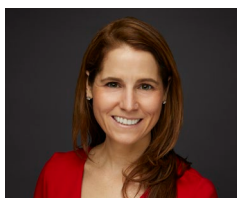


Updated Operating Standards

CREATING A SAFE AND HEALTHY WORKPLACE



A Message from Amy Pooser, Global Chief Operating & Chief People Officer



As we navigate a world in which COVID-19 has taken lives, caused widespread illness, upended every rhythm of life, and disrupted our collective peace of mind, I'm also conscious of the resilience, community, and kindness that the pandemic has engendered. At Convene, our employees have shown remarkable acts of generosity and compassion toward their colleagues and communities, which has spread light in an otherwise dark time. Meanwhile, our locations have been closed, giving us the space to reflect on our business and how to better serve our members, guests, and employees when we're able to be together again.

Our 10+ years of cultivating a culture of integrity means that we will continue to make the right choices, especially in a time when health and safety are paramount. At Convene, we anticipate needs before they are stated, which includes ensuring that each person who enters our doors feels as safe as possible, both physically and psychologically.

We have taken the past month to build a comprehensive operational plan designed to form the strongest safety net possible to ensure our employees', members' and guests' health and wellbeing. This plan is the result of extensive consultation with medical experts, government and business leaders, our partners, and our team.

Our commitment to you is to create the safest, healthiest workplaces possible. We're doing that in five main ways:

- 1 Implementing testing, temperature checking, active monitoring, and wider access to health services
- 2 Frequent communication and transparency
- 3 Redesigning our spaces to facilitate proper social distancing
- 4 Increasing cleaning and disinfection frequency, providing access to sanitation supplies, and improving the quality of air circulated through our workplaces
- 5 Updating our hospitality and service delivery standards

Given the situation's volatility, we will continue to consult with medical experts and take the guidance and advice of the CDC, WHO, and local government authorities to iterate on our plan, constantly upgrading individual measures based on the best scientific evidence to reinforce the strength of Convene's approach. We've also joined the Workplace Operator Readiness Council with 13 other flexible workspace providers around the world to continue developing best practices for safe workplaces and will incorporate those insights and conclusions into the subsequent versions of this plan.

Meanwhile, we're using this time to expand upon our remote and hybrid work offerings that will ultimately deliver a better experience at work, no matter where you are. More to come on that soon.

For now, all of us at Convene are already looking forward to welcoming you back to your home with us. Until then, take care of yourselves and one another.

Stay safe and healthy,



Table of Contents

Our Commitment to You and Our Employees	3
Testing, Active Monitoring, & Temperature Checking	6
Communication & Transparency	8
Design & Spatial Distancing Standards	10
Disinfection & Cleaning	14
Air Quality & Monitoring	15
Updated Hospitality & Service Delivery Standards	16
Measuring Success	20

Our Commitment to You

Our world is changing quickly and will continue to change. The way we meet, work, and host events will be different, but we're instilling the same intention and authenticity into the Convene experience that we always have. We'll make sure you're as safe as possible inside our spaces, so you can focus on achieving your best work. Our commitment to you is that premium and safe are now synonymous, and Convene is where you can feel comfortable and at ease.

Through consultation with various medical, legal, and governmental experts, we've entirely rewritten our operating standards to fit the new world we're living in. We're now designing and operating spaces where health and safety come first, without sacrificing the hospitality-driven experience that we're known for.

Endorsement of Our Updated Operating Standards

“Convene is taking a thorough, thoughtful, and evidence-based approach to welcoming its workforce and clients back into its spaces. This is the type of principled leadership that all employers and workspaces should look to emulate. We're proud to be part of the Convene experience in delivering medical care to its employees and clients, and we look forward to supporting Convene's re-opening.”



MATT MCCAMBRIDGE

Co-Founder & CEO, Eden Health

“I'm impressed by the rigor and attention to detail in the Convene plan. They have involved health professionals in developing this plan and are taking critical steps to make Convene safer for those who work and attend meetings there.”



RON KLAIN

White House Ebola Response Coordinator, 2014-15
Executive Vice President, Revolution Growth
(an investor in Convene)

Our Commitment to Our Employees

We've always placed people at the center of our company, and this time is no different. Our employees are the heart of our organization — they're the living and breathing embodiment of our core values of GRIT: being genuine, relentless, having integrity, and being team-oriented. In our plans for reopening and bringing our people back, we've prioritized the health and well-being of our employees while balancing the need to meet and work in-person again. We've reimagined how we staff and operate our locations. We're providing complimentary PPE (Personal Protective Equipment), access to health services like testing and active monitoring, and we're communicating more frequently.

| All employees have complimentary access to Eden Health. Via this partnership, employees will be able to receive diagnostic testing for COVID-19, serology testing for antibodies, and access to mental health resources, as well as virtual and, in some locations, physical care. Additional resources, including virtual healthcare, are available to all full-time employees covered under our United Healthcare plan.

| Convene will maintain a progressive work-from-home policy to minimize risk, when possible. We emphasize flexibility and trust our employees' judgment to determine whether they need to be in the office on any given day.

| Convene will institute best practices for employees and teams that must be on property by staggering start and end times, scheduling shorter work days, and rotating teams. Convene will continue to lead with empathy and require employees who feel ill to remain at home and get well while taking advantage of our enhanced sick-leave policy.

| Convene will implement active monitoring via the Eden Health app for all employees, which will use at-home temperature checks and a risk-assessment questionnaire to assess risk of exposure. This will be supplemented by temperature checks upon arrival.

| Medical-grade PPE will be supplied to all Convene employees with guidance on how to use it properly.

