



## Niche Living Blanchardstown

### Stay Safe Shield and CV-19 Pandemic Operation Plan

July 2020

## Foreword

Niche Living was founded on the principle of community and we will always remain true to this value. Far in advance of the pandemic, people-centred and sustainable approaches were set at the heart of our designs. We thought about how to bring value with amenity, landscape, views, and natural light and how to reduce the carbon footprint of our community.

Our priority will always be the safety of our residents and Team Members. Our buildings have been designed around *contactless pathways*, meaning our residents and Team Members will rarely have to touch a surface to navigate through the building. Unique to co-living our residents can also be fully self-sufficient within their private suites. Each individual private suite is entirely autonomous, with a private shower room, WC and wash area, private in-room cooking facilities, high speed Wi-Fi and a fully functional workstation to enable working from home.

Our spacious, experience led, technology enabled, communal spaces at each level offer a host of amenities for residents to safely enjoy individually, or collectively while practising social distancing.

We will also deliver an industry-defining standard of cleanliness and disinfection. We will work as a team to develop elevated processes and Team Member training to allow our residents enjoy an even cleaner and safer stay, from contactless check-in to contactless check-out.

Niche Living *Stay Safe Shield* protection will be a rigorous system that incorporates our know-how and scientific approach to cleaning practices and product offerings. The goal of Niche Living *Stay Safe Shield* is to provide residents with assurance and peace of mind when they stay at any of our properties. The initiative will create a focus on cleanliness that will be visible to residents throughout their entire stay – in their private resident suites, MasterChef kitchens, Stella style movie theatres, world class technology enabled fitness rooms, and in all of our experience led communal spaces.

David McGuinness  
Managing Director, Niche Living

## Our Niche Living Brand Standards

- **Niche Living Stay Safe Shield:** We will add an extra measure of assurance by placing a room seal on doors to indicate to residents that their suite or booked amenity room has not been accessed since being deep cleaned.
- **Contactless Pathways:** Our residents and Team Members will rarely have to touch a surface with their hands to navigate through the building. Lifts can be called from our Niche Living community app, avoiding the need to press a button both outside and in, while doors will open automatically using motion sensors.
- **10 High-Touch, Deep Clean Areas:** Extra disinfection of the most frequently touched resident suite areas – light switches, TV remotes, thermostats and more.
- **Focus on Kitchens, Fitness Centres:** Improved guidelines for disinfecting our MasterChef kitchens and Fitness Centres, closing for cleaning multiple times daily and limiting the number of guests allowed in at one time in line with social distancing guidelines.
- **Clean and Clean Again:** Increase the frequency of cleaning our experience led communal areas.
- **Guest-Accessible Disinfecting Wipes, Hand Sanitizers:** Provide stations at primary entrances and key high traffic areas.
- **Contactless Check-In & Check Out, Keyless Suite Entry:** Residents can check-in, access their suite and check-out using their mobile devices through the Niche Living community app.
- **Innovative Disinfection Technologies:** Niche Living will utilise the latest disinfection technologies, like electrostatic sprayers – which use an electrostatically charged disinfecting mist – and ultraviolet light to sanitize surfaces and objects.

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# **CV-19 Pandemic Operation Plan**

## **1. Introduction**

This document is based on current Department of Health and Government guidelines and the National Return to Work Safely Protocol, May 2020.

## **2. The Legislation**

The relevant legislation governing CV-19 and upon which this operation plan is based -

National Return to Work Safely Protocol – See Appendix 2  
Emergency Measures in the Public Interest (CV-19) Act 2020  
The Safety, Health and Welfare at Work Act 2005 (the 2005 Act)

## **3. Key Control Measures**

The following control measures will be implemented:

### **3.1. Induction Training and Safety Plans**

All our residents and Team Members will receive full safety and hygiene training in line with Government and HSE guidelines and advice.

### **3.2. Safety Plans**

All safety measures and plans will be reviewed in line with Government and HSE guidelines and advice.

