

workden.

Member Etiquette Guide

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Section 1: Community Guidelines

General Etiquette for when you're at work

While we definitely want you to feel at home at Workden, please remember that you're sharing the space with other members.

If you see that another member is violating any of our policies or guidelines, please let the Workden Community Manager on-site at your location know. You may also report any issues by emailing us at allo@workden.app.

General Rules Across All Locations

- Please avoid fully reclining, laying down or putting your feet up on the furniture to sleep.
- Please keep your shoes on at all times and avoid putting your feet on the furniture, both with or without shoes.
- Please do not run or pace throughout any locations.
- Please do not visit websites with inappropriate content.
- Please do not play musical instruments or create art, aside from pencil or pen drawings.

Conducting Business with Fellow Members

- Our community is all about finding opportunities - this includes business opportunities. If you do business with fellow members, we expect that you do so daily, ethically, and professionally. We do not tolerate fraud. We understand that from time to time, the outcome may not always go as planned. But that's just one of the risks and possibilities when doing business with other members.

Respecting Our Space

- Workden physical space is our community's home. Every day, members and their guests rely on our spaces to be clean, functional, and a representation of their businesses. We all share these spaces, so please do your part by respecting them and keeping them clean.

Kitchen and Pantries

Workden Cafe Cart is an ideal spot for socializing, casual meetings, or a quick escape from your desk. These areas are shared by all members, so be mindful of others while filling up your cup with coffee, tea, or water. We ask all members to clean up after themselves.

Our Workden Community Managers are here to ensure that there is always fresh coffee and sufficient tea bags, water, and cups. If you notice that it's running low, please let your Community Manager know and they will replenish immediately.

We ask that you refrain from entering the kitchens or go behind the bars of our Host Partners restaurants/bars. If you need anything or have a special request, please let your Workden Community Manager know.

Phone and Virtual Call Areas

- We understand that a large part of our days are spent conducting business meetings on phone or virtual calls. This is exactly why we have designed our workspace locations with zones to suit your communication needs.
- Please ensure that you keep all phone and video calls in the Collaborative or Lounge Zones. It is prohibited to have calls in the Quiet Zones.
- We encourage all to try and limit time in Private Call Zones to 30 minutes or less. This gives our whole community the opportunity to take advantage of them.

Photos and Filming

- We do not allow film or photo shoots during Workden hours
- Members cannot take photos or film other members without their consent
- If you wish to rent the space for a photoshoot, please contact our Workden team at support@workden.app and we will try to accommodate your needs in aligned with our Host Partners outside of Workden hours

Bringing Outside Food

- Due to health and safety, most of our Host Partners do not permit outside food. However, some of our locations offer discounted lunch menus for Workden members. Ask your Workden Community Manager, or reach out to us via support@workden.app

Personal Belongings and Lost and Found

Workden is a member-only community and we work hard to create a safe and respectful environment. Members often leave belongings at their table to visit the restroom, take a call outside, or grab some lunch.

While our Workden Community Managers do their very best to keep an eye on things at all times, Workden cannot be held responsible for any items that go missing when left behind by a member. We recommend keeping items of value with you at all times.

We don't currently offer storage or lockers at any Workden locations, so we ask that you please take your items home with you at the end of each workday. We do understand that sometimes members may unintentionally forget some of their personal belongings behind. We will do our best to retrieve these items, put them in our lost and found section at our Workden location and make every attempt to track and contact the owner of these items. If we do not receive any requests or attempts from a member to retrieve their personal belongings left behind after 7 days, they will be either disposed of or donated to the closest charity.

Noise Level Control

We want Workden to be a comfortable and productive environment for all of our members. That's why we do our best to control the noise level at all of our locations.

We also have ambient music playing to try to reduce distraction from others in space who might need to take calls while using Workden.

We ask that all members are respectful of others and are mindful of the volume of their conversations and while on phones.

