



Safety guidelines.



Maintaining a safe workspace - standards and safety guidelines for returning to the office. Version 1.0.

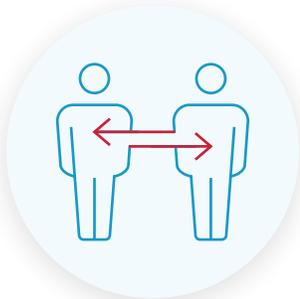
A note from Metro.

As we approach what we all hope is light at the end of this tunnel please trust that our entire Metro Offices team, from our Front Desk Coordinators to our Center Managers to our Corporate Staff and our CEO, have been working diligently to ensure a safe and comfortable transition back to the office. For those of you that have chosen or been forced to modify your operations over the past several months we aim for your return to be seamless. As it remains that we sincerely consider each of you partners, and continue to strive for our mutual and equal success, we humbly and carefully accept the responsibility to provide you with the highest quality workspace experience. The confidence and trust many of you have placed in us and conveyed through candid conversations about your businesses and our shared future perpetually fuel this commitment. This responsibility currently demands we adhere to the safety guidelines outlined by the Centers for Disease Control as well as both our local, State and Federal governments. The information following in this handbook attempts to address priority health and safety concerns including Metro Offices policies and procedures. Should you have questions or concerns applicable to you and/or your team and the specific way you operate your office, please reach out to our Covid-19 Taskforce at taskforce@metrooffice.com.

Please note that this is not a legal document nor does it contain any information that can be considered binding to any previously executed Agreements between Metro Offices and our clients. We encourage you to seek independent legal advice should you require guidance regarding the re-opening or ongoing operations of your particular company and/or individual office. This document is also not health advice and we further encourage you to seek such advice from public health authorities and qualified medical professionals.



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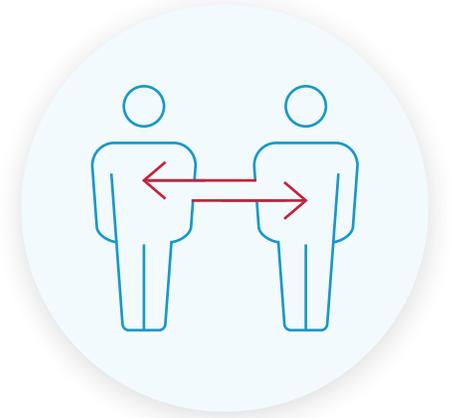
The health and safety of our Team Members is our first responsibility and therefore our top priority. Giving them the tools to keep themselves safe and healthy is necessary for them to continue to perform their duties, and to support you and your Team's efforts to stay safe and healthy as well.



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Communication is critical to the safety of our community. Please review the below protocol should someone who has been in our Building or our Center, including Vendors, Guests, Visitors, our Team Members or our Clients test positive for Covid-19.

What to Expect



Measures Metro Offices has taken to prioritize the Health, Safety and Comfort of our Teams, our Clients, our Vendors and all of our Guests and Visitors.

Enhanced Cleaning and Protective Measures

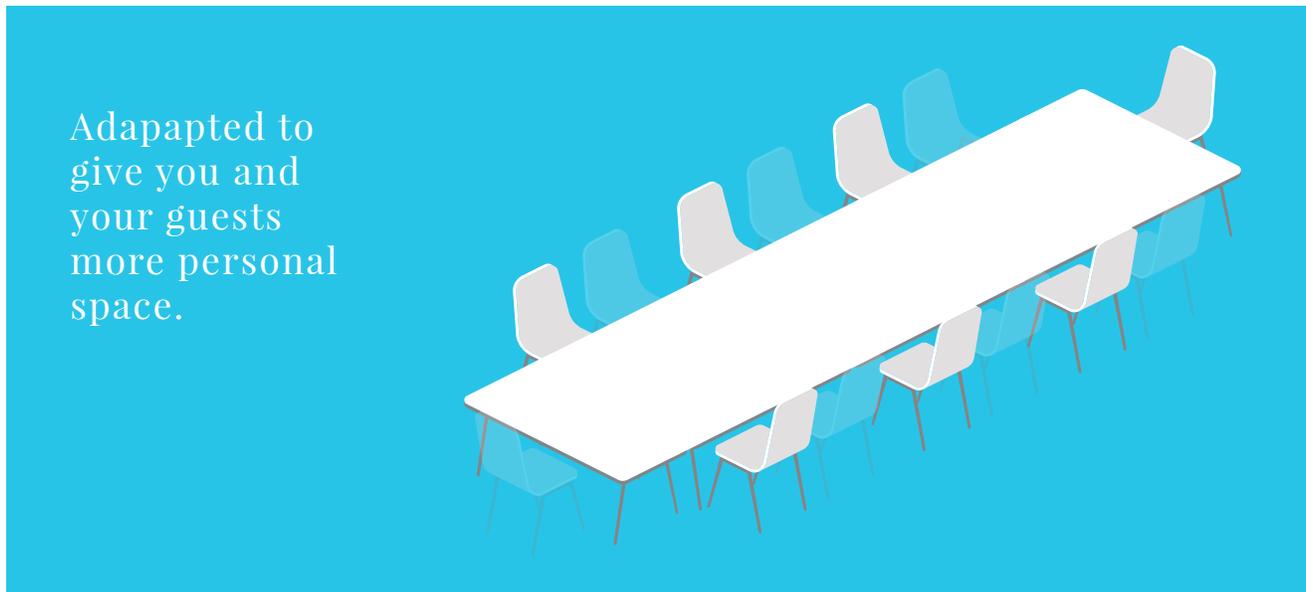
- Employees have been provided ready to use cleaner approved by the CDC as effective against the Coronavirus and have been instructed and trained to perform thorough cleaning of high touch areas regularly and often throughout the day
- Free standing hand sanitizer stations for our elevator lobbies (on order)
- Wall mounted hand sanitizer stations purchased for café areas (on order)
- Alcohol wipes in café & copy rooms for high touch points
- Self-cleaning Nano Septic film for meeting room entry and exit handles, refrigerators and elevator button touch points (on order)
- Protective plexiglass at front desk