### **3.3. Social Distancing**

Our communal spaces are designed to facilitate social distancing with the following provisions

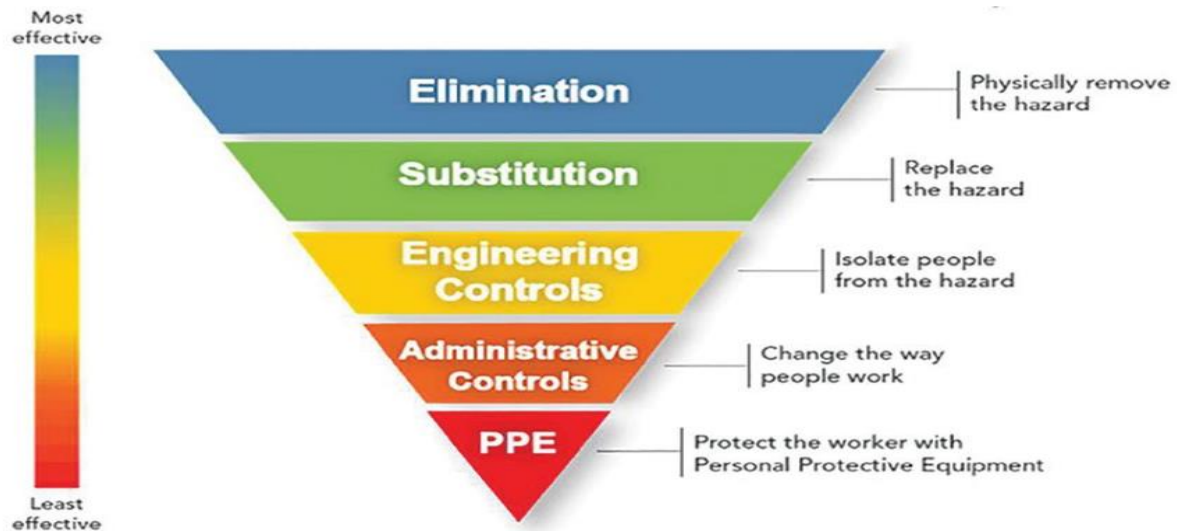
- Social distancing signage and advice
- Sanitisation stations
- No handshaking policy
- Temperature monitoring will be carried out in line with public health advice
- Provision of PPE

### **3.4. Contact Tracing**

All our visitors and service providers will be signed in and out to facilitate contract tracing. A log will be kept by the Hospitality Team.

## **4. Overview of Control Measures**

We will apply the following hierarchy of hazard controls to our CV-19 response.



## 5. The Building Design

Far in advance of the pandemic, people-centred and sustainable approaches were set at the heart of our designs. We thought about how to bring value with amenity, landscape, views, and natural light, and how to **reduce the carbon footprint** of our community.

### 5.1. Contactless Pathways

Our residents and Team Members will rarely have to touch a surface with their hands to navigate through the building. Lifts can be called from our Niche Living community app, avoiding the need to press a button both outside and in, while doors will open automatically using motion sensors. Residents can also check-in, access their suite and check-out using the app.

### 5.2. Fresh Air & Ventilation

Our buildings have been designed to **LEED** (Leadership in Energy and Environmental Design) standards. **LEED** is an internationally recognised green building certification system designed by the **world leading** United States Green Building Council (USGBC), providing third-party verification that a building or community was designed and built using strategies aimed at improving performance across **all the metrics that matter most**: energy savings, water efficiency, CO2 emissions reduction, **improved indoor environmental quality**, and stewardship of resources and sensitivity to their impacts. Less than 100 buildings in Ireland have achieved **LEED** certification to date, with Niche Living Dun Laoghaire among only 3 buildings in the Hospitality sector designed to these **world class standards**.

The **LEED** program focuses on **air quality** to improve the **health and wellbeing** of our residents, making it one of the most important components in our design. This means in a pandemic scenario such as CV-19 our residents can be assured that the air quality throughout our design led private suites and spacious, technology enabled communal areas is in line with **sustainable best practices** that fully align with **HSE, Department of Health and NPHET guidelines**.

