



WORKWELL

FAQ's - Supporting a Safe Return to the Office

While our specific approaches for each building, customers and physical spaces vary, amongst the diversity, we're now focused on answering the same question: how to best protect the health and safety of the staff, members, visitors, and anyone else who enters our workspaces. As more and more members are returning to office, we are sure there are few common questions that needs answering so that all our members understand the safe and secured processes that we have set for minimal impact return to work.

First, we'll lay out a set of operating principles and considerations to help guide your prioritization and decision-making. Next, we'll present the health and safety pillars that are fundamental to returning to the office and the detailed decision points you'll need to be aware. Then, we'll walk through potential changes for some of the most common space types as well as the new practices and procedures that we have implemented

Will there be any change to the office layout or common areas?

No matter where your business is based, one thing is clear: Shared workplaces are going to look and operate quite differently than they did before the COVID-19 pandemic, at least until we have effective therapeutics or a vaccine. We have tried to make those changes to be minimally intrusive for you and your teams. This document provides answers to your questions on those changes.

What are our operating principles in considering these changes?

- Make health first priority
- Think through worst case scenarios
- Be transparent and open as per WorkWell ethos.
- Guide towards positive behaviours
- Know what you need to know, even if that requires additional communications
- Meet people where they are and virtually where possible
- The park and facilities are exclusively for members and with minimal visitors
- Manage and minimise the density within the buildings



WORKWELL

What are the health and safety considerations?

Safely operating in this new context will require a series of interconnected changes that will impact your physical design, services, policies, staffing practices, and more. After consulting public health experts, we've created five pillars for maintaining a safe and healthy workplace. This guidance are reviewed to stay current. These considerations are created on 5 pillars

1. Access and Tracing
2. Cleaning and Disinfection
3. Physical distancing
4. Services
5. Behavioural changes and accountability

Access and Tracing - Reduce transmission with new policies around workplace access, visitor screening, and contact tracing

Are there any parking restrictions to follow? Are there any things to take care of while entering the park?

There are no changes to the Car parking and access to the park. Main gate entrance will be opened from 6:30 AM as usual and will be locked around 8:00 PM. Anyone accessing the park from 8:00 PM to 6:30 AM will have to use their access card to access the site.

What procedure should we follow when we enter the Centre?

The reception is one of the most risk area in the building where there could be overcrowding. Hence, we have decided to ensure there is only one person at a time approaching the reception desk. We have set up a queueing system, with social distancing, at the building entrance. Before returning to work we are asking all customers to complete a COVID-19 self-assessment form.

We are suggesting all our customers to provide a weekly schedule of people who will be working onsite during and out of office hours.

Do I need to sign in at the desk or use access card to enter the building?

For your safety and security, it is very important for us to be aware of people in the building all time. This will help us communicate you in case of any information with regards to tracing. There will be no access cards required during office hours 8:00 AM to 5:00 PM.

Do I need to follow a separate procedure for out of office hours and weekends?

The gates will open at 6:30 AM and close at 8:00 PM. The building will be locked using the access control system from 5:00 PM to 7:00 AM. If you need to access the site out of office hours and weekends, the site could be accessed using access card provided. It is mandatory for your employer to provide the list of people working out of office hours.

Do I need to signoff when I go out of the building?

We want our centres as open as possible, but during this unprecedented situation, it is very important for us to manage the presence onsite



WORKWELL

Can I bring visitors onsite?

Our objective is to have secluded space for our members, but we understand there will be requirement to bring visitors. We will follow the government guidelines on number of people who can meet. If you are bringing in visitors, we need to be informed at least a day in advance and they need to sign the wellness form before arrival. On arrival guest should be accompanied by host to your office or pre-booked space. There will be no waiting area near the reception.

Cleaning and Disinfection - Minimize the number of surfaces that multiple people touch and relentlessly disinfecting those they do.

How frequently and what will be the scope of your cleaning and disinfecting?

We use antiviral spray and wipe down all offices, desks every evening as part of our daily cleaning process. The cleaners will be using PPE (gloves, masks) while cleaning your office space.

We are introducing 5 additional cleaning during the day, to wipe down the common areas and most common areas that are touched multiple times. This includes all door handles and communal areas.

How do you ensure the wellness of the cleaners, who will be entering our space?

We have got our supplier to sign well form for all the staff they are deputing in our site. The supplier has done a risk assessment and provided a risk assessment on their staff and equipment they are providing. We will be reviewing this with our supplier on a weekly.

Do you have sanitization stations and additional cleaning supplies?

There is a hand sanitising station at each entrance, please ensure you use this before you proceed to your office. There are multiple sanitising points within the building, closer to your office space. These stations will have hand sanitiser, sanitizing wipes (or spray with power towels), wipes/disinfectant. We do have adequate supply to maintain high standard/hygiene we follow in our centres.

