

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.



Contents

01

Detailed overviews
and FAQs

02

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



Increased frequency “high touch” cleaning

In addition to normal cleaning routines, we are cleaning these “high-touch” surfaces, common areas, and objects more frequently 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?

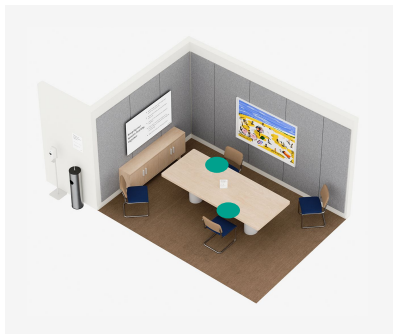
Private offices are cleaned every 10 days including sanitizing accessible surfaces (desks, chairs, etc.).

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?

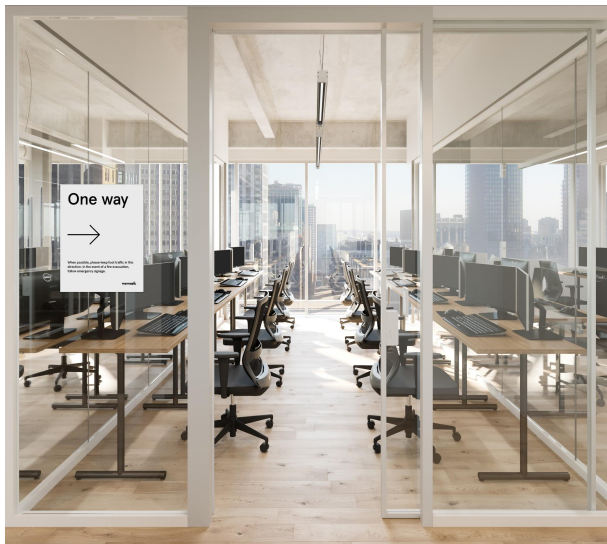
We're working with our landlords and property managers to create and implement elevator guidelines and passenger limits in all of our buildings. In buildings where WeWork operates the elevators, capacities will be reduced by 50%. In WeWork managed elevator lobbies, distancing floor vinyls will be installed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

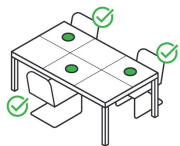
Print nook Lounge Nook Hallway Classroom Pantry
Hot desks Meeting room Phone booth Community bar Elevator lobby Restroom



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.



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

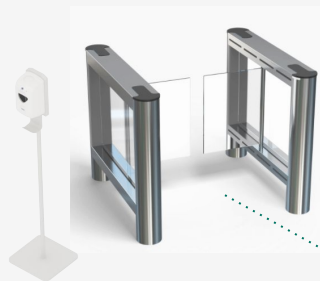
We're working closely with all landlords on specific ways to handle main building entrances and elevator lobbies. In WeWork managed lobbies with turnstiles, we'll be helping control distancing and sanitization by providing:

In WeWork managed lobbies, we'll be implementing:

- _Distancing reminders on floors
- _Sanitizer dispensers

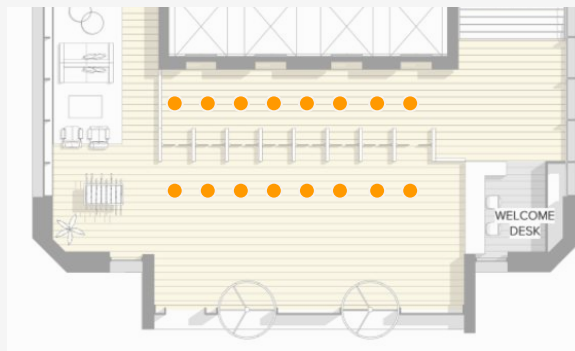
Hand sanitizer dispenser

Placed close to the wall near the entrance to the turnstiles.



Distancing floor vinyl

Friendly reminders of local distancing guidelines.



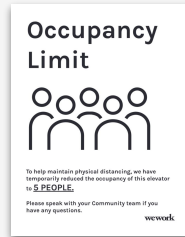
01c

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.

