

# Working together to build a healthier workspace

COVID-19 operations playbook

United States and Canada



# What to expect at WeWork

The health and safety of our members and global communities are our number one priority. That's why we're taking immediate steps to enhance our spaces and services—ensuring that you can continue working with peace of mind.

This playbook provides an overview of how WeWork is keeping our spaces around the world clean, safe, and accessible. By incorporating changes based on health guidelines, government requirements, member feedback, and workplace insights, we are creating solutions that meet both safety and work needs.

As we continue to monitor local government guidance, we will adjust protocols wherever necessary and keep you informed of any updates. Our goal is to make the transition back to the office as seamless as possible, providing you with the information, answers, and guidance to navigate your day-to-day at WeWork.



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Detailed overviews  
and FAQs

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What you can expect



# Detailed overviews and FAQs

# How we're adapting our workplaces

We're applying these five operational improvements in each building

## INCREASED SANITIZATION



Establishing intensive and more frequent cleaning measures to ensure the health and wellbeing of members and employees

## PROFESSIONAL DISTANCING



Adjusting seat spacing in shared areas and workstations so day-to-day operations can continue while maintaining professional distance

## BEHAVIORAL SIGNAGE



Installing strategically placed signage for friendly reminders about distancing and cleanliness

## SANITIZATION EQUIPMENT



Providing buildings with new materials and equipment for all occupants to help keep spaces clean

## IMPROVED HVAC



Maximizing outside air, extending schedules where possible, and partnering with landlords to follow guidelines by CDC and ASHRAE

# Increased sanitization

Implementing heightened and more frequent cleaning protocols



## Two-hour “high touch” cleaning

In addition to normal cleaning routines, we are cleaning these “high-touch” surfaces, common areas, and objects every **two hours\*** to mitigate the spread of COVID-19:

- \_ Community bar
- \_ Phone booths
- \_ Print nook
- \_ Turnstiles
- \_ Entrance & mantrap doors
- \_ Manual faucets
- \_ Pantry surfaces
- \_ Elevator lobby, panel & buttons
- \_ Door handles
- \_ Welkio iPads
- \_ Hand sanitizer dispensers
- \_ Restroom surfaces
- \_ Handrails

## Mail & package handling

Our community teams are practicing contactless mail and package delivery. Sanitizing wipes and gloves will be made available to members to use when handling these items.

## COVID-19 disinfection

If an area becomes exposed to a confirmed or suspected case of COVID-19, we'll seal off the area and conduct a thorough cleaning overnight. WeWork and our vendors use EPA-registered cleaning products, following manufacturer's instructions for use.

\*During business hours. Some exceptions apply



## Related FAQ

### What products will WeWork be using to clean?

Janitorial providers use EPA-registered disinfectants for everyday cleaning and CDC/WHO recommended cleaning products.

### How often will a private office be cleaned?

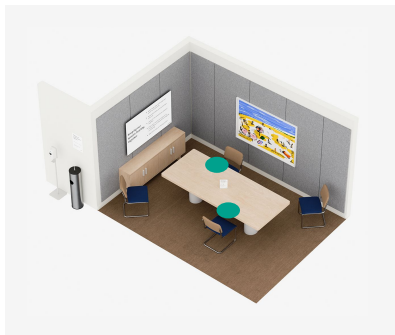
Private offices are cleaned every 10 days including sanitizing accessible surfaces (desks, chairs, etc.).

### Is additional cleaning available for private offices?

Additional cleaning is available upon request for a fee based on office size and location.

# Professional distancing

Modifying shared spaces to prioritize personal space and professional distancing



## Meeting rooms

We've decreased capacity, removed chairs, and identified 'safe to occupy' seats where applicable. New meeting room capacities are reflected on the member app. Signage at the door and on the table reiterates how to sit safely in the room.



## Commons spaces

To meet new professional distance protocols, we've de-densified common spaces by removing seats or identifying 'safe to occupy' seats in our lounges and pantries.



## Related FAQ

### How will elevators/elevator lobbies be handled and regulated?

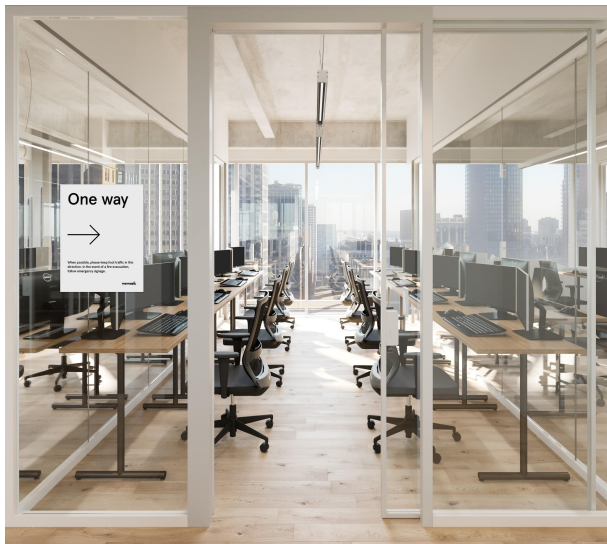
We're working with our landlords and property managers to create and implement elevator guidelines and passenger limits in all of our buildings. In buildings where WeWork operates the elevators, capacities will be reduced by 50%. In WeWork managed elevator lobbies, distancing floor vinyls will be installed as friendly reminders of distancing guidelines.

