

EMERGING STRONGER, TOGETHER

Program Operating Procedures

V1 - May 2020

This comprehensive program supports corporate workforce transitions back to the office by making adjustments to our lab standard to protect against the spread of infectious diseases.

We've enhanced operational protocols and implemented temporary service modifications, which are outlined in the following pages. Our Member Etiquettes have also been amended to enable us to maintain compliance with these new health and safety protocols.

Through these efforts, we stand ready to help businesses regain momentum in our trusted, safe and welcoming workplaces.



We've Always Designed Our Workspaces To Give You More

Serendipity Labs has always been committed to delivering trusted, safe and welcoming workspaces that meet Duty of Care requirements for a professional membership base.

Serendipity Labs is different by design:

- **Our design standards allow for an average of 60% more** space per person than our competition
- **Full-size desks**, (48 inch or larger), occupy offices and team rooms with well-spaced seating arrangements
- Each office is built with solid wall partitions from floor to deck, and **return air is not ducted from office to office**
- Our focus rooms and wellness rooms are **built with full ventilation, low VOC materials and fire alarm protection**
- **Contactless check-in and printing** with secure access cards
- Common areas with **amply-spaced seating arrangements, wide hallways, and low-capacity limits** for each meeting room and worklounge are always standard
- No crowding here. We've designed our Lab for an average utilization of 70% — and with a membership average age of 41, our **utilization rates are often less than 50%**, based on internal studies
- **Daily cleaning** continues in accordance with updated CDC guidelines, including in individual offices and shared spaces

MORE SPACE FOR YOU

Compare our open design to their densely-packed plan.



SERENDIPITY LABS
Total Desks: 214



THEIRS
Total Desks: 334

Daily Check-In Protocol, Protective Equipment & Health Screenings

MEMBER CHECK-IN

- All members will be required to check in at reception when arriving using your contactless membership access card. Members are being asked to use our main entrance to access the lab to help our monitoring of capacity.
- All members must be pre-registered 24 hours in advance of their visit, and must answer health screening questions to be allowed entry. As a temporary restriction, some buildings may limit or deny access to visitors.

FACE COVERINGS

- Every Serendipity Labs staff member is required to wear appropriate face covering as recommended by CDC.
- Members and guests who enter each location will be asked to wear face coverings. They will be required to wear the face covering when in any shared area of the Lab including but not limited to the Café, corridors, entry, worklounge and restrooms.



TEMPERATURE CHECKS

- Any person entering a Serendipity Labs location will be asked to answer short health screening questions and may be asked to have their temperature taken.

GLOVES

- Protective Gloves are not mandatory to be worn by Serendipity Labs staff members, except when conducting temperature checks and handling mail, but are recommended. Gloves are encouraged for members using shared equipment.

Common Areas & Reserved Seating



RESERVED SEATING

- All common area seating has been made reservable and is available to book for our members and visitors on a full day basis in order to reduce the capacity of our open seating and worklounge areas.
- Each Lab will have three limited inventory workspaces available for reservation in iOffice:
 - Private Day Office - bookable for full days.
 - Reserved Desk – Members may reserve a desk at no extra charge, inventory allowing
 - Reserved Seat – Members may reserve a desk as no extra charge, inventory allowing
- Members will be asked to reserve their workspaces in advance via the Serendipity Labs App, the iOffice web browser portal or informing their Lab staff.
- When vacating a seat we ask members to inform our lab team so they can wipe down the surrounding area.

Lab Café Seating & Operational Enhancements

We've made some changes to our Kitchen/Lab Café standards in order to create a limited touch environment and to reduce the risk of cross contamination.



LAB CAFÉ FURNITURE

- Café seating (high bar stools) being utilized must maintain a 6-foot distance between each Member.
- Signage is available for each seating area to show members appropriate seating etiquette.