How do you ensure high air quality in the space?

We have maintained our HVAC and air purification system and changed required filters. We have invested in additional air system in all our buildings. Most of our office spaces have windows to cater for the air quality.

:We have done following changes (1) disabling demand controlled ventilation; (2) eliminating recirculation by opening air dampeners as high as 100 percent to increase the amount of fresh air; (3) keeping systems running 24/7 to increase air flow; and (4) increasing filter efficiency to a minimum of MERV-13



WORKWELL

Physical Distancing: We have planned the communal area to make appropriate physical distancing easy.

What processes have you put in place for people to follow physical distancing?

We have put signage across the building to follow one way system within the building, we have changed our communal furniture to enable social distance is maintained in our communal area, We have identified kitchen, toilets and reception as the high risk areas and ensure controlled access to these spaces.

The signages provided in the space will help you maintain physical distancing, however, without our members following the signage and guidelines provided it will be difficult for us to maintain the physical distancing.

Are there any restrictions in the high-risk areas?

In the reception we have specified a one person approaching the desk at any point in time policy and there will be a shield in front of the reception desk. There will be changes to post collection and delivery which is detailed in section services below.

We have a 1 person at any time policy for kitchen, which will mitigate the risk in the kitchen. We will be providing multiple coffee stations in communal areas.

We have a single-entry policy in the toilets. There are signages in the entrance and request users to follow the signage.

Please adhere to the signage in place and where applicable follow the one-way systems in operation.

Will the grounds at Carrwood/Brookfield still be accessible for use during lunchtimes/breaks?

- The outdoor seating areas and walks will still be accessible, but we ask you to adhere to the 2m social distancing guideline.



WORKWELL

Services: All our community and individual offerings are reviewed and revised, as applicable to ensure health and safety.

What services are changing to adapt to the current situation?

Food and beverage service – As per our guidance provided in the policy document, we suggest our members to bring packed lunch in freezer bag and avoid using the fridge freezer and microwave. We would prefer you to get your own cutleries for hygiene reasons. However, if you forget to bring cutleries you will have alternatives provided by our service team.

We will have the coffee station set up in the communal areas. We suggest you get your own personal mugs for beverages and take it back home. However, we will provide alternative if you forget getting your mug.

We are recommending you use your own mug, crockery, cutlery and refillable water bottle and that these are taken home each day if possible. We are providing disposable cups and cutlery for use and these will be available at the coffee stations set out in each building.

We are working with food delivery vans to provide best solution for providing you with breakfast and lunch. This will depend on number of people wanting to avail these services. We would request you to update your Front of House on whether you would like to avail this facility the previous day.

Mail, package, and delivery services – Our team will be receiving the mails and parcel services on your behalf and will be delivering in your office once a day. We have arranged special desk for postal and parcel delivery team to deliver the posts.

For outgoing mails please attach a post-it displaying the following details From, Company name, delivery type (1st class, 2nd class etc). Drop the post in the outbox in the post desk in front of the reception.

Meeting Room or any additional desk Booking - Please call your front of house at the numbers provided below or mail your front of house or support desk for any bookings.

Hot desks – To maintain distancing and minimise use of multiple people using facilities without sanitising, we have decided to minimise the communal spaces and hot desks. If you need any hot desk it will be only thorough a booking system. We will be providing an online booking system soon. Till that time you need to book it with your front of house.

Printing, stationaries etc – As with post services we will be providing delivery of services like printing and stationaries once a day. If there is any urgent requirement, please call or email your requirement to Front of House and they will help you.



WORKWELL

Behavioural Changes and Accountability: Success during this unprecedented time is based on a common understanding and mutual adherence of norms required. Communication is key and we will introduce more weekly communications.

How will you ensure that there is a common understanding and proper guidance to assure safety and security?

Government Guidance – We are developing our guidance based on the government guidelines and our Health and safety advisor inputs. We will be revising initial policies shared and adjust it to cater for advice received from Health and Safety team.

Risk Assessment – We have done a detailed risk assessment with our HSE, audited what we have implemented and working with your employers to ensure we get to review your company risk assessment. We are working closely with our COVID Champion to ensure the facility is 100% risk mitigated. We have put steps in place to monitor and report these mitigation plan.

What additional services are you providing during this period?

It is very important to get your feedback and requests. This will help us provide additional services if there are requirements. We are constantly monitoring and working with our suppliers in providing additional services that will help you and your teams to perform productively without fear of safety and security. We will be communicating these with you. The relevance of WorkWell community is more relevant than ever and we will work with you in keeping our community safe. Alternatively, you can keep your employer informed of any requirements and we will be working closely with your COVID champion on any requests.

As mentioned earlier we will be reviewing our policies and introducing new processes and technologies that are required to run the space safely. We will be communicating these changes.