Problem Solving for the New Normal

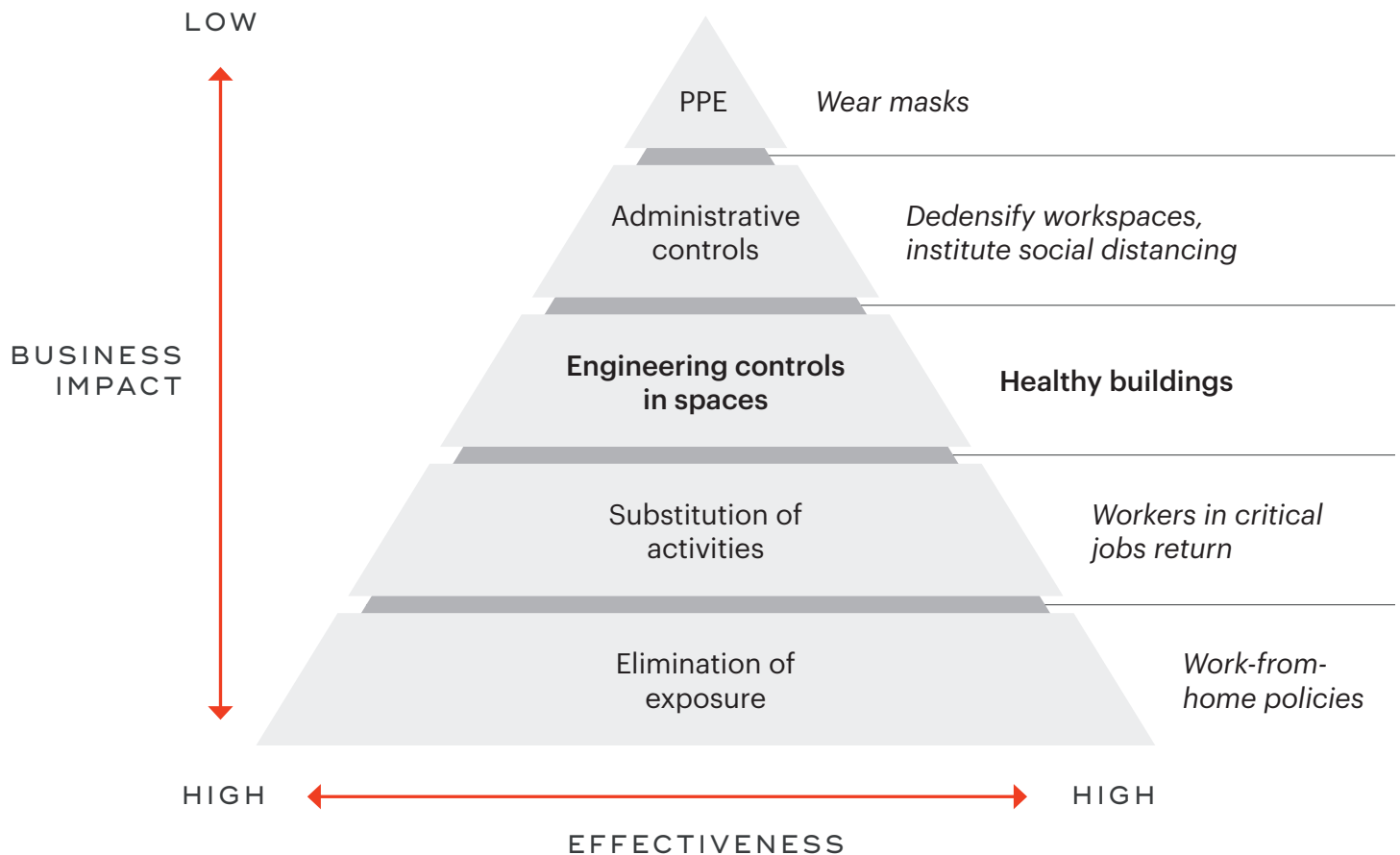
Convene has long been an industry leader in how we provide a premium experience and prioritize health and wellness. Looking forward, we're implementing new measures to hold ourselves to the highest standards.

What we're known for and will continue...	New measures we're taking...
Emphasizing healthcare We formed a partnership with Eden Health in 2019 that brought primary care into our spaces and provided virtual healthcare and mental healthcare to our employees and members.	Implementing testing, active monitoring daily screening & temperature checking We're expanding our Eden Health partnership to bring testing and temperature checks to our employees and members.
Cleaning rigorously We've always prioritized cleanliness in our spaces by conducting daily cleans and deep cleanings on a regular basis.	Increasing frequency of cleaning and disinfection We're going to clean continuously, focus on high-touch areas, and add sanitizing supplies; we'll do weekly deep cleans, weekly electrostatic mistings to disinfect surfaces, and have cleaning packages available for purchase.
Building for spacious layouts Our locations are 20% more spacious than our competitors with ample spacing between seats, in hallways, and in the Commons.	De-densifying our WorkPlace & repurposing Meetings rooms, where possible We're implementing social distancing guidelines, limiting occupancy, and repurposing some of our meeting and event rooms to accommodate overflow.
Installing updated HVAC systems We've upgraded the HVAC in our locations during construction to ensure we have new filtration systems in place.	Air quality improvements & monitoring We're making sure we have the cleanest air possible through MERV-13 & bipolar ionization filtration solutions, mobile air purification units, and ongoing air quality monitoring.
Integrating hospitality to our spaces We emphasize the experience in our spaces with the way we train our teams.	Updating our food & beverage and hospitality standards From the way we serve meals to how we create happy hours, we're finding ways to make memorable moments that reduce contact.
Fostering community Inspire community-building within our spaces and communicate frequently and clearly with our members.	Increasing communication and transparency We're keeping our members updated on our operating standards and implementing a new social contract.

Minimizing Risk in the Workplace

Using a hierarchy of controls as a response framework, companies can take a range of actions — weighing the effectiveness and financial impact of each — to combat the threat of COVID-19 in their buildings.

The graphic below is a useful tool for contextualizing measures that may be taken to provide a safe office environment. Convene has carefully analyzed a range of options for providing a healthy environment for our employees, members, and guests. We are confident that the plans we've outlined strike an effective balance between reducing exposure risk and providing the best possible experience within our products.



Reprinted with permission from "What Makes an Office Building 'Healthy'" by Joseph G. Allen and John D. Macomber. hbr.org, April 29, 2020



Testing, Active Monitoring, & Temperature Checking

Convene is taking measures to ensure the health and safety of our employees and members through a combination of testing and screening protocols implemented through our partnership with [Eden Health](#).

In 2019, we announced our partnership with Eden Health, the leading direct-to-employer provider of primary care, mental health services, and benefits navigation. They have announced several new services that empower employers to make evidence-based, medically-informed decisions to support the health of essential employees still working on-site and non-essential employees working remotely or returning to the work site.

edenhealth

Eden Health is now offering us dedicated medical directors to direct and manage the healthcare of employees, supported by a set of daily protocols, which include active remote monitoring, virtual triage and treatment, and diagnostic testing and coordinated care.



