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work safe 

by AVILA SPACES® 
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MANUAL FOR THE PREVENTION,
DETECTION AND CONTROL OF
INFECTIONS IN OFFICES AND
COWORKING SPACES

This document will be updated and revised following the good practices of the General Health Management, WHO and other International Organizations.

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WORK SAFE PROJECT

[Avila Spaces](#), is the leading business centre for innovation in the flexible workspaces market in Portugal.

We have created the WORK SAFE initiative, a set of measures to prevent the spread of COVID-19 and to guarantee the protection of customers and users on their return to their shared workspaces: Coworking and Business Lounge.

It is hoped the seven security measures that we have adapted, which are already being followed by many international hotels and aviation companies, will set an example for other organisations.

While the return to work is being prepared, companies need to start taking the necessary precautions and preparing spaces for the “new normal”. At Avila Spaces, in addition to the implementation of essential Safety Measures, we have also set up a new position: a Safety & Wellbeing Advisor.

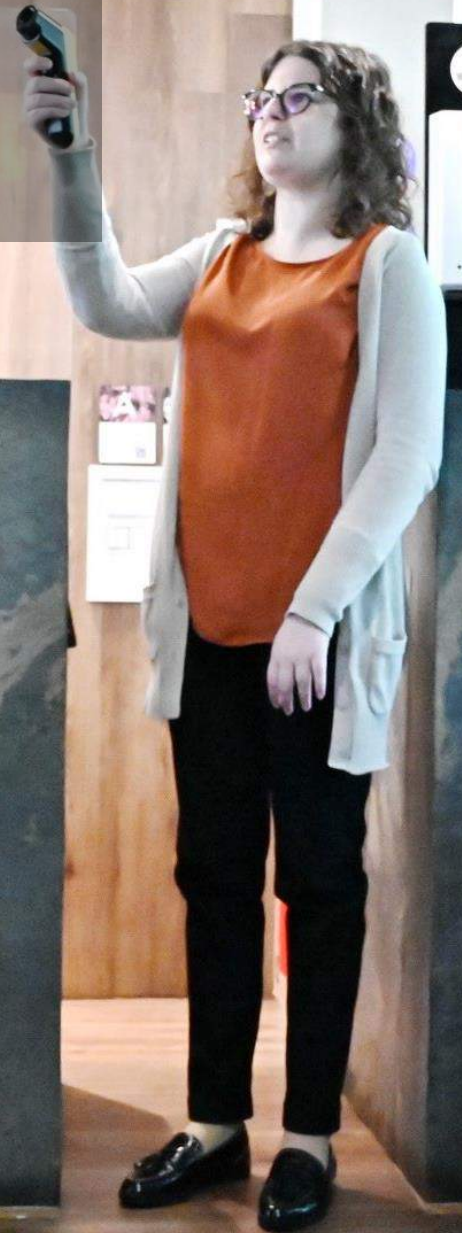
These measures result from the latest information that is shared between eOffice centres, an international network which has more than three hundred international workspaces, and Avila Spaces is one of its partners.

This manual was written based on the advice and the guidelines from the General Health Administration (DGS) and the World Health Organization (WHO) and is updated regularly.



MONITORING SYMPTOMS

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In order to recognize the symptoms of COVID-19, such as persistent cough (or aggravation), fever above 38 degrees or shortness of breath, we monitor our employees, customers and visitors' health.

Understanding and monitoring these symptoms will allow us to prevent its transmission and protect everyone.

If you are displaying any of these symptoms let us know and stay at home under surveillance.

Seek medical advice and call SNS 24 (808242424).

Our employees will also monitor the temperature daily.

