



# EMERGING STRONGER, TOGETHER



Our Commitment. Your Trust.

# **TOGETHER, WE'LL EMERGE STRONGER.**

## **A Message From Our CEO**

Like you, we've been working hard to respond thoughtfully, responsibly and decisively to the continuing cascade of challenges brought on by the COVID-19 Pandemic. Working alongside our members, customers, network partners, and landlords, we're prepared for recovery and emergence together, with stronger relationships than ever.

We have a solid foundation to build upon, with design and wellness standards already in place, and a team of professionals around the country dedicated to our member's success. And with experience navigating through other challenging times, we will proceed cautiously, but optimistically, to get through this together.

To accomplish this, we're focusing operational efforts and key initiatives under a program we call **EMERGING STRONGER, TOGETHER:**

- 1. Responsibly Designed Workspaces**
- 2. Enhanced Service & Operational Readiness**
- 3. Distributed, Mobile Workplace Planning**
- 4. Resilience**

We look forward to seeing you again soon, and the opportunity to maintain your trust in us.

John P. Arenas  
Chairman and CEO

# Responsibly Designed Workspaces



## DESIGNED TO GIVE YOU MORE

We've always designed our workspaces to be ample and comfortable, with 60%+ more space per person than our competition.

- **FULL-SIZED DESKS** and plenty of room to roam, including multiple common areas, wide hallways, and low capacity limits for each meeting room and worklounge.
- **BREATHE FREELY:** Even the airflow has room to move – our workspaces have never been ducted from office to office, so you don't have to worry about breathing in air from another office.
- **REFUTE THE COMMUTE:** With locations in suburban and secondary markets along with major city centers, you can utilize Serendipity Labs to transition your teams back to the workplace while staying close to home.
- **ON-DEMAND MEETING ROOM ACCESS:** With a master service agreement in place, anyone in your company can use the mobile app to book and receive preferred member pricing on any technology equipped conference or board room throughout our network.



# Responsibly Designed Workspaces



## ENHANCED SERVICE & OPERATIONAL READINESS

We've always been committed to delivering trusted, safe and welcoming workspaces that meet Duty of Care requirements. To align with the unprecedented needs of today, we've announced service delivery and operational enhancements to keep your associates healthy while quickly regaining your business momentum.

- **CONTACTLESS CHECK-IN** with secure access cards
- **SERVICE:** Increased levels of individual service create an upscale experience while protecting your teams from excess exposure to shared items
- **DESIGNATED SEATING:** Modified open-seating areas provide even greater space per person, while our proprietary reservation systems help limit worklounge capacity
- **CLEANING:** Enhanced cleaning protocols including disinfecting of shared surfaces to ensure the health and safety of your teams

# Responsibly Designed Workspaces

The below illustrates a competitor's densely designed space against ours in the same market with similar total square footage.

**Fewer desks in Serendipity Labs means more space per person.**



**THEIRS**  
Total Desks: 334

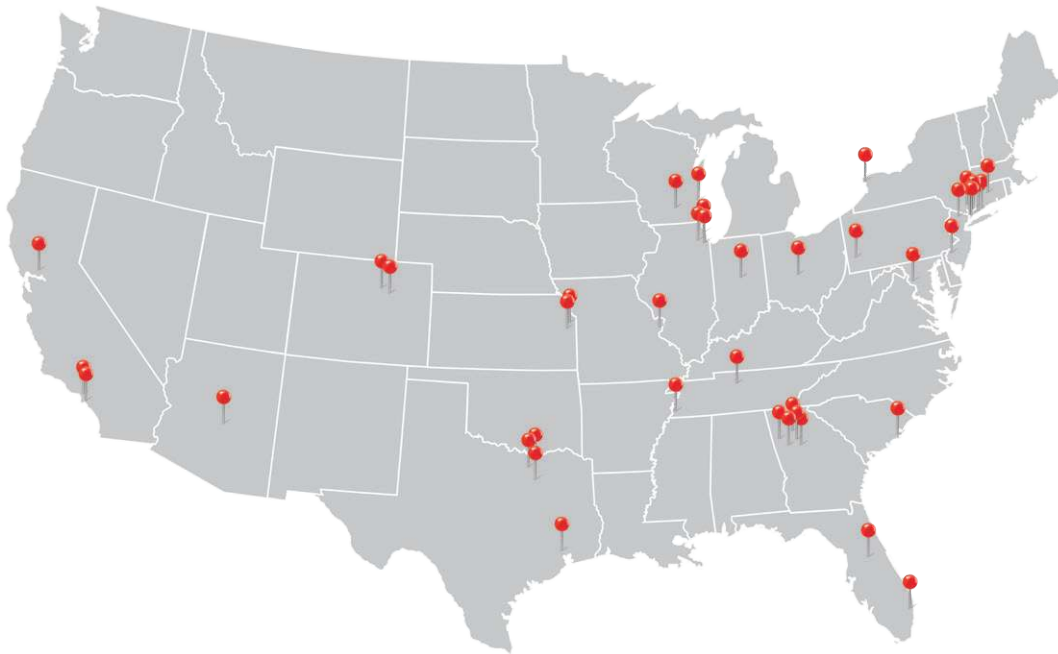


**SERENDIPITY LABS**  
Total Desks: 214

# Distributed, Mobile Workforce Planning

## A broad network supports rapid distribution of teams into suburban and secondary markets.

Our network supports today's distributed mobile workforce, and the retention of top talent, with locations in suburbs and secondary markets.



