



WORKING TOGETHER: THE HUCKLETREE PLAYBOOK



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Hello Community



Gabriela Hersham and Andrew Lynch
Huckletree Cofounders

After months of working from kitchen tables, shared flats and participating in a global working from home experiment, we're ready for your ambitious ideas, karmic spirit and productivity yet again.

This is your guide to learn about how we've prepared our spaces for you to work from and what you need to do as a new member and citizen of Huckletree.

The first thing to know is that you don't need to readjust alone. Our team is trained and experienced in guiding and advising companies of all stages and sizes on how to prepare for being back in the room together, whether you're working within a hybrid model or you're working from an office full time. No question is off limits.

We've kept our spaces open throughout 2020 as a sanctuary and practical alternative for our members to safely come together and work, if working from home was not an option. We moved quickly on training and implementing COVID-19 health and safety procedures, ensuring that all spaces are health and safety certified.

During that time we're proud to have kept our community connected, making 450

introductions between members and our ambassador, alumni and investor network, running 150 skills workshops and helping 1,700 virtual event attendees learn and grow from their kitchen tables in 2020

We also gave extra love and attention to our communal spaces. Over 40% of all our spaces are designed for serendipitous moments, conversation and collaboration - think libraries, curiosity couches, zen gardens - for teams to meet one another, stay curious and ideate. Plus we've built out new packages to make it easier for you to build product or demos, run town-hall meetings or socialise at a distance with your team.

Final message from us: When we first opened in 2014, our belief was (and still is) that it takes a village to build and scale your business, whether you're working in the same place or working remotely. We're here to help you readjust, find your feet, and get moving on building your current or next venture.

Gaby & Andrew

See you soon!

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Inside Huckletree

Let's get back in the room

Whether you're returning to the office part-time, starting on day passes or all-in from day one, we'll help your team of one or 200 come together to work, learn, collaborate and prepare for your next stage of growth.

Creative, modern and designed for the new world of work, we curate each space around a sector or industry so that you're safely working alongside the brightest talent, connecting with the right businesses and collaborating with curious minds relevant to you.

Safe and certified

All of our spaces have passed Health and Safety Certification, meaning they are prepared and safe for you to work from.



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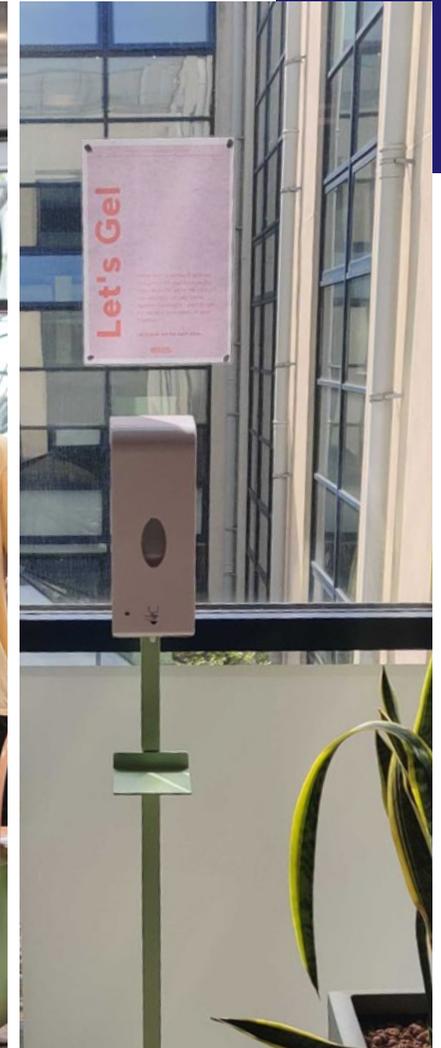
Preparing our spaces

All-Star Cleaners

We've increased the frequency of our cleaning, added sanitisation in all spaces and improved airflow. Our cleaning team, the Lifesavers, will also check sanitiser, soap, hand towel and sanitisation kit levels daily to ensure you have everything you need.

Trained Community Teams

We're trained up and ready to go. All our team members have received Health and Safety training and rapid COVID-19 response protocols have been implemented. They're also trained in conducting daily temperature checks for all visitors and guests. We have a designated COVID Health and Safety Champion at each space to keep the guidelines in place and report back to the Huckletree Operations team on the health and safety of the space each day. Got questions? Ask away.