Our **air quality health and wellbeing** provisions include:

- the use of **100% outdoor air**
- our buildings will be **naturally ventilated**
- each of our private resident suites will be fitted with an **air quality sensor**
- each of our private resident suites will have an external facing **outwards opening window**
- our ventilation will be active during unoccupied times, in addition to occupied times, **maximizing fresh air** intake with a minimum of **48 air changes per day** in our private resident suites and up to **168 air changes per day** in our spacious, technology enabled communal areas

### 5.3 The Elevator

The Kone elevators in the building use the Kone Resi Flow app technology which allow all residents to access and control the elevator via the Niche Living community app. This means that no buttons have to be touched to use the elevator.

As part of the elevator design, the elevator is programmed for single use journeys, i.e. the elevator does not stop on its destined route to pick up passengers along the way. This means as a resident you can be the sole occupant of the elevator.

### 5.4 The Stairwell

As well as the elevators there are stairwells at each end of the corridor. Each stairwell has an automatic door opening to access the stairwell. All stairwells operate on a one-way system to facilitate social distancing.

### 5.5 The Corridors

Stop and wait points will be signed throughout the building to ensure we can pass safely on corridors whilst adhering to social distancing.

## 6. Communal Spaces

Our spacious, experience led, technology enabled, communal spaces at each level offer a host of amenities for residents to safely enjoy individually, or collectively while practising social distancing.



### 6.1. The Lounge

- The lounge will be subject to social distancing rules with some furniture items subject to restricted use.
- There will be restrictions on the number of residents permitted in the space at any one time and residents will be directed to use an alternative space if required.

### 6.2. The MasterChef Kitchens

- Each of the MasterChef kitchens in the building will be subject to social distancing rules with some furniture items subject to restricted use.
- There will be restrictions on the number of residents permitted in the space at any one time. This will be managed via the Niche Living community app where residents can book hourly slots throughout the day. There will be 406 one-hour slots available each morning and evening between the peak operating times of 7am to 9am and 4pm to 9pm. A further 290 one-hour slots are available during the off-peak hours of 9am to 4pm.
- Unique to co-living our residents can also be fully self-sufficient within their private suites. Each individual private suite is entirely autonomous, with a private shower room, WC and wash area, private in-room cooking facilities, high speed Wi-Fi and a fully functional workstation to enable working from home.

### 6.3. The Cinema

- The Cinema will be subject to social distancing rules with some furniture items subject to restricted use  
There will be restrictions on the number of residents permitted in the space at any one time. This will be managed via the Niche Living community app where residents can book hourly slots throughout the day. The cinema provides for 3 sittings daily allowing for 36 bookable spaces
- Our residents can also avail of the cinema programme privately in their own suites

### 6.4. The Private Dining Room, Library and Lounge Space

- These areas will be subject to social distancing rules with some furniture items subject to restricted use
- There will be restrictions on the number of residents permitted in these spaces at any one time and residents will be directed to use an alternative amenity space if required
- The function room will be repurposed as co working space throughout the day.
- These spaces will be available for residents to book for 1 hour and 45-minute slots via the Niche Living community app. A total of 252 slots are made available daily.
- Games and activities will move to outdoor areas on the grounds and the outdoor terrace.

### 6.5. The Fitness Room

- The fitness room will be subject to social distancing rules with some furniture items subject to restricted use
- There will be restrictions on the number of residents permitted in the space at any one time  
This will be managed via the Niche Living community app where residents can book hourly slots throughout the day. A total of 72 hourly slots are made available daily.
- Our residents can also avail of the wellness and fitness programmes privately in their own suites

## 6.6. Laundry Room

- The laundry provides for washers, dryers, and space for people to iron clothes while practicing social distancing.
- Each resident will have the ability to book a machine on the Niche Living community app.

## 6.7. The Bike Shed

- Our residents will be allocated their own private bike space.
- Access to the bike shed is controlled via the Niche Living community app.

