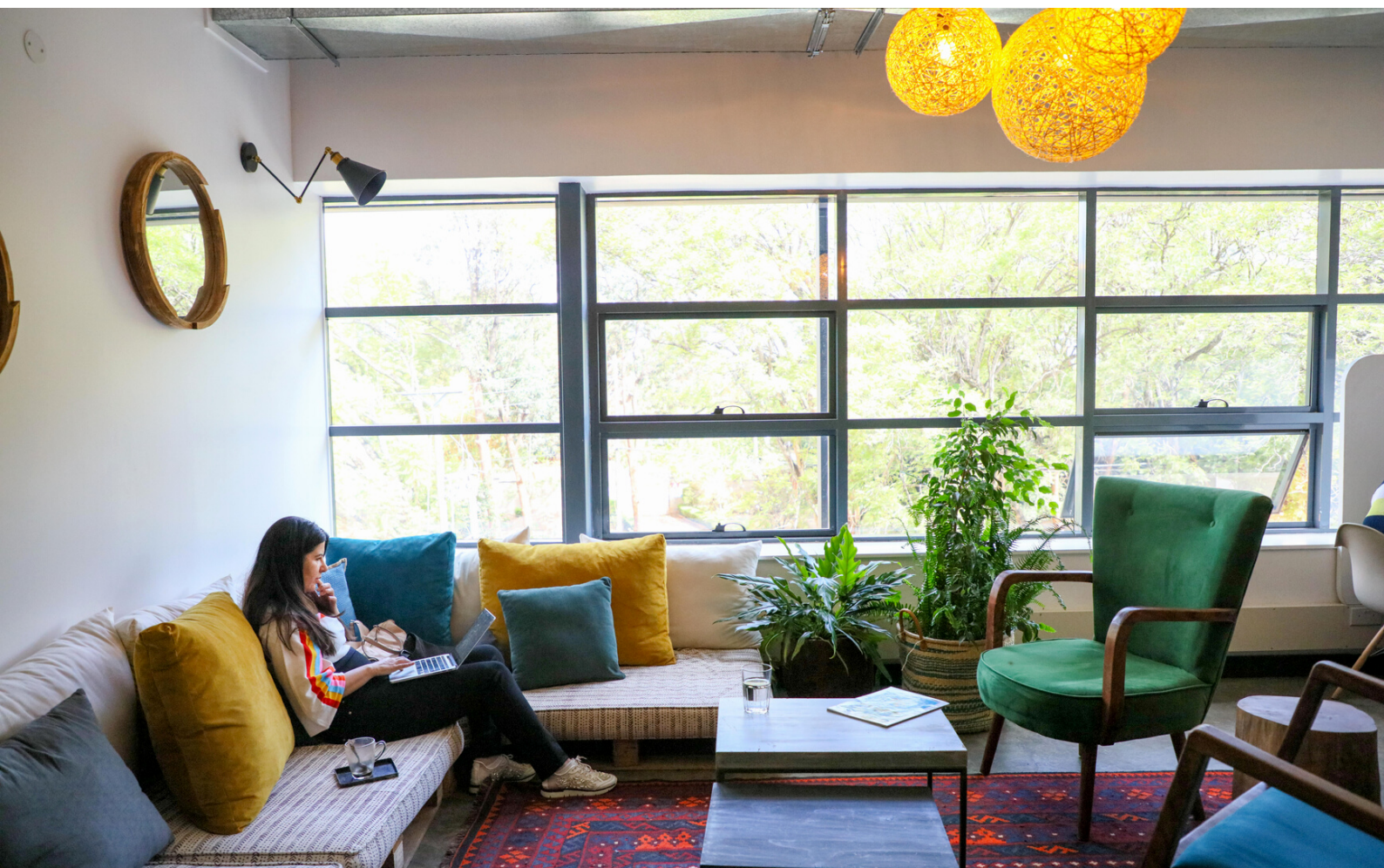
Our Commitment to your Wellbeing

At Ikigai, we know that where you work matters. In an effort to ensure a safe return to work, our team has been and will continue to work round the clock to foster a safe and healthy workplace upon your return.

We also recognize that securing the health and safety of our members is not a one-time effort. We acknowledge that this will be an on-going process that will require our willingness to listen to our members and the experts and to constantly improve.

We will continue to improve these enhanced health and safety standards as more information becomes available.

We look forward to seeing you soon!



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