Measure 1: SAFE CHECK-IN



1.01 – We ask our clients to sign a document describing positive social behaviours, hygiene practices and encouraging all users and employees to comply with these principles in the workspace. ⁽¹²⁾

1.02 – Sanitizing hand dispenser at the entrance and in prominent places around the workplace - Alcoholic solution dispenser. ⁽¹⁾

1.03 – Paper individuals are available to be placed on your workstation. ⁽⁵⁾

1.04 – Delivery of a disposable paper bag to store your mask when you are not using it, for example at mealtime. ⁽¹⁴⁾

1.05 – Whenever you enter or leave the workspace, disinfect your hands with an alcoholic solution. ⁽¹⁾

1.06 – A collaborator from our team “Work Safe”, will always be present in our space and ready to guarantee your safety. Any surfaces exposed to touch need to be wiped and will be cleaned regularly. ⁽⁶⁾

1.07 – The security policy as well as the identification (phone number and email: worksafe@avilaspaces.com) of the team “Work Safe” are displayed at the reception. ⁽⁴⁾

1.08 – Door sensors, no need to touch. ⁽⁵⁾

1.09 – The doors at the workspace include a metallic “pedal” placed at the bottom. No need to use the hands. ⁽¹²⁾

1.10 – Face masks (recommended by European standard FFP2 / FFP3 and American standard KN95) ⁽¹⁾ are available and its use is mandatory when they visit us.



Measure 2: HYGIENE PROCEDURES

- 2.01 – Alcoholic solution dispenser - there are several alcohol-based hand sanitizers, so that you can wash your hands regularly. ⁽¹⁾
- 2.02 – If people come together, we will recommend using a face mask, and we will promote social distancing. ⁽¹⁾
- 2.03 – Avoid sharing personal items such as pens, chargers, mobile phones, among others. ⁽¹⁾
- 2.04 – If you experience any signs of high fever or persistent cough alert us and stay at home. Then, we can monitor other users and employees. ⁽¹⁾
- 2.05 – Hands hygiene procedure must be complete and regular. Wash your hands for at least 20 seconds or use an alcohol-based antiseptic solution (SABA) with at least 70% alcohol. ⁽¹⁾
- 2.06 – Respiratory procedures are critical: if you cough or sneeze, cover your mouth and nose with the bend of your elbow, or use a tissue that should be immediately placed in the waste container. ⁽¹⁾
- 2.07 – The use of gloves is not recommended, as it is considered a viral spreading agent. Clean your hands after touching surfaces and never bring them to your eyes, nose or mouth. ⁽¹⁾
- 2.08 – Our hygiene plan was reinforced with the presence of our team “Work Safe”, who clean and disinfect surfaces at least once a day. ⁽¹⁰⁾
- 2.09 – Workstations will be cleaned and disinfected at the end of the day, or whenever users leave their place and all individual papers and trash are disposed of safely in the recycle bin. ⁽¹⁾
- 2.10 – Each area will have its own cleaning material and disposable cleaning cloths. ⁽¹⁾
- 2.11 – Our team “Work Safe” is aware of the new procedures and received clear instructions on what they can do to help you. ⁽¹⁰⁾

2.12 – Display a detailed record of inspections, according to the cleaning and sanitation plan, completed by the responsible for cleaning and hygiene. It should include a systematic log of the name of the person and the regular cleansing activities. ⁽¹⁾

2.13 – Wet cleaning, without using a vacuum cleaner. If necessary, use a wet vacuum. ⁽¹⁾

2.14 – Waste and recycling containers, with non-manual opening and with a plastic bag inside. ⁽¹³⁾

2.15 – Cleaning of common and frequently touched surfaces: ⁽¹⁾

- For disinfecting surfaces that are touched by many people we use a disinfectant-based detergent, which contains simultaneously detergent and disinfectant (two in one). This product can be liquid, gel, foam or spray.
- All areas are initially cleaned with water and detergent, and then a bleach solution is spread evenly, which should act for 10 min, according to the manufacturer or supplier's instructions.
- The surfaces will be rinsed with hot water and then we let them dry.
- We use common or household detergents.
- The most used disinfectant is bleach, with at least 5% free chlorine in its original form and with at least 70% alcohol.
- The bleach solution is diluted by 0.1%, in proportion of one part of bleach to 99 equal parts of water.
- We also use disinfection products in the form of wipes moistened with disinfectant and supplied in a special dispenser.

