



# Hana's Healthy & Safe Return to the Workplace

We are prepared to address this new work  
world to ensure our clients and members  
feel safe returning to the office



# Hana's Commitment to Health and Safety

At Hana, the health and safety of our members and employees are our top priorities. Since the start of the COVID-19 pandemic, we have followed all government mandates and guidelines in regard to the occupancy of our spaces.

As many have been forced to work remotely, professionals see their relationship with the office changing as a result of COVID-19 — and a new work world has emerged.

We are prepared to address this new work world and recognize that both employers and employees have concerns about returning to the office. At Hana, we are committed to making you feel safe and ensuring our clients, members and staff are healthy at all times. While we will reopen our spaces based upon local guidelines, threat levels and preparedness of each location, we recognize that each person's comfort with returning to the workplace is unique. As always, we welcome your feedback on how we best provide you with an environment where you can accomplish great things.

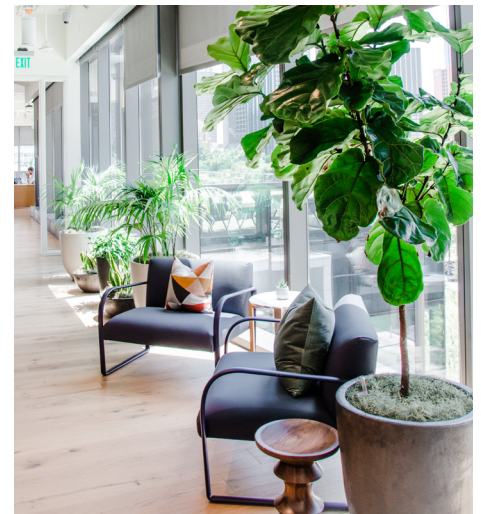
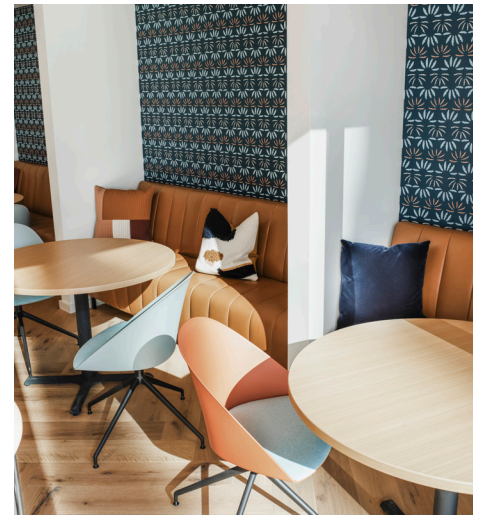
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# Reopening Hana

As we prepare to reopen each of our locations, we will continue to follow applicable local, state and federal government mandates as well as CDC and OSHA guidelines. Hana will start with a limited reopening after evaluating each of the below:

- Lifting of any shelter in place or quarantine orders by local, state or federal government.
- Coordination with Hana landlord partners, cleaning vendors and members to optimize operations with a focus on the health and safety of members, visitors and employees.
- Complete preparedness of our spaces including the necessary cleaning materials, protocols and training as well as on-site personal protection equipment.

After a complete deep cleaning and sanitation, Hana will open each space with limited access and services. We will continue to monitor each Hana location on a case-by-case basis to ensure the continued health of our members, clients and employees.



## Reporting Cases of COVID-19

- Self-reporting of any diagnosis is greatly appreciated to ensure the health and safety of our members and employees. If you'd like to report a case of COVID-19, you can reach out directly to the on-site Hana team or email [COVID19@yourhana.com](mailto:COVID19@yourhana.com).
- We will email our members as soon as possible if we receive notice of any suspected or confirmed cases within a Hana unit and will close to perform proper cleaning and sanitation.





# Returning to Hana

To ensure the health and safety of our members, clients and employees, Hana will begin with a limited reopening that includes various changes to our operations. This may include controlling occupancy levels. If any member is feeling ill or has been exposed to the COVID-19 virus, we ask that they stay home for a period of at least 14 days to monitor potential symptoms.



## ACCESS

Access is limited to Hana Team and Share members only from 6 a.m. to 6 p.m. local time to ensure the proper overnight cleaning protocols. No guests or visitors are allowed and no external meetings can occur. Prior to entry, all members will be asked to review and ensure they are not exhibiting any potential COVID-19 symptoms.



## CLEANING STANDARDS

Hana will be implementing increased cleaning and sanitization at all locations. All members will also have access to hand sanitizer and dedicated placemats to mark their workspace and desire for cleaning when finished.