### How will amenity areas be handled?

Where we can safely do so, we're keeping amenities such as game rooms, pool tables, and barista bars open with enhanced cleaning and distancing guidelines in place.

# Professional distancing

Providing resources to help adjust your private space



## Private offices

Members are encouraged to safely retrofit their private spaces to include six-foot distances by using every other seat, staggered across a row of desks. We can provide best practices and signage upon request.



## Related FAQ

### Will signage be placed within private offices?

While signage will be placed in the common areas indicated, we will not be implementing signage within standard private offices. You may opt to use our signage within private offices for continuity.



# Behavioral signage

Strategically placing signage and wayfinding to guide behavior and cooperation



## Printed wall & table top signage

New, printed signs installed throughout spaces provide clear instructions and friendly reminders to help keep our community safe. You'll find them in:

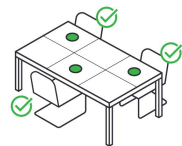
Print nook   Lounge   Nook   Hallway   Classroom   Pantry  
Hot desks   Meeting room   Phone booth   Community bar   Elevator lobby   Restroom



## Floor decals & wayfinding

Vinyl floor decals and wall signs display expected distancing and help direct foot traffic flow through spaces. You'll find them in:

Hallway   Elevator lobby  
Community bar



## Buffer seating indicators

Green vinyls uniformly indicate available seating for members, helping provide buffers between individuals. You'll find them in:

Hot desks   Bar stools  
Meeting room   Dining table



## Related FAQ

**What are WeWork's community wellness guidelines?**

**Keep professional distancing-** Leave six feet between you and your neighbor.

**Protect yourself-** Follow local guidelines on wearing face coverings.

**Clean & disinfect surfaces-** Wipe down desks and countertops after use.

**Clean hands-** Wash hands often with soap and water for at least 20 seconds.

**Cover your mouth-** While coughing or sneezing, cover your mouth and nose with a tissue, sleeve, or elbow.

**If you are feeling unwell-** Stay home to keep your community safe!

# Sanitization equipment

Installing complimentary products throughout our spaces to maintain cleanliness and hygiene



## Bathrooms

To reduce contact with communal soap dispensers, hands-free dispensers will be installed within bathrooms.



## Common areas

Both wipe dispensers and hand sanitizer dispensers will be conveniently located throughout common spaces for all members.



## Pantries

Single use items will be readily available as alternatives to the standard, reusable items. Cutlery, cups, condiments, and dairy will be handled and replenished by staff wearing both gloves and face coverings.



## Related FAQ

### **When will sanitization equipment be available?**

All buildings will have equipment by July 2020, and temporary solutions have been implemented in the meantime.

### **Is additional sanitization equipment available for private offices?**

Sanitizing wipes and hand sanitizer/dispensers will be available for purchase, pending market availability and supply chain factors.

### **Will all pantry appliances remain available for use?**

All appliances will remain operational for members.

# Improved HVAC

Working to provide cleaner, filtered air circulation throughout our spaces



## Extended schedules

When possible, HVAC systems will operate for extended schedules with outside air maximized—however, this is largely dependent on both weather and air quality. Where necessary, this may involve adjusting HVAC operating schedules.

## Increased filtration monitoring

We follow industry standards for HVAC systems preventive maintenance schedules, which vary from market to market. We'll also be closely monitoring filtration change out rate and create action plans to quickly align to CDC/WHO guidance on filter type and duty as it's announced.



## Related FAQ

### What changes are being made to HVAC operations?

All of our enhanced HVAC standards align with CDC recommendations and ASHRAE best practices. However, as operational oversight and systems vary by building, our approach to implementation differs on a location-by-location basis.

In buildings where landlords control HVAC, we are working with them to ensure that COVID-19 service requirements are strictly followed.

In spaces where WeWork maintains HVAC, we've partnered with expert service providers to review and implement our new filtration, indoor air quality, and dilution standards. Though system types vary, all HVAC operations will be maintained by industry professional technicians.