Testing for All Employees and WorkPlace Members

Our goal is to have the safest workforce in the industry, and we're going to require that all Convene employees be tested for current COVID-19 infection prior to returning to work as part of that effort. Employees will be required to disclose positive COVID-19 tests to Convene immediately and will not be permitted to return until they test negative. We're also going to encourage our employees to undergo antibody testing through Eden Health. Eden Health will aggregate employee data and report it to Convene, while upholding all HIPAA and legal requirements.

WorkPlace members are encouraged to receive testing prior to their initial return to Convene. COVID-19 and serology antibody testing are available to our members through Eden Health.



Active Monitoring

In addition to its own employees, Convene is extending Eden Health's services to all WorkPlace members. The full suite of services includes telehealth, insurance navigation, access to Eden Health clinics and ongoing at-home active monitoring. Convene and Eden Health will also extend active monitoring to meeting or event attendees and guests to screen for fever and potential exposure to COVID-19.

Preemptive Screening

Prior to arrival at Convene properties, employees and members must complete a quick self-screening through a HIPAA-compliant app. This screening will consist of:

- | A self-administered temperature check
- | Uploading a photo of the temperature reading to the app
- | A quick "yes" or "no" diagnostic questionnaire asking about your current symptoms and your exposure risk

Anyone who answers "yes" to any question or displays an elevated temperature will be advised to stay home and will not be permitted to enter Convene.

Employees and WorkPlace members will also be connected to a clinical associate via the app. They will be required to stay at home until they have received clearance to return to work from their doctor.

All in-app active monitoring disclosures include HIPAA waivers that allow information to be shared confidentially.

If, upon completing the active monitoring process, the individual is cleared to access Convene, a unique visual cue will be displayed within the app to show to building security and Convene staff upon arrival. The visual cue has the potential to act similarly to TSA Pre-Check in that employees and members may be able to bypass additional temperature screening on property.

Temperature Checking

Upon arriving at a Convene property, you can expect one, or both, of the following:

- | A touch-free temperature scan at the lobby-level entrance of the Convene property. Our building partners will be responsible for the administration of lobby-level temperature checks, and procedures may vary between Convene locations.
- | A touch-free temperature scan at the Welcome Desk of the Convene property

Our goal is to build trust and comfort through screening and transparency. Additional measures including contact tracing and testing for COVID-19 may be implemented subject to guidance from the CDC and availability.

Vendor, Contractor & Visitor Standards

Any vendor, contractor, or visitor to a Convene property will adhere to the same standards that apply to our employees and WorkPlace members including, but not limited to: touch-free temperature checks, wearing PPE, and completion of a short symptom disclosure questionnaire. All visits must be pre-arranged with an on-site contact at Convene. Where necessary, Convene may decide to limit the number of visitors on-site at any given time. Convene will communicate above changes as they occur via emails to vendors and contractors, and members will receive additional guidance on visitors via the WorkPlace platform.

Communication & Transparency

As it relates to the safety and health of our employees, members, and guests, we believe that communication and transparency are of the utmost importance. We ask that anyone working at or visiting Convene adopts a stance of reciprocal responsibility so that we are able to protect the health and well-being of our entire community. This also applies to a shared set of expectations for how each person behaves in the space and how companies bring their teams back to the office.

New Social Contract

Convene is committed to reducing risk of exposure and maintaining a healthy environment. We realize risk cannot be completely eliminated and we are relying on a collective effort to maintain a safe place for our members. Prior to arriving, all members will receive our new social contract, outlining etiquette and space use guidelines that encourage participation in protocols to achieve the highest standard of cleanliness in our spaces. We will rely on the thoughtfulness of every individual to embrace social distancing and follow the occupancy and spatial use guidelines throughout. Through a collaborative partnership, we are all responsible for keeping our fellow members safe.

Updated House Rules for WorkPlace Members

In addition to our new Social Contract, Convene is supplementing its existing WorkPlace House Rules with an updated set of guidelines that are intended to facilitate a safe work environment for our members and Convene's employees. Everyone's cooperation is essential to fostering a WorkPlace community united in protecting the health and safety of all its members.

Working Under New Occupancy Limits at Convene WorkPlace

In coordination with our members, we will be implementing new policies and making recommendations for usage of our spaces. These are essential to reducing risk and allowing minimal disruption of operations in the event of a positive COVID-19 case. As of today, we are planning to limit occupancy to 50% of the normal capacity, which means that all WorkPlace members must coordinate accordingly.

- | Our WorkSuite member companies must split their employees into alternating-week teams to ensure the greatest reduction of exposure for everyone in the space. This also allows us to keep the spaces as clean as possible. For example, a WorkSuite member company may have Team 1 work from the office and Team 2 work from home one week and then switch the next week. We recommend reintroducing critical office-based roles first and staggering start and end times.
- | Member companies who would like to take supplementary measures can purchase cleaning packages, sanitation supplies, air purification units, desk partitions, and arrange for spacing redesigns with us.



Disclosure of COVID-19 Exposure

Convene Employees

We require any Convene employee who tests positive for COVID-19 to disclose their status to their People & Culture lead immediately. That employee will not be permitted to return to any Convene location for a minimum of 14 days or until they've been cleared to do so by their doctor.

Meeting Attendees

For meetings and events held at Convene, we are requiring that our clients provide Convene all attendee contact information, so Convene can administer our required COVID-19 disclosure process. Individual attendees will complete an at-home disclosure form which will determine their ability to attend the event in-person or through our digital platform.

WorkPlace Members

WorkPlace companies must report any instance of a member or guest within their cohort who tests positive for COVID-19 to their WorkPlace Experience Manager immediately. That individual must not return to any Convene location for a minimum of 14 days or until they've been cleared to do so by a doctor.

Convene does not require our WorkPlace members to reveal the individual's identity, but we do ask that the member company's on-site contact works with Convene to trace all contact and space usage to the best of their abilities for the preceding 14 days.