2.16 – Clean and disinfect toilet facilities: ⁽¹⁾

- We use different cleansing cloths for the washbasins, areas around them and for toilet seats.

We follow the following cleansing sequence:

- Washbasins – firstly the taps, secondly the sink and then all the surfaces around them.

- Clean the inside of the toilet bowl – Flush the toilet and begin scrubbing the bowl using the toilet brush only. Do not pour bleach or ammonia into the urine, as it causes a gaseous reaction which can be very harmful. Apply the detergent with a disinfectant base and let it act for at least 5 minutes. Scrub with the toilet brush and flush the toilet with the brush still inside.
- Clean the outside of the toilet – the toilet seat is the part of the toilet that needs to be cleaned thoroughly. Wipe the entire seat with a cloth to remove any traces of bleach or chemicals from the sitting surface. Then, spray the tank and the flush button with a cleansing solution, either detergent or disinfectant, rub the tops first with a clean cloth and then the sides. Wipe with water only and allow to dry. Finally wipe down the entire outside of the bowl. Start with the sides and front before cleaning the bottom edges of the toilet where it meets the floor. You can also disinfect with alcohol at 70°-80°.

Measure 3: AIR RENEWAL



3.01 – We privilege air flow and natural ventilation whenever possible. ⁽⁹⁾

3.02 – We suggest using our patio to hold fewer formal meetings in closed rooms. ⁽⁹⁾

3.03 – The space is ventilated at least twice a day, for example, at lunchtime and at night, renewing the air flow. ⁽⁹⁾

3.04 – We schedule meetings with the appropriate time and open windows to make sure the space is well ventilated. Approximately 60 minutes between meetings. ^(8; 9)

3.05 – The external coils of both the air conditioning and the internal evaporator are also cleaned with a disinfectant product. ⁽⁹⁾

3.06 – We reinforce the inspection of drain trays, drains obstructions. All AC filters are also inspected, cleaned and replaced. ⁽⁹⁾

3.07 – We maintain an optional 40-60% humidity range to reduce the spread of the virus. ⁽¹⁵⁾

3.08 – We use mechanical ventilation systems and air conditioning systems, which provide ventilation, while improving the quality of outdoor air through a filtration process. ⁽⁹⁾

3.9 – Interventions for AC appliances: ⁽⁹⁾

- Increase the air flow.
- Force the registers to introduce only exterior air.
- Deactivate the recovery units or force your “by-pass”.
- Keep the relative humidity above 40%.
- Put the ventilation in continuous operation (24h).

Measure 4: SOCIAL DISTANCE



- 4.01 – Acrylic separators were placed on the lounge desks to promote social distancing. ⁽⁵⁾
- 4.02 – The acrylic separators guarantee the light and the necessary visibility of all. ⁽⁵⁾
- 4.03 – We strongly recommend that people are at least 2 metres apart (indoors) and at least 1 metre apart (outdoors). ^(1; 4)
- 4.04 – Limiting direct contact between workers and promoting the “side-by-side” or “back-to-back”, over the “face-to-face” work. ⁽¹⁾
- 4.05 – Cleaning and maintenance routine whenever a customer leaves the common space. ⁽⁵⁾
- 4.06 – We advise users to keep their personal objects in the lockers. ⁽¹⁵⁾



Measure 5: MEETING ROOMS



5.01 – The meeting rooms' capacity has been scaled down. The new capacity is posted on the door of each room. ^(1; 4)

5.02 – Pre-schedule meeting rooms so that fewer people attend the meeting. ⁽⁵⁾

5.03 – Air conditioning remotes, projectors, etc., are at the reception. Whenever necessary, request them to the receptionist who will promptly carry and handle them to avoid being touched by several people. ⁽⁵⁾

5.04 – After each use, the remotes will be disinfected. ⁽⁶⁾

5.05 – Use an individual paper on the conference table. When the meeting is over, ensure the waste is disposed of safely in the recycling bin. ⁽⁸⁾