# Additional safety measures



## Personal protection items

**WeWork Community team employees** and daily vendors, like janitorial and facilities, will be wearing face coverings while in our spaces. Gloves will also be used by employees handling food/beverage, mail/package, and janitorial services.

**WeWork members and visitors** are encouraged to wear face coverings but are only required to when mandated by local law or regulation. If required, Community teams may be able to provide a one-time use, disposable face coverings—if none are available, they may be asked to leave.

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## Temperature screening

**WeWork Community team employees** and daily vendors will be temperature checked before the start of their shift, subject to applicable requirements and best practices. Landlords may require temperature checks for all entering the building, depending on state/local mandates.



## Related FAQ

### **Will WeWork be providing members with face coverings or other equipment?**

Members and visitors are expected to abide by local government guidelines and bring their own face covering for use if mandated. WeWork will provide disposable gloves for members at critical points in the space, such as adjacent to the ice maker in the pantry.

# What else you should know about WeWork's approach



## Community wellness guidelines

We're kindly asking that all members and guests follow our community wellness guidelines. Signage outlining these guidelines have been placed throughout common areas to help ensure we can keep our spaces healthy, together.

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## Clean desk strategy

We'll be operating a "clean desk strategy" in all buildings to ensure our cleaning regime is as thorough as possible. All desks should be cleared at the end of the day with the exception of monitors and laptop stands. All documents or IT peripherals should be stored in cupboards or filing cabinets.

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## Events

We've updated our events policies to prioritize a balance of flexibility, connection, health and wellness in our spaces. Member-sponsored events will be permitted where local law allows, and in accordance with capacity measures. Overall, we are continuing to host virtual events to maintain connection across our community.

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## Modified pet policy

Until further notice, WeWork will permit only those service and/or emotional support animals in its spaces as required by applicable law.



## Related FAQ

### How long will these policies be in effect?

Policies will continue to be evaluated in accordance with government mandates and recommendations from health organizations.

### What if local government guidance differs from these policies?

Our plans and protocols have been developed in accordance with CDC and other governmental guidance—all of which meet requirements to date. We will modify these protocols and continue to abide by local regulation if and when they evolve.





What you  
can expect

# 01a

## Elevator lobbies

As the first entry point into our space, we want to remind members and guests that we all have an important role in ensuring the wellbeing of our communities.

In WeWork managed lobbies, we'll be implementing:

- \_New behavioral & hygiene guidelines
- \_Face covering requirements
- \_Distancing reminders
- \_Sanitizer dispensers

**Behavioral and hygiene guidelines**  
Posted on elevator bank monitors.



**Hand sanitizer dispenser**  
Conveniently located adjacent to or between elevators.



**Behavioral and hygiene guidelines**  
Located on walls for easy readability.



**Distancing floor vinyl**  
Friendly reminders of local distancing guidelines.

# 01b

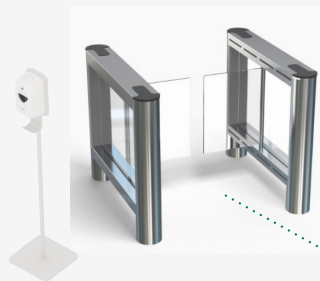
## Elevator lobbies with turnstiles

We're working closely with all landlords on specific ways to handle main building entrances and elevator lobbies. In WeWork managed lobbies with turnstiles, we'll be helping control distancing and sanitization by providing:

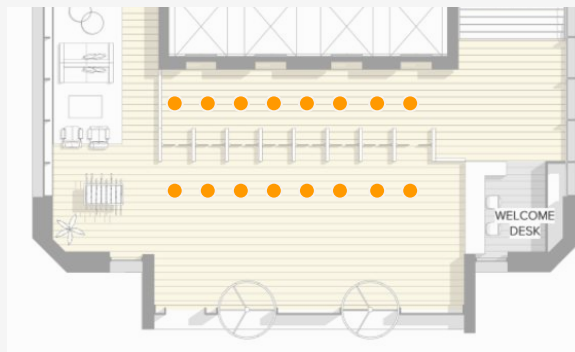
**In WeWork managed lobbies, we'll be implementing:**

- \_Distancing reminders on floors
- \_Sanitizer dispensers

**Hand sanitizer dispenser**  
Placed close to the wall near the entrance to the turnstiles.



**Distancing floor vinyl**  
Friendly reminders of local distancing guidelines.





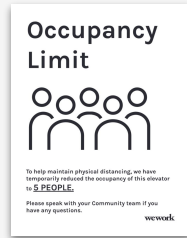
# 01c

## Elevator cabs

Elevators managed by WeWork will have clear distancing signage placed on floors and interior walls to help reduce capacity. We're working with our landlords and property managers to create and implement elevator guidelines and passenger limits in all of our buildings.