Positive Cases of COVID-19

Should a Convene employee, WorkPlace member, or guest of a WorkPlace member test positive for COVID-19, Convene will share this information, as well as all contact and space usage with employees and members. The identity of all confirmed positive cases will remain confidential. Convene will take all necessary steps as they relate to Convene's confirmed-case best practices, up to and including deep cleaning, disinfection, and temporary closures. Anyone who tests positive for COVID-19 should not return to any Convene location until they have made a full recovery and been permitted to return by their doctor having waited a minimum of 14 days since their positive test results.

Presumptive Cases of COVID-19

Should a Convene employee or WorkPlace member exhibit any symptoms that lead them to suspect they may have contracted COVID-19, or if a Convene employee or WorkPlace member has had contact with anyone they believe has COVID-19, they should reach out to their People & Culture lead or WorkPlace Experience Manager, respectively, to determine next steps. Anyone exhibiting any symptoms should not return to any Convene location until they have been symptom free for 14 days or have been cleared to do so by their doctor.

Design & Spatial Distancing Standards

Members returning to our offices will find that Convene has adopted a strategic spacing policy in common areas, meeting spaces, and individual WorkSuites. We have optimized layouts by removing furniture, and updated signage to remind members of spacing guidelines. Directional markers encourage one-way circulation to reduce members crossing paths, and high-traffic areas like coffee machines and elevator lobbies include floor markers that show suggested spacing.

PRELIMINARY WORKPLACE REDESIGN



Consultative Design & Planning

To provide proper spacing in our WorkSuites, we have removed every other chair in a checkerboard pattern. In-suite flex rooms may remain as shared collaborative space or be converted to single- or double-occupancy rooms.

We also provide additional options if a member company chooses further separation within their WorkSuite. Additional suite design options include more spacious layouts, plexiglass desk partitions, and mobile partitions.

WorkPlace Spacing & Usage Standards

Desk and Table Distancing

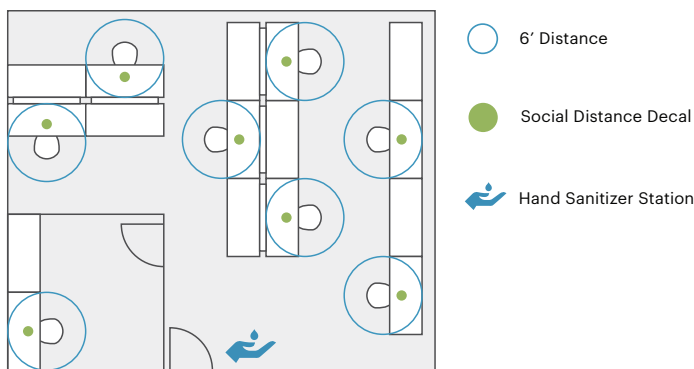
Tables and desks have been marked with the max occupancy per table. Though larger tables may fit more people, markers will be placed to maintain six feet of distance.

Foot Traffic

Circulation paths have been marked on Convene's floors to prevent traffic congestion, avoid bottlenecks, and limit the spread of pathogens.

Respite Rooms

Respite room access can be reserved through your WorkPlace Experience Manager for prayer, meditation, and nursing mothers.



Phone Booths

Phone booths will be temporarily out-of-service, and members are encouraged to reserve Huddles and Enclaves for private conversations.

Signage & Member Communications

Updated signage, such as wayfinding graphics, indicate the maximum occupancy in certain areas and rooms, whether desks are either available for use or not, and if an area is off-limits while it's being cleaned. In addition, cleaning schedules are visible and updated after each cleaning. Floor markers indicating one-way circulation have been added in order to reduce contact in shared spaces. We have also added spacing markers in high-traffic areas to indicate safe distances.



Meetings Room Set-Up Options

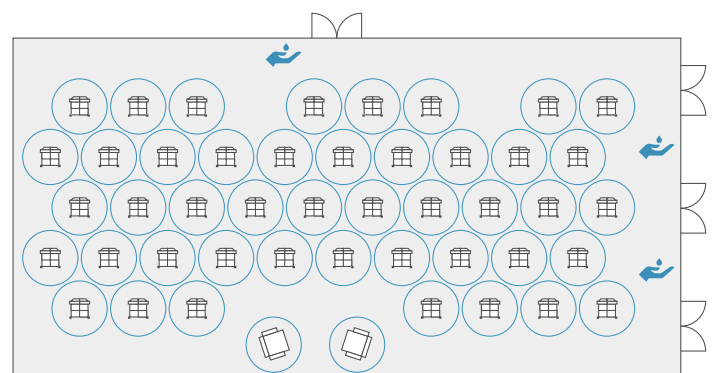
Convene has taken measures to ensure the safety and wellbeing of all Meetings attendees. We have assessed capacities of our spaces to apply appropriate social-distancing measures, develop best practices around attendee flow, and provide guidance for optimal furniture layouts.

Social Distancing Standards for Meetings

Capacity for all meeting rooms now take into account a six-foot diameter spacing standard. Depending on set-up style, capacities may cap at 25% to 50% of previous maximum capacity. Hybrid offerings are available to supplement these lower capacities virtually.

Multiple Meetings

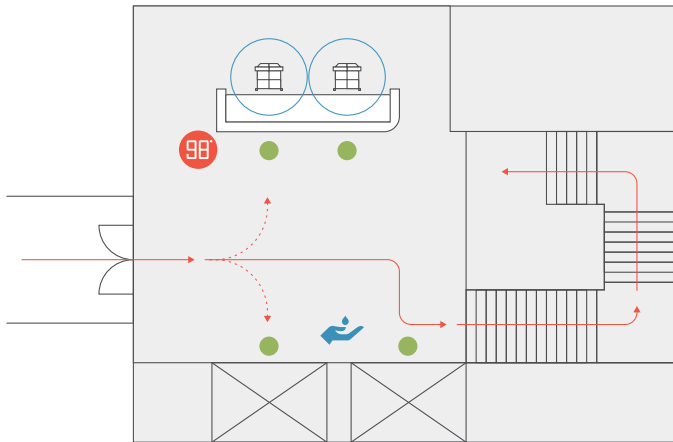
When multiple meetings take place at the same location, we will schedule meetings to limit overlap, including staggered start and end times and staggered lunches and break out sessions. Additionally, we will release attendees for meals "table by table" to avoid overcrowding.



