

## **IWG plc response to COVID-19**

As the COVID-19 pandemic continues to impact daily life, our full focus remains on helping our customers to run their businesses. We do so with our customers' and our employees' health and wellbeing as our highest priority.

### **Ensuring a safe working environment**

We are implementing hygiene and physical distancing measures across all our locations as recommended by local governments and the World Health Organisation (WHO).

These include:

#### **Frequent cleaning**

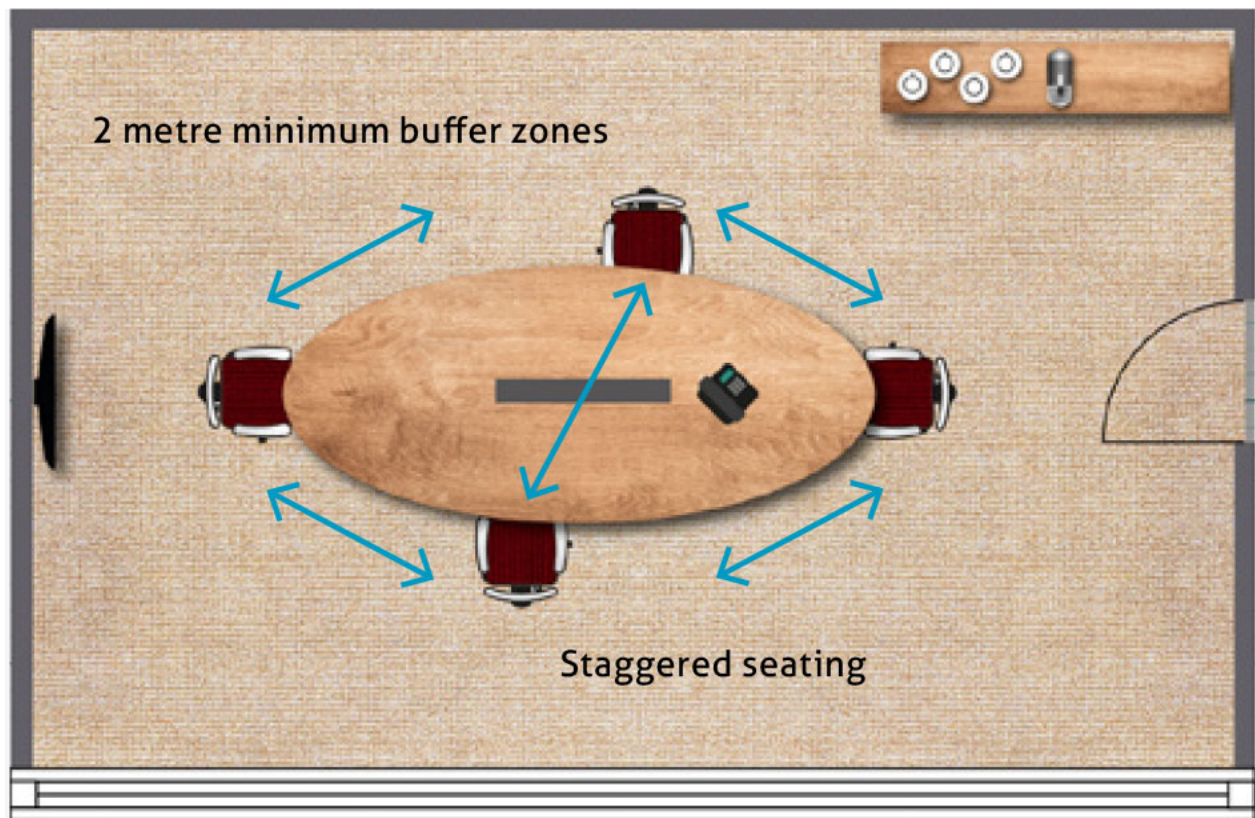
We have increased the frequency of cleaning during the day, focusing on high touchpoint areas, surface and workspace cleaning to meet global health and safety regulations.