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Your safety

Symptoms

Remember, common symptoms of coronavirus include: a fever (high temperature - 37.8 degrees Celsius or above) a persistent cough, shortness of breath or breathing difficulties or change to your sense of smell or taste. If you're looking for more information on symptoms and testing we encourage you to check out the [NHS website](#).

Reporting

If you find yourself starting to feel unwell, you should:

- » Return home and inform the general manager of your space
- » Follow self-isolation guidelines
- » We recommend any members who feel unwell to get tested as soon as possible
- » Update the team with any information relevant to tracing your interactions
- » Feel safe in the knowledge that all information shared with the team will remain confidential and is only used to help us keep the space safe



Important: *No person, whether Huckletree staff or member, should enter the premises if they have been diagnosed with COVID-19 within the last 10 days or have been requested to self-isolate by the Government Test and Trace scheme.*

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Before you get started

For our Members

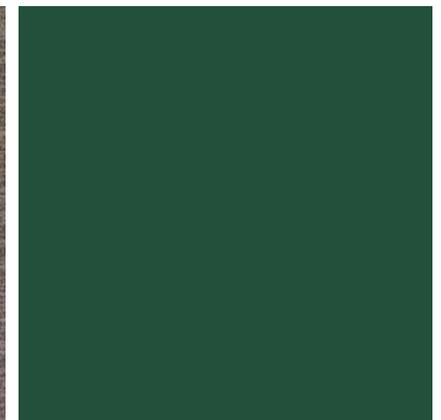
Missed us? We've missed you! We're so excited to welcome you back on your first day but before you enter your space, we need a few things from you. Please make sure you've signed your COVID return to work form to confirm you're healthy and up to date on the latest guidelines.

For Visitors

From 12 April all visitors will need to have their details registered ahead of arrival through the Huckletree member portal. They will need to digitally accept a short declaration and read the terms and conditions.

On the day, visitors will receive a QR code for them to scan at Front of House to allow for a contactless check in. If visitors arrive without a face covering, they will be issued a disposable mask which they will be asked to wear at all times when in the communal spaces (visitors that are exempt will not be required to wear a mask). They will also be asked to sanitize their hands when checking in.

Please note: we ask that you wear your mask while moving through communal areas.



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Working from our spaces

Workspaces

We've put in measures to keep you and your team productive, connected and above everything, safe.

Firstly, we'll be keeping seating density reduced in the open spaces, so make sure to keep your eyes peeled for signage which will indicate available desks.

When you arrive into the space, please check in with the Front of House team before starting your work day and make sure you don't move around between desks during the day.

Lastly, when working in the open spaces, we request that you clear your workspace at the end of each day so that our Lifesavers can perform a thorough clean.

Pick up a coloured flag

We have a coloured flag system for anyone using shared desks or sitting within one of our breakout spaces. Make sure to pick up a flag from the Front of House team when you arrive in the space.

Pop your flag in the space that you are working from and leave it there when you're done. Our Lifesavers will clean & reset any desks that are unattended for two hours or more. Once a desk is clean and ready to use, they'll remove the flag and return it to the Front of House team.



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Working from our spaces

Meeting Rooms

Missed non-Zoom meetings? Us too. Our spaces are open for use with slightly reduced capacity. Please make sure to book online via the members dashboard so our cleaning team can safely prepare the space before use.

Frequent Cleaning

Meeting rooms will be cleaned after each use. A sign will be visible so you can feel comfortable it has been cleaned before you settle in. There will be 15 minute no-booking windows throughout the day to ensure the rooms can be cleaned and reset.

Keep your IRL meetings COVID safe

Please make sure you're following social distancing measures and use the hand sanitisers provided before and after your meeting.



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Working from our spaces



Classrooms and Event Spaces

Need creative zones to host teams, workshops or recharge? Our classrooms and auditoriums are still bookable for teams to come together, whilst adhering to social distancing measures, however large gatherings will need to follow government guidance. Please check in with your space's general manager to find out more.

Communal Kitchens

We don't want to discourage your culinary creativity but we ask that you look at minimising food preparation time to allow other members to freely use the kitchen and bench space. Hand sanitiser will be located in each kitchen area to use before or after appliances such as microwaves and coffee machines.

While our communal kitchens are where some of the most creative conversations unfold, please keep the kitchen areas reserved for eating (and not working) during peak hours (8am - 10am & 12pm - 2pm).