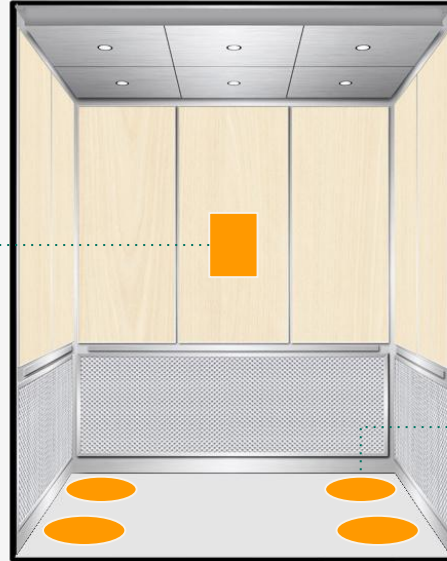
### In WeWork managed lobbies, we'll be implementing:

- \_Distancing reminders on floor
- \_Behaviorial & Hygiene guidelines on walls



### Behavioral and hygiene guidelines

Located on walls for easy readability.



### Distancing floor vinyl

Friendly reminders of local distancing guidelines.

# 02

## Community desks

Serving as primary reception areas, these high-traffic spaces serve as a meeting place between members and the Community Management team.

### We'll be implementing:

- \_ Distancing reminders
- \_ Sanitizer dispenser
- \_ Disposable gloves dispenser
- \_ New behavioral & hygiene guidelines

**Standing sign**  
Placed at entrance to floor adjacent to community desk.

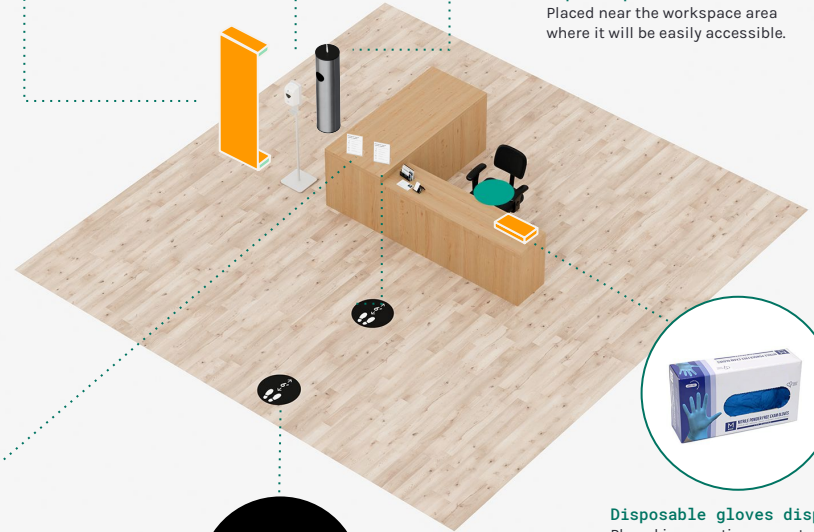
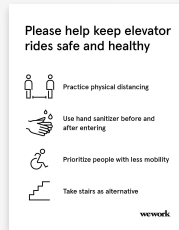
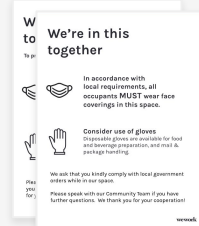


**Hand sanitizer dispenser**  
Placed just off to the side of the reception area.



**Wipe dispenser**  
Placed near the workspace area where it will be easily accessible.

**Behavioral and hygiene guidelines**  
Placed on top of the desk for visibility.



**Disposable gloves dispenser**  
Placed in reception area storage and provided to members as needed.



**Distancing floor vinyl**  
Friendly reminders of local distancing guidelines.

# 03

## Lounges

As communal focal points, we're taking steps to maintain collaborative energy while still giving members peace of mind.

### We'll be implementing:

- \_Reduced capacity
- \_Distancing reminders
- \_Buffered seating
- \_New behavioral & hygiene guidelines

### Distancing reminder signage

Placed on coffee table and other central surfaces throughout the lounge.