Decals and Signage Throughout Locations

- Floor decals in elevator lobbies to encourage social distancing recommendations
- Floor decals in reception areas as a reminder to allow our teams to support you from a comfortable distance
- Signage in our lobby, meeting & training rooms and café areas to encourage social distancing recommendations

Meetings and Training Rooms

- “Buffer Times” have been instituted between EVERY reservation to allow for thorough and careful cleaning between meetings
- Seating has been removed to allow for appropriate physical distance between meeting participants
- Reservations for more than 10 people have been restricted per local government orders



Individual Building Measures

- Building specific guidelines will be provided to respective clients and are further available upon request
- Guidelines put into place by Property Management including but not limited to:
 - Stairwell flow of traffic designations
 - Elevator occupancy limitations
 - Café, Meeting Room & Gym Facility closures or change of hours
 - Parking garage management protocols
 - Building cleaning service protocols

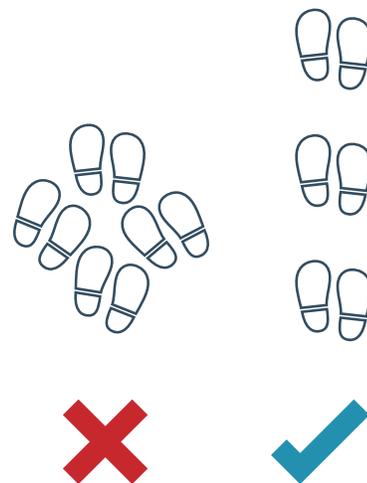
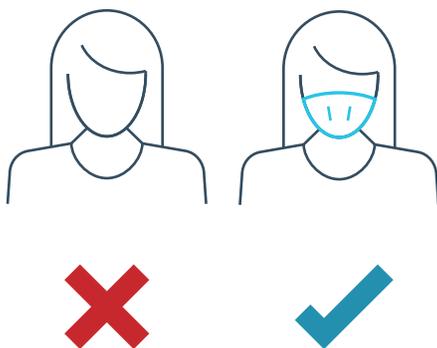
Our Clients



Our Centers are unique environments where our respect and care for one another is paramount for not only our shared success but for our mutual health and safety. While Metro Offices is dedicated to support your efforts, each Client is responsible for outlining and enforcing the guidelines that work best for their respective teams.

Please join us in this effort by considering the following best practices:

- Require sick employees to stay home
- Ask employees to self-monitor and report symptoms
- Practice social distancing in shared spaces throughout the center
- Increased and regular practice of good personal hygiene
- Consider providing / using disinfectant sprays or wipes for you or your team's individual workspaces
- Use masks or face coverings when/where required by Metro Offices and as is recommended by local and Federal health organizations



Our Teams



The health and safety of our Team Members is our first responsibility and therefore our top priority. Giving them the tools to keep themselves safe and healthy is necessary for them to continue to perform their duties, and to support you and your Team's efforts to stay safe and healthy as well.

Please see the steps taken below to support our Center Teams:

- Provided equipment and training necessary to perform their duties safely including the use of personal protective equipment to include but not limited to:
 - Masks
 - Disposable gloves for mail & package handling and when cleaning with disinfectant
 - Cleaning supplies to regularly disinfect workspaces
 - Protective plexi-glass at front desks
- Requiring employees to perform regular deep cleanings of their personal workspaces
- Not permitting vendors to enter the space without following appropriate protocols
- Any team members feeling sick or showing any symptoms of Covid-19 are required to stay home and seek medical care if needed
- Implementation of staggered shifts to offer flexibility and to reduce employee overlap during the workday



Positive Case Protocol



Communication is critical to the safety of our community. Please review the below protocol should someone who has been in our Building or our Center, including Vendors, Guests, Visitors, our Team Members or our Clients test positive for Covid-19.

Please see the steps below to ensure the safety of our community:

- We will immediately communicate that there has been a confirmed case to all clients, and to the respective Property Management Team
- We will investigate to discover and report the following:
 - The date the individual was last in the building and/or our Center
 - Any common areas the individual may have used in the past 7-10 days (parking garage, stairwell etc.)
 - Whether or not this individual was in direct or close contact with anyone else that may be visiting the space including coworkers
 - Confirmation that the individual is under quarantine
 - Confirmation that the individual will not return to work
- As more details are confirmed such information will be relayed to All Clients and the Property Management Team (***Identity of team member and any indicators about their identity including their gender and their company will remain confidential***)
- Depending on factors including but not limited to the areas of the building where the individual may have visited and when they may have visited the Center will be disinfected and deep cleaned
- **Should you or a member of your team test positive, please inform us IMMEDIATELY, at taskforce@metroffice.com**