Help our Cleaning team out: please put any crockery/cutlery straight in the dishwashers after use, disposable items in the waste bins provided and leave the kitchen area as you would expect to find it.

Bathrooms

There will be sanitiser stations & signage in all bathrooms. A gentle reminder, please make sure you always wash your hands for at least 20 seconds.



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Commuting and staying active

Meditation Spaces

Nourish your mind and rebalance your energy with a few minutes each day in our meditation zones and yurts. BYO mat as there will be no soft pillows or cushions for the time being due to COVID restrictions.

Cycling

Get back on your bike! Some of our spaces have bike stations available for you to lock up throughout the day. Speak to your community teams if you need to add access.

Showers

Gone for a run or plan to cycle in? Some of our spaces have showers ready for you, but don't forget to BYO towel.

Parking

Some of our spaces have daily parking spaces available to book if you need. Speak to your community teams if you need to add access.



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All in it together

We've stayed inside, and now we're venturing back out. We recognise that the last few months has affected people in different ways, personally and professionally. For some of your team members returning to work could come with get-me-back levels of anticipation, some anxiety or questions about how it all works.

Need ideas for reestablishing that IRL bond? (we have lots):

- » Hackathons and 'moonshot' challenges
- » Sync up a team reading and podcast list
- » Morning music sessions / curate your own Spotify playlist (or join Huckletree's!)
- » Team run clubs
- » Lunch and Learns
- » Stand up meetings and agile sprints for upcoming projects
- » What we're learning sessions each Friday
- » Daily check ins to see how they're adjusting

You can read more about the New Work Mindset in our [State of the Nation](#) report.



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Programmes to expand your mind

We are believers in life-long learning and bringing in the right resources and talent in our network to help our members level up, skill up, and creatively lead their industry, especially now.

As members you can unlock:

- » Trend watching events
- » Pure Joy sessions with artists, creatives and poets
- » Ask-me-anythings from inspiring founders, academics and domain experts
- » Expert panels
- » Serendipity sessions
- » Inhouse yoga
- » Meditation and mindfulness classes



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Reward partners

Connect with over 100+ rewards

We know readjusting isn't easy. We've partnered with a number of lifestyle, fitness and wellness brands including Peloton, Jennis, and Babylon Health alongside a number of business service providers including Amazon AWS, Zipcar and Stripe, to help you find your feet, take control of your health and supercharge your business.



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FAQ



Can I still access the education program?

Yes. We have a digital educational and wellness program available for all members to access. You can find more information on our [website](#).

Are you still running wellness activities?

Yes. We're running all wellness activities digitally, including meditation, yoga and virtual run clubs. [Find out more.](#)

Are visitors welcome?

Yes. This is subject to change to reflect current government guidelines.

Are you doing temperature checks?

Only for your visitors.

Do you have masks available?

Yes. Every member will receive a Huckletree facemask and we have disposable masks available for anyone who needs one.

Can you recommend online GP's?

We can suggest a variety of Health Service Providers to help you navigate through change or challenging times. Our Huckletree team uses: Health Assured and KindCody.

Do you have access to mental health support?

We can suggest a variety of Mental Health Service Providers to help you navigate through change or challenging times. Our Huckletree team uses: [Health Assured](#).

Can I still access fitness classes through rewards?

Yes. We've partnered with the world-class studios to help you save as you move. Check out member's dashboard for more details on your partner rewards. Make sure to reach out to your community team for more info.



Contact

Huckletree Shoreditch

Alphabeta Building, 18 Finsbury Square
London EC2A 1AH
Tel: 020 3862 1400

Huckletree West

Mediaworks Building, 191 Wood Ln
White City, London W12 7FP
Tel: 020 3948 9270

Huckletree Soho

Basement, Ingestre Pl
London W1F 0JL
Tel: 020 3837 0362

Huckletree Westminster

PUBLIC Hall powered by Huckletree
1 Horse Guards Ave, Westminster
London SW1A 2HU
Tel: 020 3994 6816

Huckletree Ancoats

The Express Building, 9 Great Ancoats St
Manchester M4 5AD
Tel: 0161 806 0147

Huckletree D2

The Academy, 42 Pearse St
Dublin, D02 YX88, Ireland
Tel: +353 76 654 9630

Stay in the Loop

Instagram: @huckletree

Twitter: @huckletree

LinkedIn: [linkedin.com/company/huckletree](https://www.linkedin.com/company/huckletree)