Keeping our spaces healthy, together



Please keep a six-foot distance between you and your neighbor.

wework

We recommend keeping this seat empty



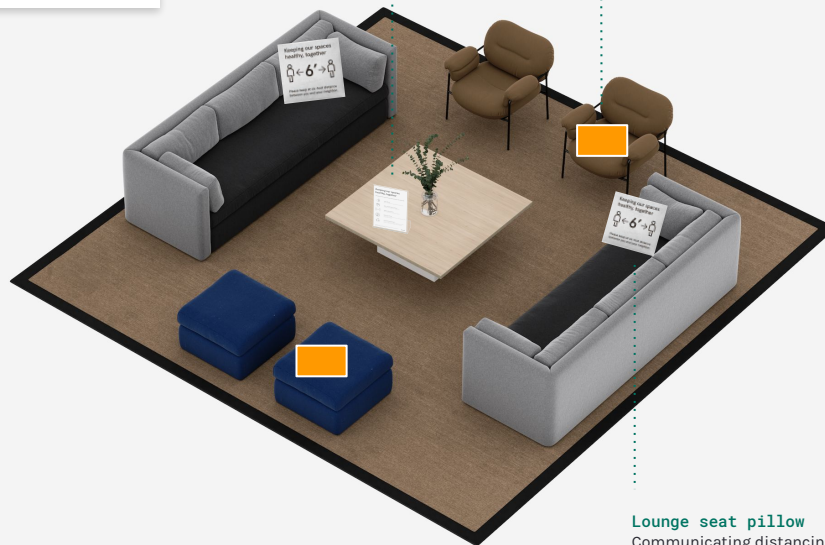
Please leave a safe distance between you and your neighbor.

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### Lounge seat signs

Placed on certain seats to show they are unavailable.



### Lounge seat pillow

Communicating distancing reminder.

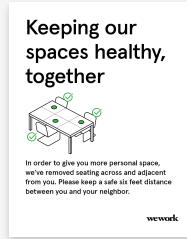
# 04

## Hot desks

A shared workspace amongst members, hot desk areas will be adapted for increased hygiene and distancing.

### We'll be implementing:

- \_ Staggered seating
- \_ Sanitizing wipe dispenser
- \_ New behavioral & hygiene guidelines



### Distancing reminder signage

Placed at the edge of desk rows.



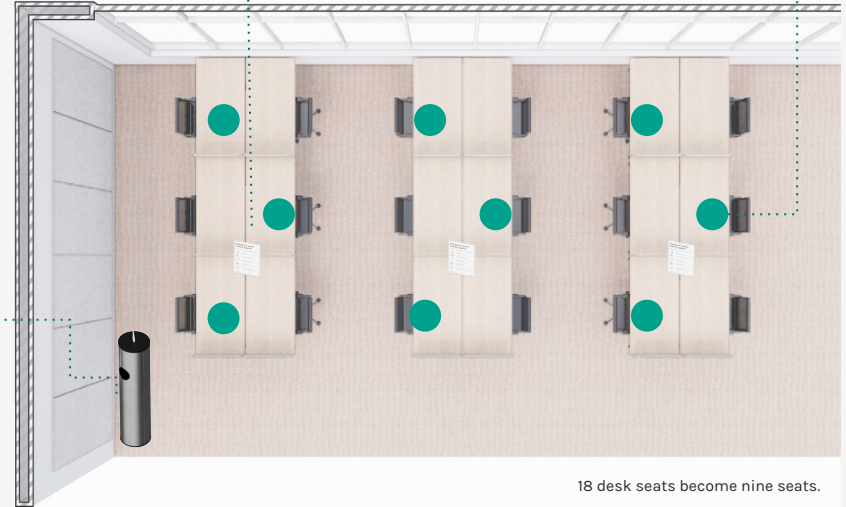
### Tabletop vinyl

Stickers placed directly on tabletop in front of available seating, based on local distancing guidelines.



### Wipe dispenser

Placed near the desk area where it will be easily accessible.