Cleaning Standards

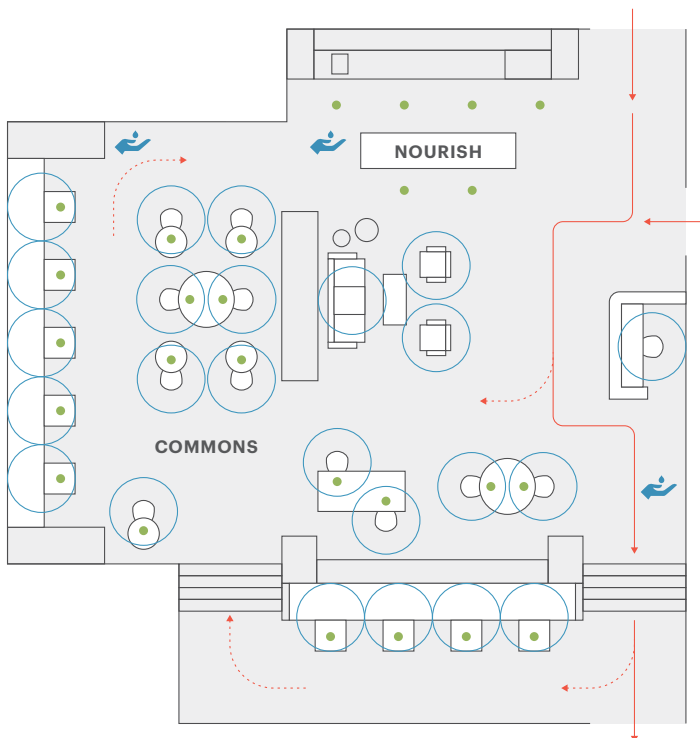
As with our WorkPlace locations, all meetings spaces will be cleaned and sanitized prior to each meeting. We ask attendees to remain in the same chair and table throughout the day. We will provide sanitizer and wipes for guests to use at their workspace and on any shared supplies in our resource trays.

Welcome, Elevator Use, & Common Spaces



Welcome Desk and Elevator Lobby

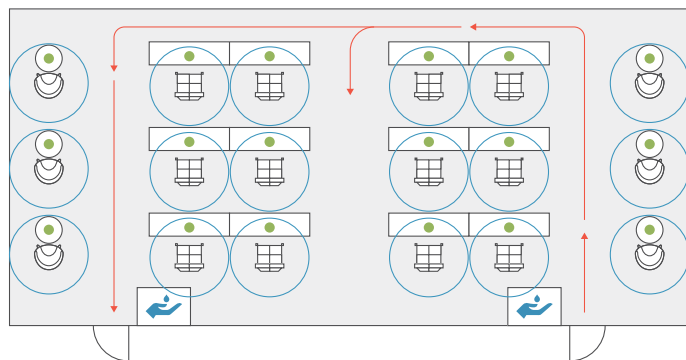
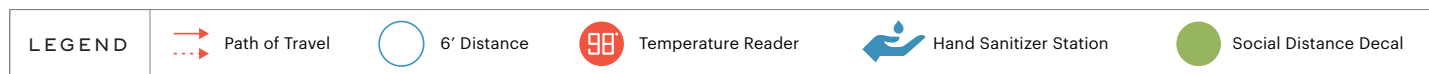
Entering a Convene space will involve a touch-free, distanced Welcome experience. Floor markings will indicate six-foot social distancing spacing at the Welcome Desk, and some elevators will be designated for single-use up- or down-only traffic.



Nourishes and Commons

Our Nourish stations have been updated to accommodate single-use items such as condiments, wipes, and gloves. Six-foot distance markers have been placed throughout Nourish and Commons to help people maintain the proper distance. Hand sanitizer is located throughout the space as well.

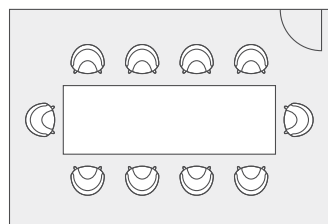
Work Lounges and Meeting Rooms



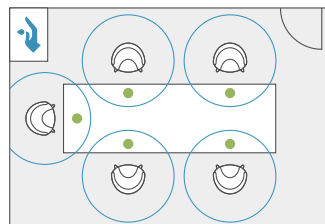
Work Lounges

Convene Meetings spaces in certain locations have been converted to Work Lounges to accommodate the need for additional workspace for our members. The Work Lounge provides additional space for our WorkPlace members in WorkSuites and those who use Commons.

The Work Lounge is accessible on a first-come, first served basis as a shared resource for all members. Additional Meeting rooms will also be configured with proper spacing and added to our reservation platform to accommodate larger team meetings for our WorkPlace members.



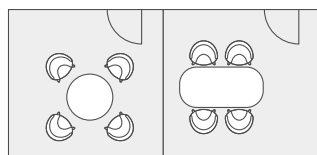
PREVIOUS



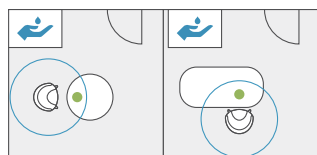
REDESIGN

Board Rooms

Capacity for conference rooms has been decreased by 50% to allow for ample spacing between people.



PREVIOUS



REDESIGN

Huddles and Enclaves

Huddles and Enclaves have been reconfigured for individual use only and designated as such with signage. They will serve as private spaces for phone calls.