5.06 – At the end of each meeting, our team "Work Safe" will sanitize the room and will increase the air flow inside, so that it can be used again safely. ⁽⁴⁾

5.07 – When possible, choose a teleconference or an online meeting to avoid face-to-face contact. ⁽⁵⁾



Measure 6: COMMON SPACES AND BUSINESS LOUNGE

6.01 – Acrylic separators were placed on the lounge desks to promote social distancing. ⁽⁵⁾

6.02 – The capacity of each table has been scaled down. ⁽¹⁾

6.03 – The number of visitors has been reduced based on the maximum number allowed in the space. ⁽⁴⁾

6.04 – Use the individual paper that you receive at the entrance and place under your desktop. When you leave, throw it away in the recycling bin. ⁽⁵⁾

6.05 – At the entrance or when leaving the lounge, use the alcoholic solution dispensers that are always available around the workplace. ⁽¹⁾

6.06 – We have placed arrows on the floor, which indicate the flow of passage in the business lounge. The aim is to guarantee social distance and to facilitate the direction we need to take – come in and follow the blue arrows, and leave using the red arrows. ⁽⁵⁾

6.07 – Our team, “Work Safe”, will always be available to help you, whenever you feel the need, and will guarantee the hygiene of the workstations whenever a customer, visitor or employee leaves the workspace. ⁽⁶⁾

6.08 – At the end of each day, remove all objects from the desks so our team can clean all the touched surfaces and objects. ⁽⁵⁾



Measure 7: COFFEE ROOM

7.01 – If you bring your own meal utensils with you, we will avoid agglomerations in the coffee room. At the end of the day, please take them with you.⁽⁵⁾

7.02 – If you don't have your own cutlery, they are in individual sachets at your disposal. And, as soon as you finish your meal wash them immediately.⁽⁴⁾

7.03 – The recycling routine will be carried out regularly. The garbage bag should be closed and placed in the respective container.⁽¹⁰⁾

7.04 – There is a dispenser of alcohol-based hand solution to clean your hands whenever you use the coffee room.⁽¹⁾

7.05 – For our own safety, all the surfaces will be sanitized frequently.⁽⁶⁾

7.06 – We have our Bio Pasta Spoon and we suggest that you use it as an alternative to the coffee spoon. This way, you won't have to use another spoon and we save water.⁽¹¹⁾



SOURCES



This Manual is meant to be a Guide of Good Practices based on the recommendations from the following sources:

- (1) DGS – Direção Geral de Saúde _ <https://covid19.min-saude.pt/>
- (2) SNS – Serviço Nacional de Saúde _ www.sns24.gov.pt/alerta/novo-coronavirus/
- (3) World Health Organization _ www.who.int/emergencies/diseases/novel-coronavirus-2019
- (4) HVS ANAROCK, Ltd. _ www.hvs.com www.anarock.com
- (5) Cushman & Wakefield _ www.cushmanwakefield.com/pt-pt/insights/covid-19
- (6) Diversey, Inc. _ www.diversey.com
- (7) REHVA _ www.rehva.eu/activities/covid-19-guidance/
- (8) Oshwiki _ [www.oshwiki.eu/wiki/COVID-19: guidance for the workplace](http://www.oshwiki.eu/wiki/COVID-19:_guidance_for_the_workplace)
- (9) Apirac _ www.apirac.pt
- (10) Avila Spaces _ <https://avilaspaces.com/pt/work-safe/>
- (11) Work Bar _ <https://www.workbar.com/>
- (12) Marta Sotto-Mayor, Formadora & Consultora - Hospitality & Tourism
<https://www.linkedin.com/in/marta-sotto-mayor-a00135a/>
- (13) Turismo de Portugal _ <http://www.turismodeportugal.pt/>
- (14) Consulting 2gether _ <https://www.consulting2gether.com/>
- (15) Savills - <https://www.savills.pt/>


This Manual is updated regularly in accordance with the legislation and in line with the good practices suggested by the official authorities.

Help us make this Manual even more complete by sending your suggestions or information to: worksafe@avilaspaces.com

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