 OCCUPIABLE SEAT

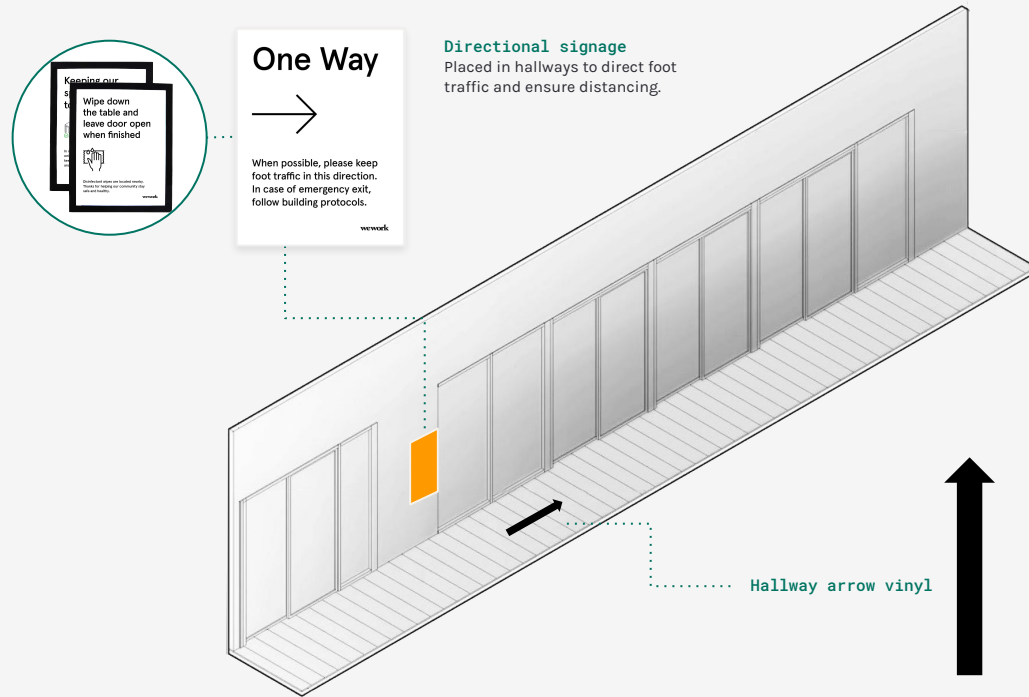
# 05

## Hallways

One way foot traffic will be implemented where possible— preventing bottlenecks and ensuring distancing.

### We'll be implementing:

- \_Wayfinding signage
- \_Directional guidelines



# 06

## Meeting rooms

As shared spaces for productivity, meeting rooms are being enhanced so that members can collaborate and connect safely.

### We'll be implementing:

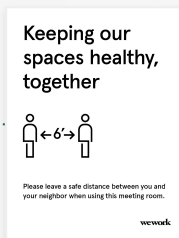
- \_ Reduced capacities
- \_ Designated seating arrangements
- \_ Sanitizer dispenser
- \_ Sanitizing wipe dispenser
- \_ New behavioral & hygiene guidelines



**Hand sanitizer dispenser**  
Placed in the hallway near meeting rooms. One is used for every four meeting rooms.



**Wipe dispenser**  
Placed in the hallway near meeting rooms. One is used for every four meeting rooms.

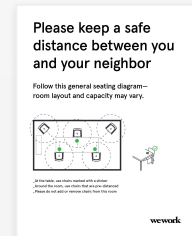


**Behavioral and hygiene guidelines**  
Located on walls for easy readability.

**Tabletop vinyl**  
Stickers placed directly on tabletop in front of available seating, based on local distancing guidelines.



**Distancing reminder signage**  
Placed in the center or at the edge of the meeting room table.



# 07

## Restrooms

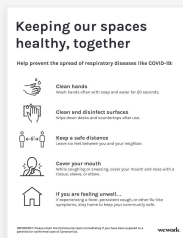
Like all our spaces, restrooms will undergo more frequent and regimented cleanings throughout the day.

### We'll be implementing:

- \_Touch-free soap dispensers
- \_Sanitizer dispenser
- \_New behavioral & hygiene guidelines