## 6.8. The Bin Shed

- Whilst most of the waste is removed from the building securely by our Team Members, our residents will be able to access the bin shed via the Niche Living community app.

## 6.9. Parcel delivery box

- We use the Renz box system to collect and store parcels for our residents. This system allows a courier to leave a parcel in the parcel box with our residents notified immediately via the Niche Living community app. Our residents can then access their parcel by scanning their unique code.

## 7. Our Private Resident Suites

Unique to co-living our residents can also be fully self-sufficient within their private suites. Each individual private suite is entirely autonomous, with a private shower room, WC and wash area, private in-room cooking facilities, high speed Wi-Fi and a fully functional workstation to enable working from home.

The suite is equipped with a fridge/freezer, cooking hob and microwave oven. As well as a sink and countertop prep area, all suites are also fully equipped with all cooking utensils, crockery, cutlery, and glassware.

## 8. Safety, Security and Cleanliness

### 8.1. The Stay Safe Shield

We will also deliver an industry-defining standard of cleanliness and disinfection. We will work as a team to develop elevated processes and Team Member training to allow our residents enjoy an even cleaner and safer stay, from contactless check-in to contactless check-out.

Niche Living *Stay Safe Shield* protection will be a rigorous system that incorporates our know-how and scientific approach to cleaning practices and product offerings. The goal of Niche Living *Stay Safe Shield* is to provide residents with assurance and peace of mind when they stay at any of our properties. The initiative will create a focus on cleanliness that will be visible to residents throughout their entire stay – in their private resident suites, MasterChef kitchens, Stella style movie theatres, world class technology enabled fitness rooms, and in all of our experience led communal spaces.

## 8.2. The Journey

Upon accessing our Niche Living building via our automatic entrance door our residents will be directed to walk through disinfectant entrance matting which will sanitise their shoes. There will also be a temperature monitoring screen (Xenon) which will check the resident's temperature, alerting them of any abnormal reading. Hand sanitizer will also be provided.

Our residents and Team Members will rarely have to touch a surface with their hands to navigate through the building. Lifts can be called from our Niche Living community app, avoiding the need to press a button both outside and in, while doors will open automatically using motion sensors.

## 8.3. Clean and Clean Again and 10 High Touch Deep Clean

On top of our scheduled cleaning, regular sanitising of surfaces is carried out throughout the day and night by our Team Members as part of our *Clean and Clean Again* commitment. For in suite cleaning we will be following our *10 High Touch Deep Clean* with extra disinfection of the most frequently touched resident suite areas – light switches, TV remotes, thermostats and more.

We will implement improved guidelines for disinfecting our MasterChef kitchens and Fitness Centres, closing for cleaning multiple times daily and limiting the number of guests allowed in at one time in line with social distancing guidelines.

## 8.4. Handwashing

Handwashing stations with antibacterial handwash and paper towel dispensers will be provided in all public toilets, our MasterChef kitchens, laundry, and bike shed are all supplied with antibacterial handwash as well as paper hand towel dispensers. The sinks will have knee operated or contactless taps.

## 8.5. Our Private Resident Suites

Our private resident suites will be deep cleaned by the Niche Living specialist cleaning team. This is contact free with our residents notified of their scheduled cleaning time, and its completion, via the Niche Living community app. We will add an extra measure of assurance by placing a room seal on doors to indicate to residents that their suite or booked amenity room has not been accessed since being deep cleaned.

## 8.6. Fresh Air & Ventilation

Far in advance of the pandemic, people-centred and sustainable approaches were set at the heart of our designs. We thought about how to bring value with amenity, landscape, views, and natural light and how to reduce the carbon footprint of our community. We will not utilise carbon heavy traditional air conditioning. Rather we will provide the latest air handling technology to naturally ventilate our community environment, ensuring our air is clean, fresh, and safe and is in line with sustainable best practices that fully align with HSE, Department of Health and NPHEH guidelines.