Disinfection & Cleaning

Creating and maintaining a healthy and safe work environment has always been a top priority for Convene. Previously, we cleaned our spaces on a daily basis in addition to conducting deep cleans. Building upon our existing health and safety measures, Convene's Enhanced Cleaning Service Program will ensure our community feels comfortable to continue their work by both increasing the frequency of cleaning and making the following adjustments:

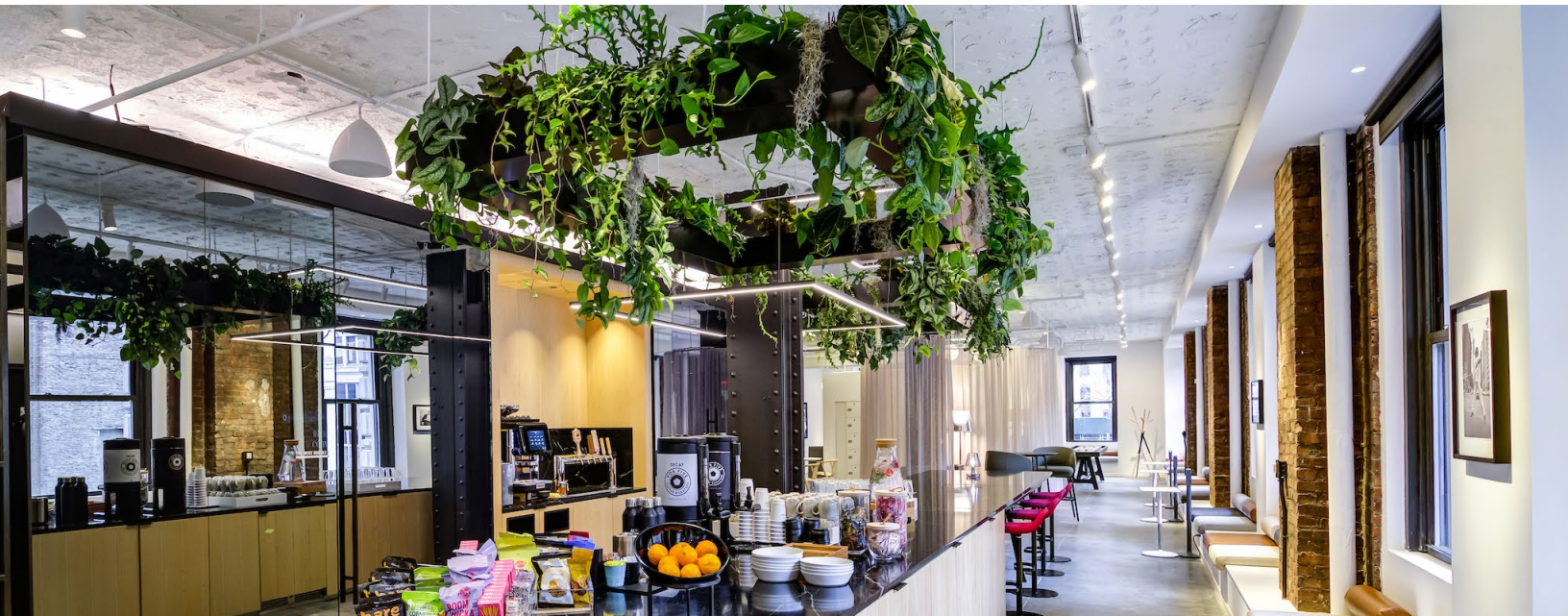
- | Hourly cleaning of the Commons, restrooms and meeting rooms will be conducted daily during business hours
- | Additional weekly deep cleanings and disinfection of the Commons, restrooms and meeting rooms
- | Adding weekly electrostatic mistings of the furniture in the Commons, Shared Collaborative Spaces and Work Lounges to disinfect the surfaces
- | Focusing our cleaning on high-touch areas
- | Adding sanitizing supplies, including antibacterial wipes, sanitizer dispensers, and other non-toxic disinfectant supplies for member use
- | Placing cleaning stations throughout the space to enable our members to keep their belongings and work areas safe

All Convene locations will be thoroughly cleaned at more frequent intervals throughout the day and additional Enhanced Cleaning Packages are available for purchase.

Within the WorkSuites, we will also spray upholstered furniture with disinfectant at the end of each week to ensure cleanliness between shifting teams. In addition to the items listed above, single-use placemats will be provided. Desk chairs will remain in place week-to-week and every other desk will be labeled as "Available for Use" to promote proper distancing.

Air Quality & Monitoring

Indoor air quality relies on multiple factors including base building systems, fresh air exchanges, and local HVAC design and filtration systems. Every building and system is different and each requires varying solutions, levels of attention, and time to address. Our initial approach will focus on what Convene can influence within our own walls. Air filtration systems within the local HVAC system will be updated to include MERV-13 filters or bipolar ionization systems. Mobile air purification systems will be deployed in conference rooms and Huddles to clean local air. Convene will continue to integrate biophilic design into our built environment as an added organic measure.



Clean Desk Policy

Our WorkPlace member teams will need to stagger scheduling in order to uphold the 50% density in their spaces, which means they may share desk space depending on the schedules and shifts of individual employees. For that reason, we highly recommend that all members enact a clean desk policy to ensure that desks are left sanitary and ready for use for the next person to sit there. We will be implementing this with the Convene corporate team as well.

- | At the end of each shift/day, clear desks of all debris, food or beverage, paperwork, laptops, and personal belongings.
- | Desks should be wiped with a sanitizing wipe at the start and end of each day by the person using the desk.
- | Each employee should maintain their own set of office supplies to avoid spreading germs.

Use of Personal Protective Equipment (PPE)

In addition to Convene's disinfection and cleaning standards, we will also require all employees, members, guests, contractors, and vendors to use PPE.

- | Our Convene operations team will be required to wear medical-grade masks and gloves while working.
- | Members, guests, contractors, and visitors will be required to wear masks at all times. This includes members in their WorkSuites.

While Convene will maintain an emergency PPE station in the event PPE is needed by a member, guest, contractor, or visitor, we ask that individual members and companies maintain their own supply.



Updated Hospitality & Service Delivery Standards

Food & Beverage

Convene is passionate about delivering memorable experience through our creative, healthy, and contemporary cuisine, which adheres to new guidelines for safety. Our on-site kitchens consider every palate and dietary preference to create fresh, farm-to-table Perfect Plates that replenish your energy. Perfect Plates are designed menus that support all dietary preferences and food allergies, contain high-quality nutritive ingredients, and never include tree nuts or shellfish. To provide maximum health and safety, our meals will be individually packaged, labeled, and sealed.



Food Preparation

We hold our kitchens to the highest standards of sanitation and cleanliness and maintain a Health Department score of "A" at every Convene kitchen. Also, we only partner with vendors who provide Convene with consistent, high-quality ingredients. We adhere to all best practices in production of our farm-to-table Perfect Plates, including following all safety guidelines and DOH standards, using gloves, masks, frequent hand washing, as well as ensuring our on-site culinary teams practice social distancing and limit exposure of our kitchens.