## ON-SITE STAFF

Hana will limit staff upon reopening and follow alternating schedules to ensure their health and safety. On-site staff will wear face masks when interacting with members or clients, routinely have their temperatures taken and will implement elevated, on-going cleaning standards.



## AMENITIES & COMMON SPACES

Upon reopening, Hana will offer limited food and beverage services including coffee, water and purchasable, pre-packaged food from our Micro Market. All such services will be provided using single-use and disposable packaging. Common areas will have significantly reduced seating. Members and clients will be asked to denote their workspaces using dedicated, disposable placemats.



## SOCIAL DISTANCING AND SPACE GUIDELINES

Hana has instituted various social distancing protocols outlined on page 6 for each of our solutions. To ensure the health and safety of all, members within common spaces will be asked to wear a face covering. Share members stationed at a workspace may remove their mask if they can remain socially distant.

After continued monitoring on a location-by-location basis, Hana will evaluate if potential risks of COVID-19 have been reduced. At such time, Hana may reevaluate our approach. This may include increasing access to visitors and guests and allowing external meetings; increasing on-site staff; and adding additional food and beverage services.



# COVID-19 Symptom Review

Hana is asking that any individual entering our office spaces, including our employees, refrain from doing so if they are experiencing any of the established COVID-19 symptoms.

The WHO has published the following list of COVID-19 symptoms:

- Fever or chills
- Cough (new, dry)
- Fatigue (new or atypical)
- Shortness of breath or difficulty breathing
- Unusual muscle or body aches
- Atypical headache
- New loss of taste or smell
- New sore throat
- Congestion or runny nose (not associated with allergies or otherwise unexplained)
- Nausea or vomiting (unexplained)
- Diarrhea (new, unexplained, unusual)
- Conjunctivitis
- Rash on skin, discoloration of fingers or toes
- Chest pain or pressure
- Loss of speech or movement



# Hana's Cleaning and Health Protocols

## PRE-OPENING CLEANING

Each Hana location will require a deep cleaning using disinfectant prior to resuming any operations. In addition to a deep cleaning, a fogging treatment like Clorox 360 or similar electro-static cleaning methodology may be conducted.



## ON-GOING CLEANING

Hana will maintain an elevated standard of cleaning and health protocols for its locations that include:



**Common areas and restrooms** are cleaned multiple times per day, particularly during peak occupancy hours.



**Food and beverage areas** are wiped down multiple times per day.



**High traffic items** including door handles, elevator call buttons, turnstiles, handrails, elevator doors, touchscreens and meeting room keypads are cleaned multiple times per day.



**Floor mats** are disinfected regularly and replaced weekly.



**Meeting rooms** are cleaned and sanitized between use. This cleaning includes replacing iPad covers, disinfecting stylus pens and meeting room supplies.



At a minimum, **Team suites** are cleaned regularly. Enhanced cleaning may be requested by members.



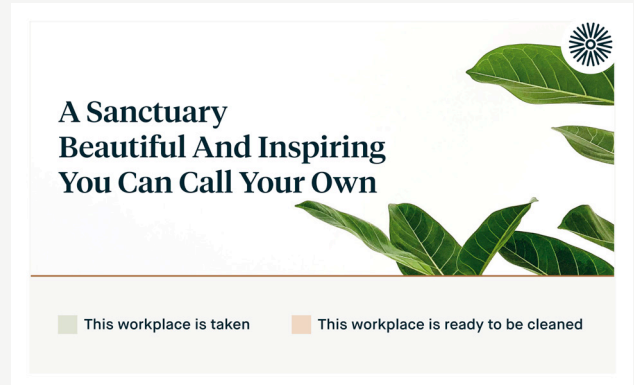
**Hand sanitizer and wipes** are available for members in kitchens, commons, Hub area and specialty rooms as well as at entrances and lobbies.



# Ensuring Social Distancing in Our Spaces

## SHARE & COMMON SPACES

All common areas will be clearly marked with 6-foot social distancing stickers and directional stickers will be laid on all common floors. Hana will have limited seating in our common areas and share spaces. Members will be asked to mark their workspace with a dedicated, disposable placemat and note on the mat when they are finished. Members will also be asked to wear a face covering when not at their workspace.



## MEETING & FOCUS ROOMS

Meeting rooms will only be reservable by current Hana members. Meeting booking will require time for cleaning in between each use. All focus rooms will also require cleaning between sessions and will be marked when clean and available for access.



## TEAM SUITES

Hana encourages each Team to implement in-suite practices that work for their employees. However, we recommend that our Team clients practice in-suite social distancing through limited occupancy. Prior to re-opening, Hana will share all Teams with suggested best practices for social distancing, including layouts and staggered in-office days.