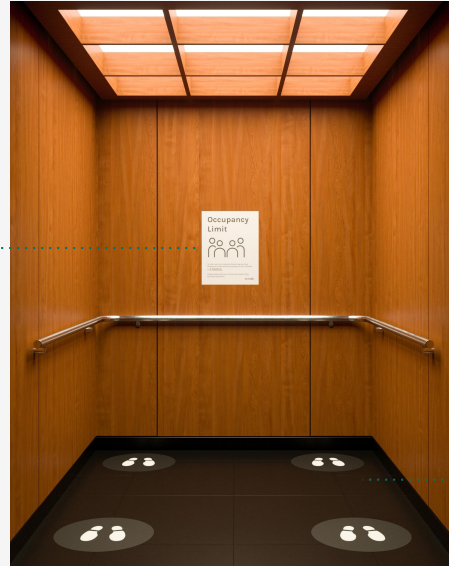
In WeWork managed lobbies, we'll be implementing:

- _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.

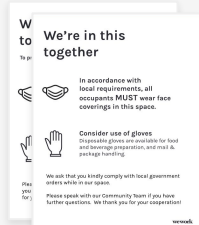


Hand sanitizer dispenser
Placed just off to the side of the reception area.

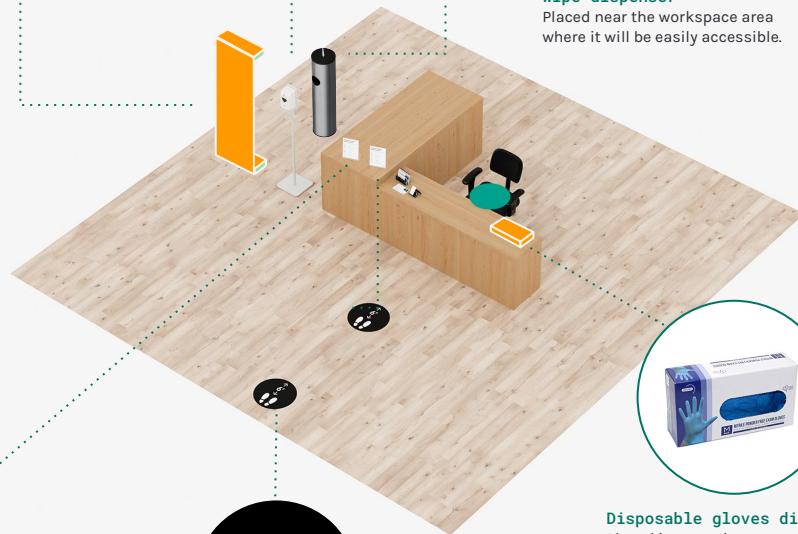


Wipe dispenser
Placed near the workspace area where it will be easily accessible.

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



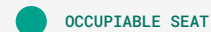
Please help keep elevator rides safe and healthy



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



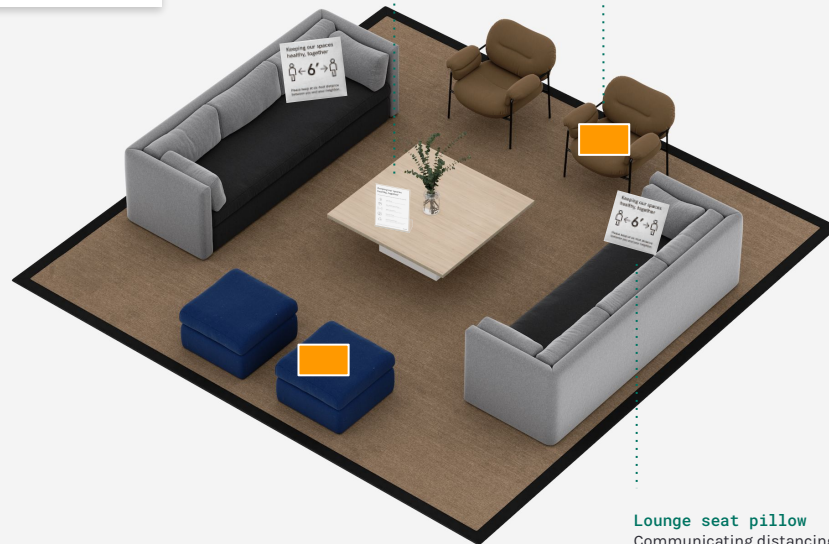
Please leave a safe distance between you and your neighbor.

wework



Lounge seat signs

Placed on certain seats to show they are unavailable.



Lounge seat pillow

Communicating distancing reminder.