Our air quality health and wellbeing provisions include:

- the use of 100% outdoor air
- our buildings will be naturally ventilated
- each of our private resident suites will be fitted with an air quality sensor
- each of our private resident suites will have an external facing outwards opening window
- our ventilation will be active during unoccupied times, in addition to occupied times, maximizing fresh air intake with a minimum of 48 air changes per day in our private resident suites and up to 168 air changes per day in our spacious, technology enabled communal areas

#### 8.7. PPE

All our Team Members will be provided with appropriate PPE for their daily routines. PPE will also be available to our residents in line with Government and HSE guidelines.

#### 8.8. Electrostatic/Infrared Spraying

As part of our commitment to delivering an industry-defining standard of cleanliness we will utilise the latest disinfection technologies, like electrostatic sprayers – which use an electrostatically charged

#### 8.9. Security

Our buildings can only be accessed directly via the Niche Living community app.

All our visitors and service providers will be signed in and out to facilitate contact tracing. A log will be kept by the Hospitality Team.

### **9. Our Community - Ní neart go cur le chéile**

Niche Living was founded on the principle of community and we will always remain true to this value.

We will be uniquely positioned in Niche Living to keep our community safe, and in compliance with the advice of Government and the HSE, as a pandemic situation develops. Unlike every other form of shared accommodation all our suites will be fully autonomous, single occupancy, design led spaces, providing private bath and shower rooms, private cooking facilities, hi speed Wi-Fi and private workstations.

Our Niche Living community app will keep our residents connected as well as providing access to wellbeing resources, a virtual events programme and access to the latest advice and best practice. In partnership with our sister company, Bartra Healthcare, our residents will also have 24/7 access to healthcare resources via the app.

Most importantly our residents can be assured that our Team Members will be onsite all day, every day to support and assist them.

#### 9.1. Events, Community Activities and Social Interaction

Our Team Members will build a monthly events calendar to ensure our residents have fun and feel part of a true community. A sample of our planned content includes book and movie clubs, music recitals, BBQ nights and other live events, all subject to social distancing.

## **10. Suspected / Confirmed Case of CV-19 (Extract from BCP Pandemic Plan)**

If a resident or Team Member is suspected, or confirmed, CV-19 positive the following protocols will be applied in line with Government and HSE guidelines

- If a resident is a suspected, or confirmed, CV-19 positive she/he must self-isolate within their own suite.
- We advise that the resident bring this to the attention of our Team Members so we can provide them with support and assistance, including a GP visit. This will also allow us to take the relevant measures to protect all other residents and Team Members.
- In line with GDPR, Niche Living will not disclose the residents name and details without their prior consent, however all residents within the building will be made aware of a suspected or confirmed case.
- We take our responsibility to our residents very seriously, never more so than when they are ill. While self-isolating we will ensure contactless food deliveries, linen changes etc. are made daily and that our residents have a clear point of contact should they need emergency assistance.
- Items that are to be removed from the suite, such as waste, used crockery etc. will be done so in line with Government and HSE guidelines.
- Our Team Members will be provided with full PPE for all interactions with ill residents.
- Items left at the door, such as rubbish must be placed into a larger bin bag sealed and tied. Waste or rubbish from the suite are taken directly to the bin yard and placed in a separate bin clearly marked for Niche Team use only.
- Cutlery, crockery, or glassware will be machine washed separately to all other provisions.
- Bed linen, towels etc. that are removed from the suite will be placed in a sealed clear plastic bag. This linen will be taken off site for deep cleaning.
- Our Clean and Clean again protocols will be applied to the entire corridor on which the subject suite is located.

If a Team Member is suspected, or confirmed, CV-19 positive she or he will be instructed to stay home, stay safe, self-isolate and contact their GP.

- In line with GDPR, Niche Living will not disclose the Team Member's name and details without their prior consent, however all residents within the building will be made aware of a suspected or confirmed case.

## **11. Pandemic Business Continuity Planning (BCP)**

In a pandemic scenario a thorough BCP plan will come into immediate effect.