MARKET ITEMS

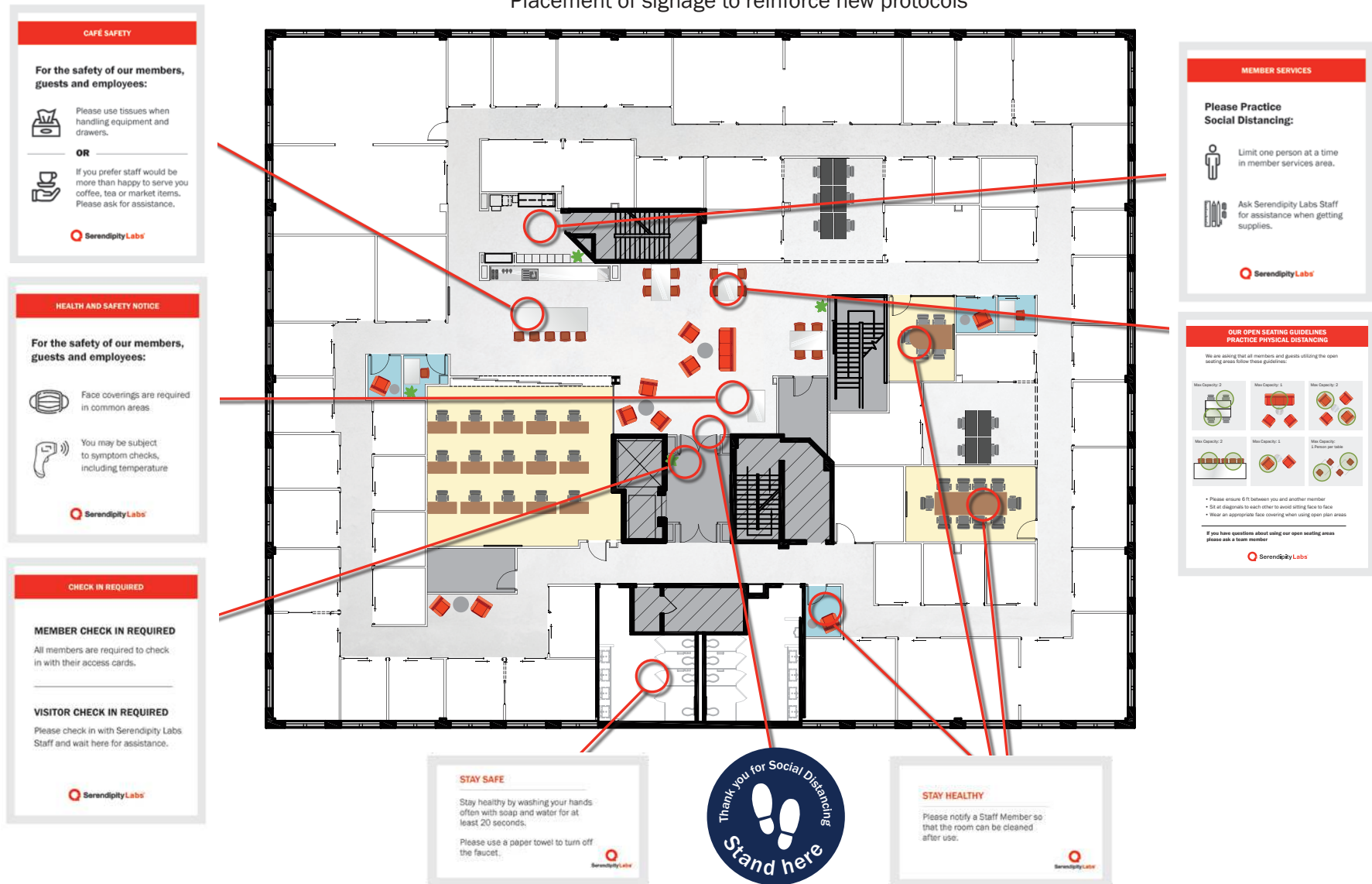
- Our lab teams will be providing a Coffee/Tea service. We ask members to request their chosen beverage and we'll make it for you.
- Snacks are available on request and will not be self serve.
- Members may request to have items delivered to their office/desk or pick up their order at the Welcome Desk.



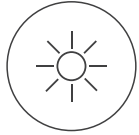
Signage Standards

We pride ourselves on a stylish and comfortable work environment. In order to remind members of how they can help limit the spread of disease, and make them aware of operational changes, we are requiring signage throughout shared areas of the Lab.

Placement of signage to reinforce new protocols

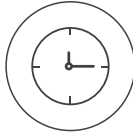


Cleaning Protocol



MORNINGS

- Meetup Rooms, Day Offices, Focus Rooms, Retreats and Ideation Studio
- All shared work areas in reservable spaces, including appliances in Café, Worklounge, Ideation Studio



HOURLY

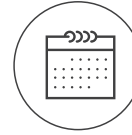
Team members will be carrying out hourly cleanliness and wellness checks of our common areas.

- Serendipity Labs Café area surfaces are to be wiped down every hour
- Member areas are to be cleaned as soon as a member has left for the day



BEFORE AND AFTER USE

- If any of the rooms are to be used (reserved), space is to be pre- and post-cleaned
- Any reservable space is to be kept locked and only to be opened if reserved
- Any supplies provided to Meeting Rooms such as AV cables etc. are to be cleaned pre and post-use



DAILY

- Private Offices, Meeting Rooms & Common areas
- Vacuum
 - Empty trash
 - Wipe down desk surfaces (if clear for cleaning)
 - Wipe down phone handset



ALWAYS

- Sanitizing gel to be placed on the Serendipity Labs Café Island for member and staff use.

Mail & Member Services



MEMBER SERVICES MODIFICATIONS

- Shared office equipment is available upon request
- We remind members to use their contactless member ID card to release their print jobs without contact with the printer.

MAIL HANDLING/PACKAGE AND DELIVERIES

- Gloves and face coverings are to be worn by the Serendipity Lab employee when sorting mail. Once mail is received all mail/packages shall be sorted and wiped down with a sanitizing wipe as a precaution.
- Non-Mail Deliveries:
 - Any non-mail deliveries such as food deliveries, documents, etc., please ask the delivery person to wait at reception and inform the member about the delivery

Guidance On Confirmed Covid-19 Case In Your Location

The Safety and Security of our Teams and Members shall be our utmost goal. Should a positive case be confirmed in our lab or building it's important we communicate quickly, calmly and clearly.

IN BUILDING:

1 person sick



Get details



Inform your line manager and corporate office



Notify members



Assess impact on access to the lab



A MEMBER OR STAFF MEMBER:

1 person sick



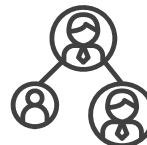
Get details



Inform your line manager and corporate office



Start contact tracing and individual notifications



Schedule disinfecting



Notify members



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

EMERGE STRONGER, TOGETHER

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