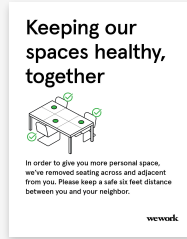
04

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

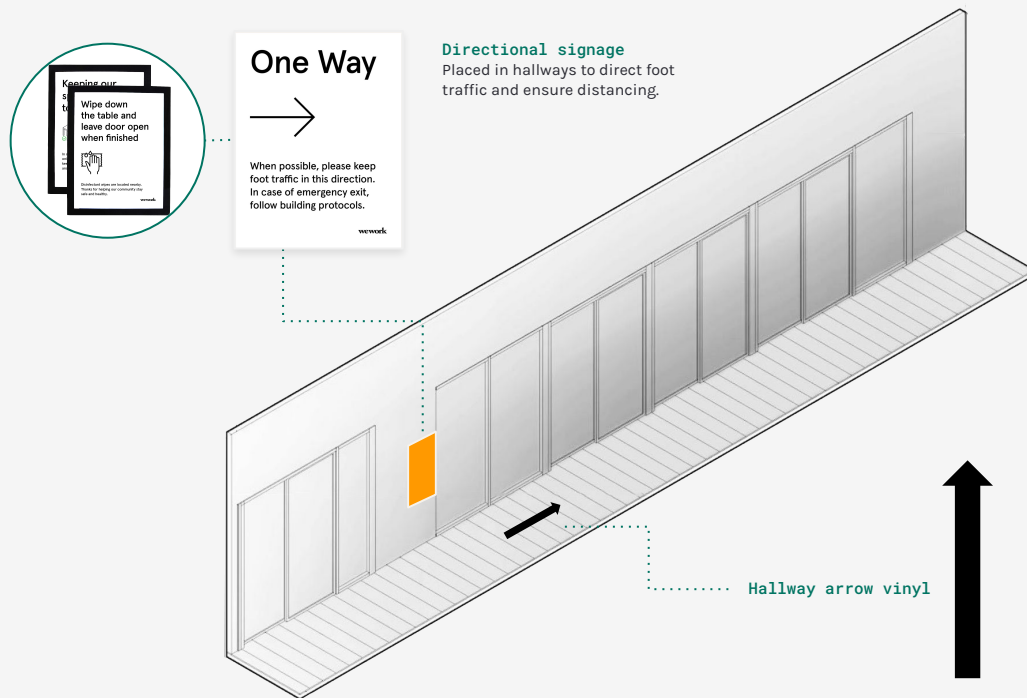
05

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:

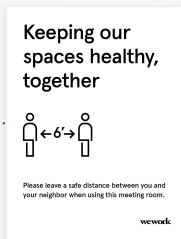
- _ Reduced capacities
- _ Designated seating arrangements
- _ Sanitizer dispenser
- _ Sanitizing wipe dispenser
- _ New behavioral & hygiene guidelines



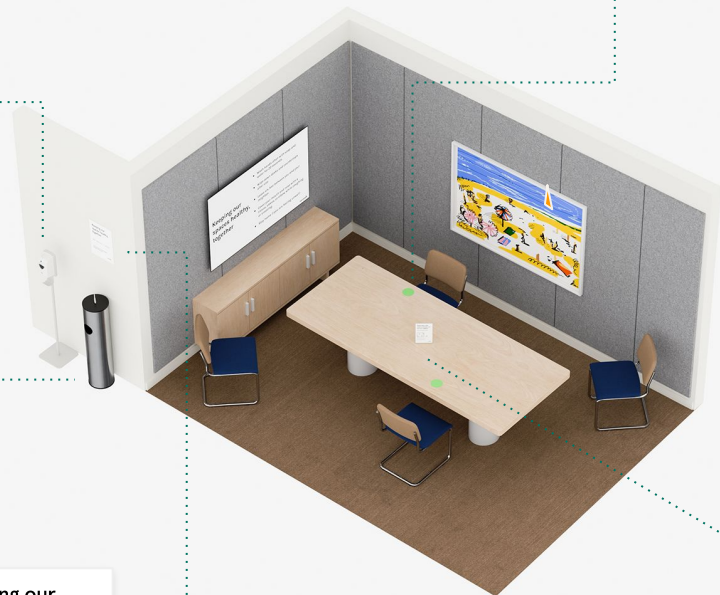
Hand sanitizer dispenser
Placed in the hallway near meeting rooms. One is used for every four meeting rooms.



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

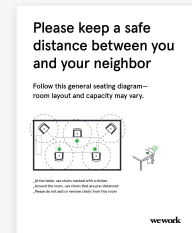


Behavioral and hygiene guidelines
Located on walls for easy readability.



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

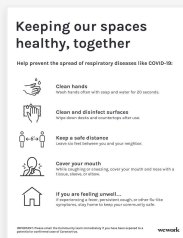
Like all our spaces, restrooms will undergo more frequent and regimented cleanings throughout the day.