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### Now Open

Alpharetta, GA – North Point  
Atlanta, GA – Buckhead  
Atlanta, GA – Cumberland  
Atlanta, GA – Perimeter  
Bethesda, MD  
Carmel, IN – Midtown  
Chicago, IL – Loop  
Columbus, OH – Short North  
Dallas, TX – Uptown Arts  
Denver, CO – Greenwood Village

Denver, CO – LoDo  
Frisco, TX – HALL Park  
Kansas City, KS – Overland Park  
Los Angeles, CA – Downtown  
Los Angeles, CA – Hollywood  
Madison, WI  
Milwaukee, WI – Wauwatosa  
Nashville, TN\*  
New York, NY – Financial District  
Orlando, FL – Downtown

Phoenix, AZ – Camelback  
Pittsburgh, PA – 3 Crossings  
Ridgewood, NJ  
Rye, NY  
Stamford, CT  
Westport, CT  
White Plains, NY

\*Private campus extension

### Markets Under Development

Atlanta, GA – Midtown Peachtree  
Buffalo, NY – Downtown  
Charleston, SC – Mount Pleasant  
Dublin, CA – East Bay  
Hartford, CT

Houston, TX – Galleria Uptown  
Kansas City, KS – Mission  
Marlton, NJ  
McKinney, TX – Craig Ranch  
Memphis, TN

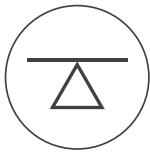
Oakbrook, IL  
Schaumburg, IL  
St. Louis, MO – Clayton



# Resilience

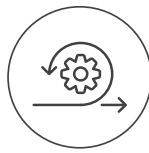
The world's most sophisticated corporate occupiers and developers trust our experience, which informs our promise to serve as an extension of the corporate workplace.

Here's why:



## STABILITY

Navigating three economic shocks over the past 25 years has influenced our responsible network growth.



## AGILITY

Strengthen your workplace strategy with offerings that reduce long-term lease liabilities, provide agility, and allow you to support top talent.



## ACCOUNTABILITY

Available reporting on utilization, safety, security and compliance provides you with accountability for your distributed work program.





# WORKPLACE TRANSITION PROGRAM

Get your teams back to work quickly and safely



## NEW TRANSITIONAL WORKPLACE SUBSCRIPTIONS AVAILABLE

### Spacious Private Offices and Team Rooms for \$299-\$599 per desk per month\*

- Short-term memberships give access for 6 months in locations across the U.S.
- Get total flexibility to reassign memberships among employees or to transfer anywhere in our network.
- Move in when you can. Secure your space and start when stay at home ordinances are eased.
- Our private offices are designed with ample space for continued social distancing. Enhanced service protocols ensure a clean, safe and professional environment for everyone.



## ON-DEMAND RESERVABLE PRIVATE OFFICES & DESKS BY THE DAY

- Ideal for transitioning from or supplementing work from home set-ups.
- Drop in and choose from comfortable open plan seating optimized for continued social distancing. Private day offices and desks start at \$49 a day,
- **\$199 Unlimited Drop-In Plans\*** are available for those who require more flexibility and regular access.



## VIDEO ENABLED SMALL MEETING ROOMS

- **On-Demand Meeting Room Access:** Anyone in your company can use the mobile app to book and receive preferred member pricing on any technology equipped conference or board room throughout our network.
- Leverage our national network of locations for convenient places to meet closer to home, or to join up multiple groups across the country in the same comfortable environment.

**OUR COMMITMENT. YOUR TRUST. TOGETHER, WE'LL EMERGE STRONGER.**

\*Transitional Workplace Transition Program pricing will be applied for 6 months on new agreements signed by June 30, 2020. Premium office per desk pricing is also available. Pricing may vary by location – contact us for specific details and availability.



**LEARN MORE ABOUT OUR  
COMMITMENT TO YOU TO**

# **EMERGE STRONGER, TOGETHER**

**VISIT [serendipitylabs.com/emerging-stronger/enterprise-customers/](http://serendipitylabs.com/emerging-stronger/enterprise-customers/)**

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**Serendipity Labs®**

Inspiration at Work.®