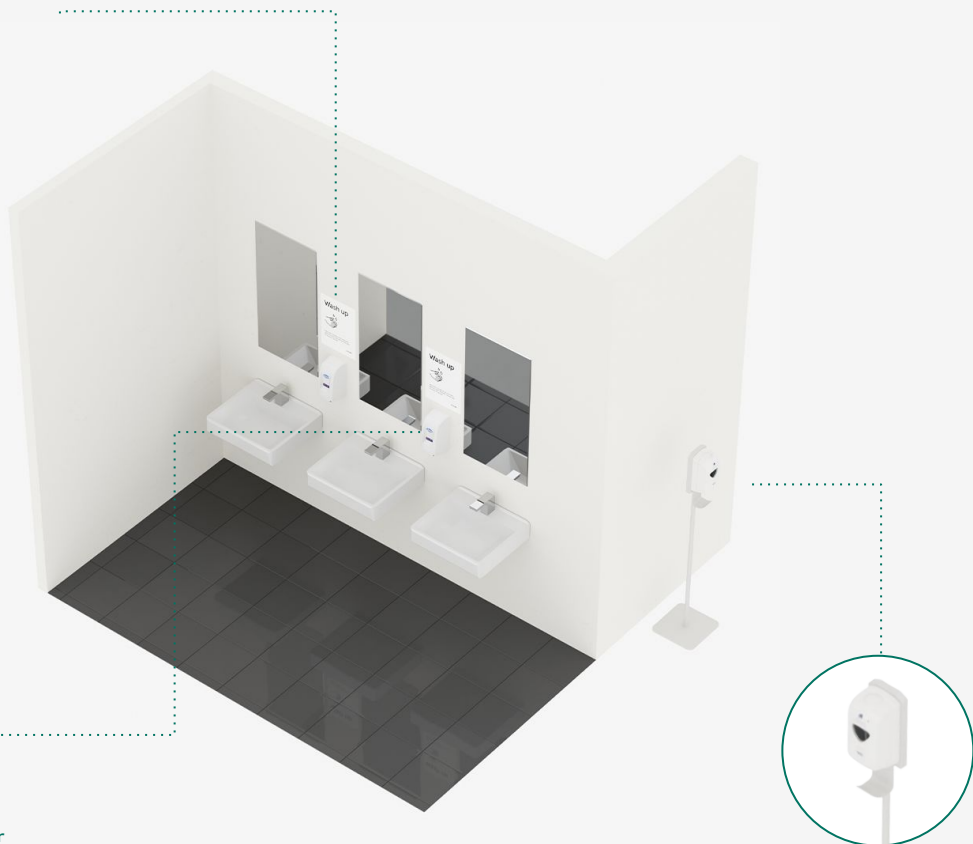
### Behavioral and hygiene guidelines

Mounted just above each hands-free soap dispenser.



### Hands-free soap dispenser

Installing in line with existing dispensers to ensure code compliance.



**Hand sanitizer dispenser**  
Placed just outside each restroom.

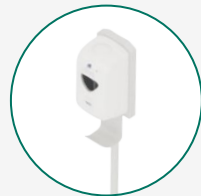
# 08

## Work nooks

Originally designed for close collaboration, nook capacity will be limited to one person per booth.

### We'll be implementing:

- \_Reduced capacity
- \_New behavioral & hygiene guidelines
- \_Wipe dispensers
- \_Sanitizer dispenser



**Hand sanitizer dispenser**  
Placed against the wall near nook area.



**Wipe dispenser**  
Placed against the wall near nook area where it will be easily accessible.



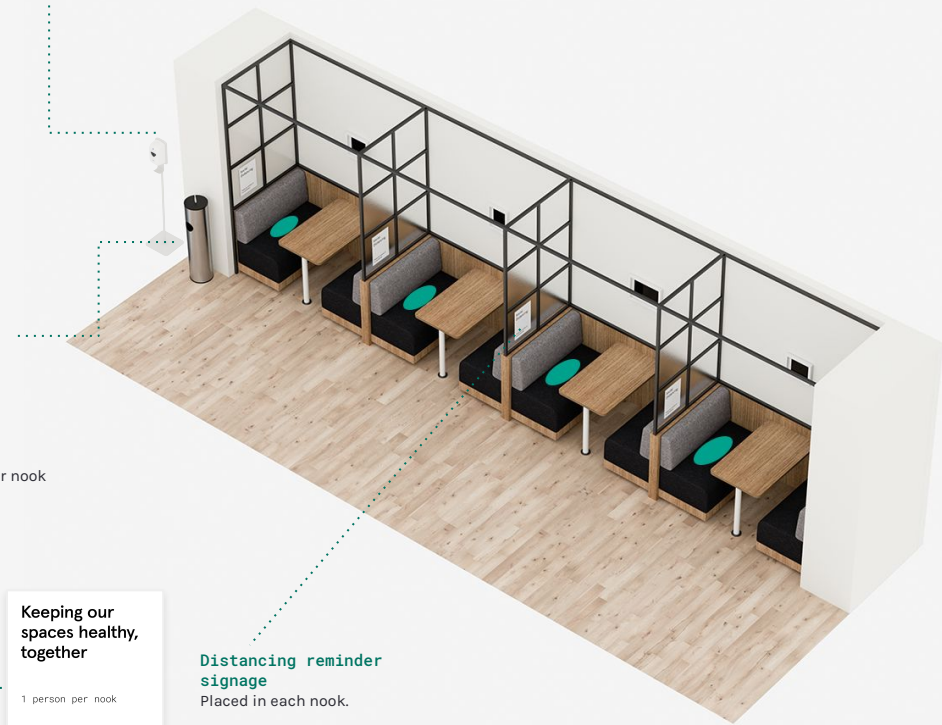
**Keeping our spaces healthy, together**


1 person per nook

Please wipe down the table when you're finished—disinfectant wipes are located nearby.

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**Distancing reminder signage**  
Placed in each nook.



 OCCUPIABLE SEAT



# 09

## Phone booths

Built as quiet spaces for quick phone calls, we're making our phone booths safer and more comfortable.

### We'll be implementing:

- \_ Deeper & more frequent cleanings
- \_ Sanitizing wipe dispenser
- \_ Sanitizer dispenser
- \_ New behavioral & hygiene guidelines



# 10

## Print stations

From paper to office supplies, the print station is a high-touch space used by members throughout the day.