We'll be implementing:

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

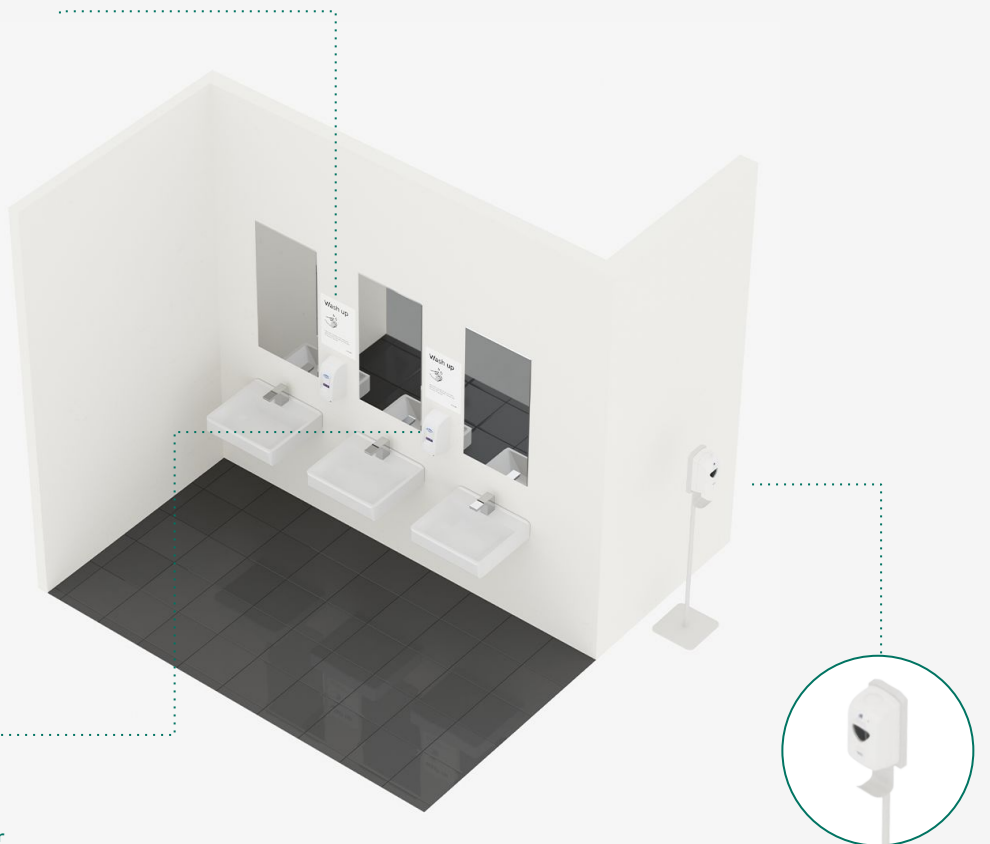
Behavioral and hygiene guidelines

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.



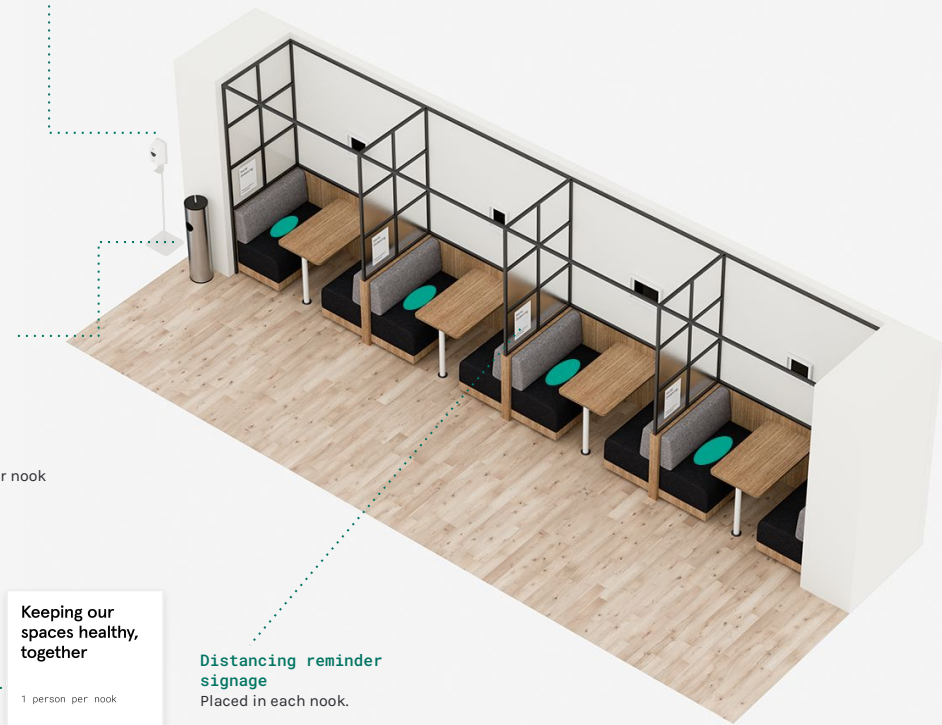
Keeping our spaces healthy, together

1 person per nook

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

we.work

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.