Here are our guidelines:

- Be mindful of your volume when having conversations as not to be disruptive to others around you
- Avoid using the speaker on your phone or computer at all times (we ask that you always use headphones)

- If you expect calls, text messages, or notifications, please make sure the volume on your device is at a reasonable level

Section 2: Group Etiquette Guidelines

Everything you need to know about meeting with colleagues at Workden

- All of our spaces are collaborative, which means that we welcome conversations and phone calls while using Workden.
- That said, maintaining communal etiquette standards helps us consistently deliver on our promise to create beautiful, productive spaces that make everyone feel welcome.
- While having conversations, please try to speak at a volume that allows other members to be productive during their workday too. We ask that all members do their best to keep volume to a normal level and to choose seating areas that feel a bit more private if you're in a group.
- Also, please be aware that our hosts are there to ensure that our spaces are comfortable and productive. If a group (or a member) is doing something that may be disrupting other members, they will be asked to modify their behavior.
- We also ask that you keep the content of your discussion to work-friendly topics and avoid excessive cursing. We understand that this can be subjective, so we appreciate your help in making sure all members feel safe and comfortable while sharing the space.
- Here are some guidelines that will make Workden great for teams and individuals alike:
- We ask that members limit meetings to 5 people or less whenever possible. Large meetings, especially in the middle of a space, can be very distracting to individuals trying to do heads down work nearby. Due to COVID-19 Safety Protocols, groups must be following all current government regulations.
- Please don't pace or hold standing meetings
- If you do have a multi-person team working in the same space, avoid yelling across tables.
- Try to use spaces that have both collaborative and quiet areas

- Try to take advantage of the amenities we offer to accommodate louder calls, such as Private Zones or call areas.

Section 3: Phone and Video Call Policy

Guidelines on conscious and courteous phone and video calls

- We know you'll likely need to make a few calls while working Workden. This is absolutely allowed and encouraged. This is exactly why we have designed our workspace locations with zones to suit your communication needs.

Please ensure that you keep all phone and video calls in the Collaborative or Lounge Zones. If your location has a Private Zone, you may use this area for more private calls (maximum 30 minute blocks). It is prohibited to have calls in the Quiet Zones. If you're not sure where these zones are, please feel free to ask your Workden Community Manager on-site.

- Here are our guidelines:
- Be mindful of your volume when having conversations so as not to be disruptive to others around you.
- Do not use the speaker on your phone or computer; please only use headphones.
- Refrain from cursing or speaking about personal matters at length.
- Try not to pace excessively throughout the space while on a call, as this movement can be distracting to your fellow members.
- If you expect calls, text messages, or notifications, please make sure the volume on your device is at a reasonable level. We encourage you to have your devices set to vibrate whenever possible.
- Please know that if our Workden Community Managers observe that you are speaking too loudly on a call or receive too many complaints, they will politely approach and ask you to speak at a lower volume. This also applies to instances where members are not using headphones.

Section 4: Member Complaint Reporting

In order to ensure that all our members experience a smooth and seamless experience, we encourage member feedback.

Please report any issues, such as lighting, damage, WiFi disruptions, cleanliness, member conflicts, etc. with your Community Manager on-site, by email, or on our anonymous comment cards.

This system has also been designed to mitigate any conflicts that may arise between members. Therefore, other members will not be able to see your complaint, as this allows members to discreetly report other members who they feel are not respecting the Workden Member Etiquette rules.

For example, occasionally you might come across another member who does not realize they're being too loud. We understand how this can break your concentration and reduce productivity.

If someone is severely distracting you at one of our locations, please let your Workden Community Manager know so that they can handle the situation directly. Our Community Managers are there to ensure that Workden is a comfortable and productive workplace and are more than happy to take charge.

If you do not feel comfortable raising any issues to your Workden Community Manager on-site, we encourage you to use the discretion of the comment cards or reach out to the Workden team via support@workden.app.

We encourage members to report any inappropriate behaviours of members, incurred to them or observed of being incurred amongst other members. All issues including but not limited to:

- Verbal or physical harassment
- Destruction or theft to property of the space or property of members
- Rules of the Workden Member Etiquette Guide being abused

Section 5: Workden Code of Conduct

As a community, each of us is called to value one another and treat each other kindly and with respect. We are committed to fostering a hospitable, inclusive, and tolerant environment, free from harassment, abuse, or mistreatment of any kind and for all individuals.

We're committed to ensuring that every member feels at home within our community.