Serving and Delivering Meals

We will continue to ensure that the highest quality products are delivered for your enjoyment and safety. Our meals will be individually packaged, labeled, and sealed along with single-use cutlery, condiments, and an individual antiseptic wipe. All of our single-use cutlery is made of sustainable materials.

Our team takes the utmost precautions (gloves, masks, and frequent handwashing) in preparing and delivering food directly to your suite to minimize exposure opportunities.

In place of buffets, all Community meals will be modified to meet our new guidelines and delivered by cart directly to a member's suite or to an individual member's desk.



Nourish Stations

Throughout every Convene space, you'll find a Nourish station stocked with coffee and refreshments. Our Nourish stations will be updated to accommodate single-use disposable items, individually wrapped condiments, wipes, and gloves. Our fresh gourmet coffees, teas, and a mix of healthy and indulgent prepackaged snacks will still be available to keep each meeting on track and every visitor content.

For the time being, we have discontinued spa water and drip coffee offerings. However, we still offer espresso and americano service, cold brew coffee, and still and sparkling water from our taps.

We have suggested guidelines for using the taps to minimize the spread of germs.



WorkPlace Kitchens

Convene takes pride in our à la carte ordering service for WorkPlace members. With multiple options to suit any taste, we provide a bevy of individually packaged and sealed options including daily fresh salads and sandwiches with single-use cutlery.

Our direct-to-suite delivery has the added benefit of limiting movement throughout the space and eliminating the risk of additional exposure by venturing outside for nourishment.

Experience

Hospitality is a key differentiator for Convene. To maintain our same levels of quality while ensuring the safety and well-being of our employees and members, we have made updates to our hospitality standards and protocols. These updates seek to adapt our service standards and apply measures to maintain human connection, interaction, acknowledgment, and spatial awareness through the lens of social distancing and precautionary health measures.



The Welcome Experience

Through the use of floor signage, screens off the elevator bank, and/or iPad stands, we will direct guests to a single entry point where temperature and health attestation questionnaires may be filled out. Floor markings will indicate six-foot social distancing spacing at the Welcome Desk.

- | At this time, we will not offer coat or bag checks, and request that all guests and members keep their belongings with them.
- | WorkPlace members who perform at-home monitoring will receive a “cleared” notification that will be displayed to Convene staff at the Welcome Desk. This visual status will allow those members to bypass additional temperature checks and disclosure statements and go straight to their WorkSuite to begin their day.

Making Introductions

Convene will communicate the name and contact information of the on-site host or WorkPlace Experience Manager via signage and screens in the event there is no one at the Welcome Desk on arrival. Use this contact information for any needs during standard business hours. Close interactions, handshakes, and physical contact should be avoided.

Directional Guidance

Your on-site host will maintain the proper six feet of social distancing space while guiding members, guests, contractors, or vendors to their destination. Floor signage will provide directional guidance for traffic flow. We encourage everyone to yield the right of way where needed and to stay to the right in hallways or corridors.

Invisible Service

We will apply additional signage to inform guests of completion of recent cleanings, updated Nourish offerings, and increased availability of self-cleaning items including sanitizer and wipes.

Communication

Where possible, we will focus on written communication via signage, emails, and updated “House Rules” and FAQs. We will also train our employees on ways to project and speak clearly while wearing masks.

We’re in It Together

Convene encourages all employees, members, vendors, and visitors to maintain proper social distancing and do their part in maintaining our clean standards. Collective commitment is required to ensure the health and safety of our entire Convene community.

WorkPlace Programming

Community is a core component of our WorkPlace offering, and our members look forward to many of our weekly programming and Surprise & Delight offerings. Community is more important than ever, and it is our intention to continue to offer programming while providing new and innovative ways to connect. We will provide bespoke adaptations to adhere to health, safety, and social distancing guidelines.

As always, each property's WorkPlace Experience Manager will communicate the programming schedule on a weekly basis including, but not limited to:

Virtual Health & Wellness

New virtual wellness programs from our partners at Hydra Studios

Community Breakfast & Lunch

Fresh and nutritious individually packaged meals delivered directly to the WorkSuites

Tuesday Treat Cart

Cart delivery of packaged homemade treats every Tuesday afternoon

Virtual Happy Hours

Facilitated happy hours incorporating games, trivia, and tastings, complete with WorkSuite delivery of beer or wine

Interactive Chef

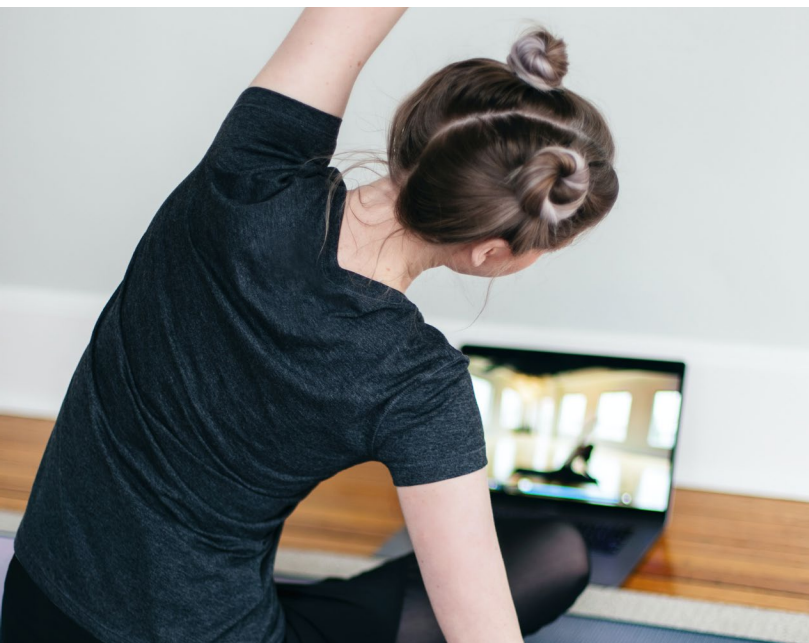
Join a Convene chef for a virtual cooking class

Shoe Shine

Drop your shoes off for a shine and have them delivered back to your WorkSuite

Virtual Meetings

Access to a complimentary "Virtual Meeting" via our Convene Virtual & Hybrid Meetings offering



Measuring Success

The chart below represents how healthy buildings may be measured. While we will not measure all indicators stated in the graphic immediately, we will measure the indirect and direct effectiveness of our efforts by tracking adherence to our stated standards, the utilization of our spaces and tools, the ongoing sentiment of our employees, members, and guests, and indoor air quality performance.

