
PIPELINE HEALTH & SAFETY PLAN

Returning to Work While Protecting Our Community of Members

Since the arrival of Covid-19, Pipeline has been actively researching and imagining the future of office spaces for a new era in which workers' health and safety are a priority. We have engaged with leading public health officials, medical professionals, architects, designers, and our own innovative office managers. The result of this effort is a comprehensive workspace management strategy that starts with the safety and wellbeing of office workers, and then builds upon that cornerstone for a comfortable, productive, and inspiring environment.

Essential workers continued to use our spaces over the past few months. Their behaviors and expectations, along with those of additional members who have returned to work, have helped us formulate health and safety policies that we believe can protect Members moving forward.

Naturally, our plans will continue to evolve and adapt as the situation requires and as we learn what is effective and useful. Policies will develop, change and improve. Many of these steps outlined below are already in place, while others are being fleshed out through internal review. Here are the broad strokes of our approach.

1. Pipeline Protocols for Behavioral Change

- **Social Distancing / Physical Distancing.** Maintaining a 6-foot distance between and among Members remains at the core of a strategy focused on health. We prioritize this protocol and insist on physical distancing among our Members, visitors and staff, consistently addressing this requirement directly and placing clear signage and guidelines throughout the locations. In addition to redesigning and rearranging many elements of the physical workplace to diminish and discourage Member proximity to one another, we add signs and visual guides as reminders throughout the space as cues to remain conscientious about respecting physical spacing. Pipeline managers will communicate with Members to encourage and ensure ongoing compliance.
- **Keeping Density Low.** As a boutique flexible office space with a predominance of private offices, Pipeline is better prepared than straightforward coworking spaces, since our model was never based on high density. We are continuing to keep density low in areas of our workspaces that previously have attracted socialization or collaboration. By placing limitations on the maximum capacity allowed in certain areas such as the café, business center, and conference rooms, we promote more open and uncrowded spaces. Throughout the locations, signage with clear direction on spacing indicators are intended to provide guidance on professional distancing. Pipeline team members will supplement these signs with additional direct prompts as we all adopt a new professional etiquette.
- **Personal Protection Equipment.**
 - **Masks.** We are advising Members and all visitors to comply with current government regulation, and we often encourage even more stringent adoption of related guidelines. For instance, in certain municipalities where Pipeline has a presence, wearing masks is required in work areas, a city code which we of course observe. In areas where this is not the case, we still strongly encourage the use of masks in common areas such as the lounge, café, and open work spaces. Based on a growing body of research, we

acknowledge that masks provide an important barrier to the spread of the virus, and our intent is to adhere to a more conservative interpretation of these studies so that we ensure the utmost protection to those in our workspaces. These policies will be revised regularly, as the situation evolves.

- **Gloves.** While gloves are not required, it may provide an additional level of comfort for wearers, and Pipeline provides this complementary protective gear to our Members and visitors upon request.
- **Video-Conferencing.** Pipeline has enhanced its technology solutions for video conferencing in meeting rooms so that Members may easily engage with fellow employees working from home, clients seeking to remain distanced, or others simply interested in reducing face-to-face interaction.
- **Notifications of Infection.** We require Members who test positive for Covid-19 or who are presumptive positive to notify our team immediately. We have made preparations to take all appropriate actions and additional precautions, such as a momentary suspension of access and deep cleaning of the space consistent with protocols from the Center for Disease Control (CDC) and local governments. In such instances, we will be implementing a review of security cameras to identify any potential exposures, informing anyone of concern. As a preventative step, we encourage anyone who demonstrates symptoms associated with Covid-19 to avoid entering the space.

2. Physical Changes

- **Space Configuration.** In addition to the various behavioral protocols for social distancing, we are implementing physical reconfigurations and spatial layouts with the intent to redirect the patterns of natural movement, especially in common areas. We have reorganized those shared areas where people might otherwise congregate, and we have rearranged some seating configurations so as to promote greater spacing and division for our Members. The aim remains to have a sufficient space sufficiently separating Members from one another.

- **Buffer Zones in Seating for Common Areas and Flex Desks.** We have rearranged seating in common areas to maintain suitable distancing and generally low density. Similarly staggered seating and buffer zones are applied to chairs in flex desk areas to put space between fellow colleagues and Members seated nearby.
- **Partitions in Open Spaces.** While the majority of our Members are in private offices, we are in the process of evaluating sources of panels and partitions for desking in the open areas. These proximity screens are designed to provide additional shielding between members.
- **Traffic Flow.** We have analyzed the patterns of movement by Members in our spaces, and intend to make each environment light-touch or touchless wherever possible. Our intent is to maximize space between our Members walking from one area to another. In most common areas, we keep doors open so as to minimize touching of handles. We encourage and provide guidance for one-direction walking in certain pathways.
- **Well-Being Stations.** Throughout the Pipeline spaces, Members will find a variety of physical well-being stations that include hand sanitizer dispensers, wipes, and general cleaning materials.

3. Heightened Sanitary Measures

- **1st and 2nd Layer: Deep Cleaning Protocol.** We have continued to intensify our routine, preventative cleaning throughout the day and to adhere to even higher disinfecting standards. These measures, compliant with the guidance of the CDC and WHO, are being applied in each space by both an external professional cleaning team and our own internal teams administering regular cleaning. Our teams are executing on these protocols with ever greater frequency and scope, especially focused on frequent touch points. Professional cleaning services fortify these practices, using industrial-level cleaning materials where permissible. High-traffic areas, such as bathrooms, are regularly cleaned and are supplied with additional soap and resources.

- **3rd Layer: Abundance of Complementary Cleaning Materials for Members** Pipeline encourages members to use the cleaning materials we make available throughout our spaces to maintain cleanliness of their individual stations. This includes hand sanitizers, wipes, cleansers and other such materials. In addition to the cleaning efforts of our two teams in each location, we also urge all Members to assume personal responsibility in maintaining a highly hygienic space as their individual contribution to the wellbeing of the overall community.
- **Private offices.** For those with private offices, we have taken the steps to prevent night staff cleaning the entire space from entering those offices, unless requested otherwise, so that no additional sets of hands touch their space. It is advised to leave trash bins and other materials outside of the door at the end of each work day if there is anything to be taken out. Pipeline provides cleaning materials upon request for private office holders to clean their individual offices.
- **In/Out Policies for Common Areas.** In commonly used areas, such as conference rooms, phone booths and the business center, we direct users to wipe down the exposed areas upon both entering and exiting. This protocol, with the use of supplies made available by Pipeline, ensures cleaning occurs twice before each use.
- **High Touch Areas and Materials.** Areas that include items used repetitively by various people are adjusted. For instance, in the café, Members will find a new array of single use materials so as to diminish repetitive usage of common items. In the business center, sanitizing products are generally located near the printer/copier. At the front desks, greater distancing will be enforced.

In spite of the global disruption, initial trends indicate that flexible office space will play a vital role in reviving the economy. We look forward to working toward solutions to make this a safe and healthy environment for all Members of our community.

Pipeline Team