Diversity and Acceptance, Workden Each Other

Our members are the heart and soul of our community. Members connecting - whether online, over a cup of coffee, or at an event - are key to our community's ongoing success. As a diverse, global community, we encourage open mindedness as well as the understanding that other members' actions or beliefs may not be the same as our own. These values serve to enrich the mix in our community and maintain respect for others.

Zero Tolerance

We uphold a zero-tolerance policy for harassment or abuse, both verbal and physical.

Anyone exhibiting hate speech or intentional discrimination against any race, religion, national origin, gender or gender identification, sexual orientation, disability, or other class of people, will be asked to leave our community. This applies to behaviour in our spaces, content on any of our digital interfaces, or content on the person's public online profile outside of Workden.

Also, we do not tolerate harassment or abuse of our hosts, both verbal or physical, and we apply the same protections from harassment and abuse as we do to members. We do not condone touching hosts, referring to their appearance or clothing, or calling hosts by terms of endearment such as, but not limited to, "sweetheart" or "honey".

We are committed to creating a hospitable, respectful, and empowering environment for everyone. We implore our members to report anyone violating these policies. Or any problematic persons in our community, so if you see or hear something, please say something.

We reserve the right to terminate the membership of anyone who violates these policies.

If you've experienced or witnessed abuse or harassment at any of our locations, report it directly to the Workden Community Manager on-site, or if you feel more comfortable, you may use the discretion of the Reporting Tool in the Workden App or email support@workden.app.

Practicing Safety

Criminal Activity

We strictly prohibit any criminal activity and will work with law enforcement to ensure the safety of our communities.

Non-Violence

The safety and security of our members is paramount. We don't permit or tolerate violence or the threat of violence of any kind against any members, guest, or employee. If you feel unsafe, or witness threatening or violent behaviour, please advise the Workden Community Manager on-site or email support@workden.app immediately.

Prohibition of Weapons

Following our non-violence policy, we do not allow any weapons within our spaces. This includes, but is not limited to guns, knives, tasers, and other dangerous objects. If you ever see a weapon in our space, please advise the Workden Community Manager on-site or email support@workden.app immediately.

Emergencies

For all emergencies, please do not hesitate to contact your local authorities and advise your Workden Community Manager of the emergency.

Section 6: Guest Policy

Bringing Minors to Workden

Workden is a service that was built for professional adults who need a productive environment to work. The age requirement for Workden members (Day Pass or monthly membership plan) is 18 years of age or older.

Minors between the ages of 12 and 17 may be welcome to enter our spaces under the adult supervision of a member on a Day Pass or with a membership plan if approved in writing by Workden Company Management. Children must register at check in with the Workden Community Manager as a guest of that member, who will be charged the standard guest Day Pass fee.

All guests of a Workden member must abide by the Workden Member Etiquette guidelines, this includes, but is not limited to, children, students of tutors, interns, and colleagues. Workden also reserves the right to ask any member and/or their guests to leave one of its locations if the minor's

behavior (just as with any non-minor guest) becomes disruptive to others around them.

Minors under the age of 12 are not currently welcome except in specific, approved cases and with advanced notice to Workden Company Management.

Members must accompany their minor guests at all times. It is prohibited for the member to leave the location without their minor guest.

For further questions on this policy or to inquire about writing approval by Workden Company Management, please email us at support@workden.app

Bringing Dogs or Pets to Workden

In general, pets are not welcome to Workden. Although we are animal lovers, we do not allow any into our locations.

That said, we abide by the ADA law that allows service animals (defined as an animal that is trained to do work or perform tasks for an individual with physical or mental disability) to enter both public and private places, including restaurants.

Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. Please note, this does not apply to emotional support animals or service-animals-in-training, which we cannot accommodate at Workden.

If a service animal is disruptive or becomes dangerous in any way, our Workden Community Manager will ask that you take effective action to control the animal. If the owner is unable to do so, our hosts may ask that you take the animal outside of the Workden location. Members will be welcomed back with the service animals as long as the animal has calmed down and does not continue to be a disruption.

If you have any more questions before you head into a space, please email us at support@workden.app. Furthermore, if you would like to know more about the measures we have taken to prevent the spread of COVID-19 and protect our members and staff, please review our "Workden COVID-19 Safety Protocols" guide.