### We'll be implementing:

- \_ Deeper & more frequent cleanings
- \_ Sanitizing wipe dispenser
- \_ Sanitizer dispenser
- \_ New behavioral & hygiene guidelines



**Hand sanitizer dispenser**  
Placed against the wall near each print station.



**Wipe dispenser**  
Placed against the wall near each print station.



**Behavioral and hygiene guidelines**  
Communicating new cleaning standards.

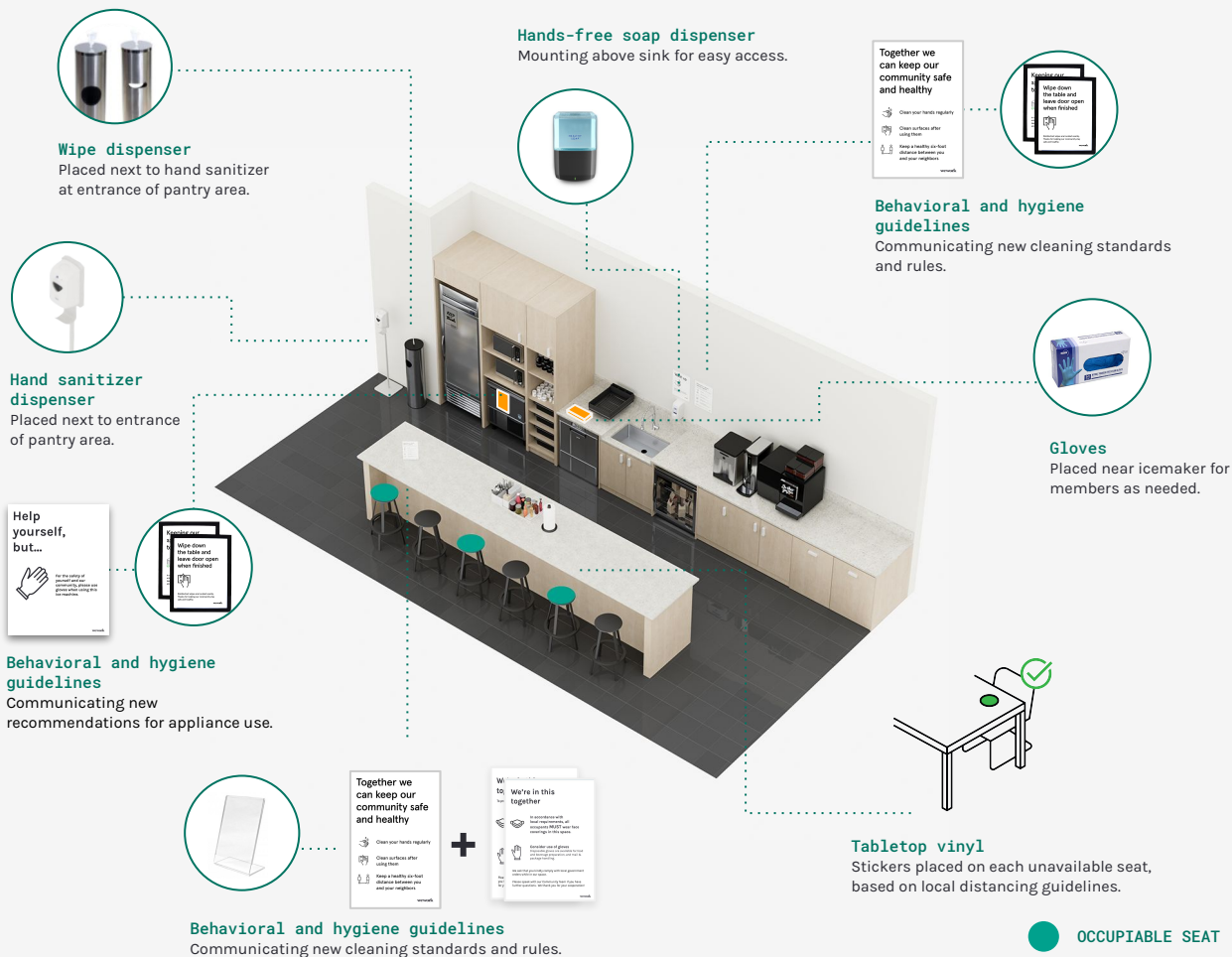
# 11

## Pantries

Kitchens and pantries are high-traffic, high-touch areas. We are adapting pantry standards to meet health and safety needs.

### We'll be implementing:

- \_ Disposable cups & cutlery
- \_ Touch-free soap dispensers
- \_ Sanitizing wipe dispensers
- \_ Reduced capacity seating
- \_ New behavioral & hygiene guidelines



# we work

**We'll see you at work.**

TO LEARN MORE ABOUT HOW WE'RE REIMAGINING OUR SPACES FOR HEALTH AND SAFETY,  
VISIT [WEWORK.COM/INFO/NAVIGATING-THE-FUTURE-OF-THE-WORKPLACE](https://www.we.work/info/navigating-the-future-of-the-workplace).