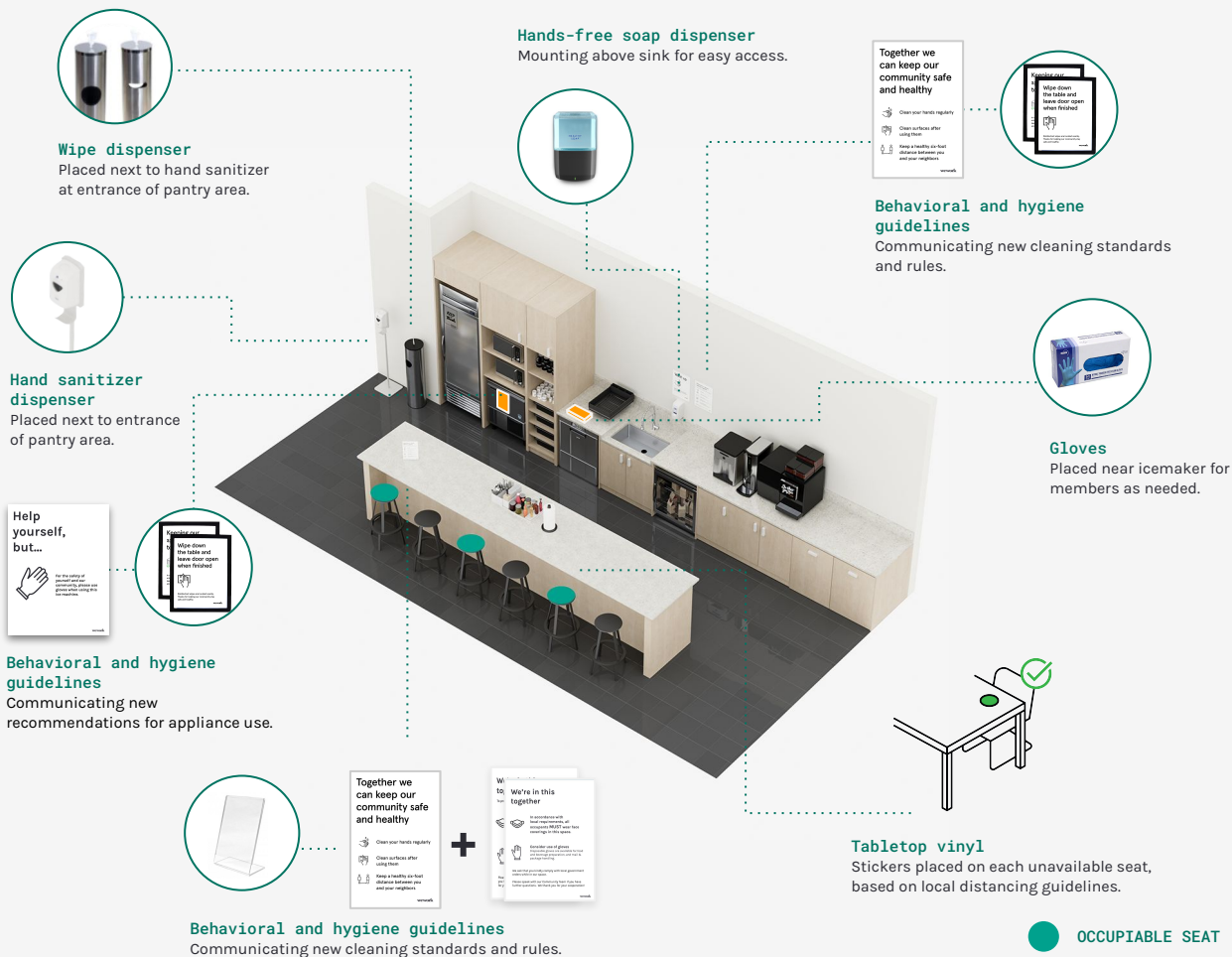
11

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).