Cleaning Frequency & Communication

Track and report adherence to standards and training of staff

Daily Occupancy Metrics

Track utilization by our employees, members, guests, and attendees to ensure we're following local occupancy guidelines

Adoption of Active Monitoring and Testing Practices

Track and report participation in active monitoring and serology testing

Employee, Member & Guest Sentiment & Complaints
Update our NPS surveys to allow clients to report sentiment, safety, and concerns

Indoor Air Quality Monitoring

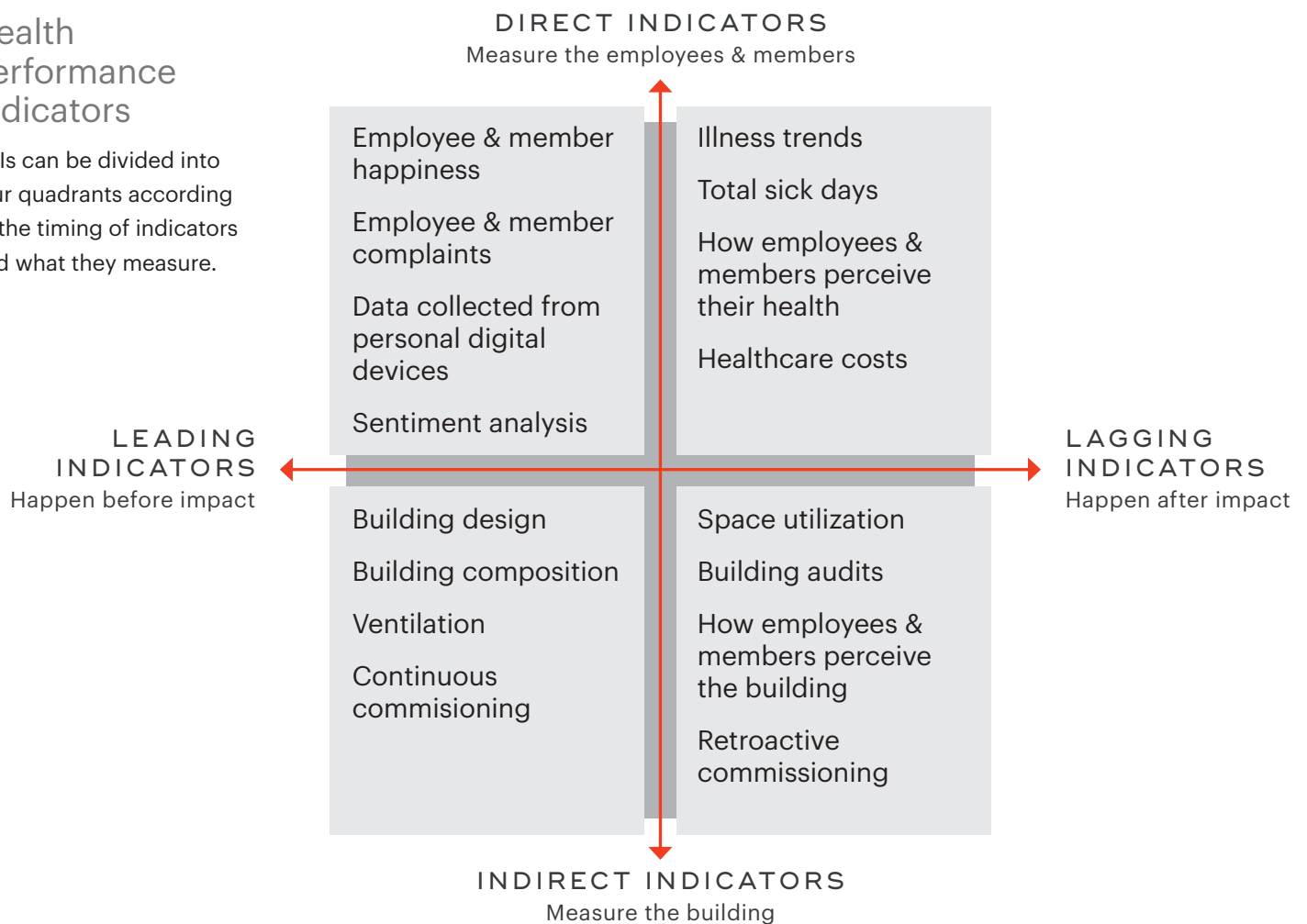
Particulates, humidity, and organic/inorganic gases

Ongoing Commissioning

Establish commissioning schedule and track results

Health Performance Indicators

HPIs can be divided into four quadrants according to the timing of indicators and what they measure.



Reprinted with permission from "What Makes an Office Building 'Healthy'" by Joseph G. Allen and John D. Macomber. hbr.org, April 29, 2020

Updates to Our Plans

We're living in an uncertain time, and the world's response to the pandemic is changing every day. We will adjust our plans with recommendations formed by the Workplace Operator Readiness Council (WORC), which includes 14 workspace providers across the world and a team of advisers including Seth D. Harris, Esq., Former Acting United States Secretary of Labor; Scott P. Layne, MD, Professor Emeritus of Epidemiology and Environmental Health Sciences, UCLA; and Arthur Reingold, MD, Division Head of Epidemiology and Biostatistics, University of California. As this group meets over the coming weeks, we will update our plan with the best practices and guidance that results from that collaboration, in addition to our ongoing consultation with experts and our partner, Eden Health.

We're in This Together

With your health and safety in mind, we've rethought our operations from before you're welcomed on property to when you return home. We're relying on the commitment of everyone in our spaces to maintain a safe and healthy place to work. It's through our shared responsibility that these changes will be effective. We're dedicated to upholding the high standards we've set while showing you the new expression of hospitality at Convene.

COVID-19 has already made a lasting impact on how we work and meet, and we're ready to support work in every form it takes, in every place it happens.

Thoughts, comments, or questions? Reach out today.
info@convene.com

convene