#### **Physical distancing**

We have taken the principles of physical distancing and adapted them for the workplace. This includes how people move around our centres, with clear information, signage and protocols in place to ensure minimal person-to-person contact.

#### **Meet safely**

In order to make sure that our customers can continue to use our meeting rooms in accordance with health and safety guidelines, we have established a meeting room safety protocol. This protocol encompasses the use of spaced seating to allow for physical distancing, moving around clockwise, and maintaining a safe distance for catering – all indicated with signage.



### Visible signage

Our centres all have detailed health and safety guidelines on display in key strategic locations. These guidelines support and remind our members and customers how to conduct business in the safest possible manner.



# Help stop the spread of COVID-19

Our top priority is the health and well-being of customers, employees and guests.



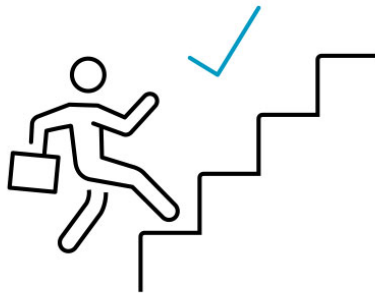
Please ensure you wash or sanitise your hands before using any photocopiers, printers, coffee machines or the refrigerator.

**Thank you for your support**

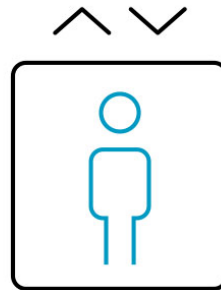


# Help stop the spread of COVID-19

Our top priority is the health and well-being of customers,  
employees and guests.



Please use the stairs  
if possible



If using the lift only 1 person  
at a time

**Thank you for your support**

# Healthy and safe meetings

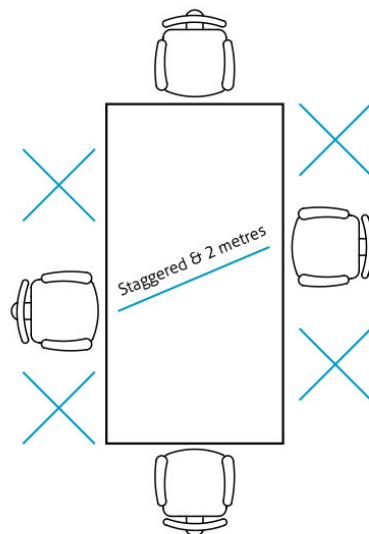
Our top priority is the health and well-being of customers, employees and guests. Please follow these guidelines.

Practice social distancing by sitting or standing at least 2 metres apart

Walk in/out of the room in a clockwise direction to avoid contact

Please use a napkin when using the coffee/tea accessories to avoid direct contact

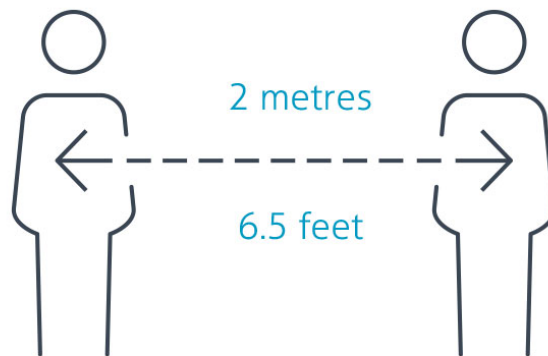
If your meeting includes catering please maintain social distancing when serving food



**Thank you for your support**

# PLEASE KEEP YOUR DISTANCE

*Work safe and comply with social distancing*



For your own safety and to help slow the spread of the Coronavirus we ask that you keep a space of 2 metres / 6.5 feet between yourself and other people.

Thank you for your support.

## **Access to IWG locations**

Information about access to IWG locations:

The COVID-19 pandemic is affecting different countries in different ways. Therefore, the question of access to our centres varies depending on which country or even city you are in.

To enquire about the status of a specific centre, customers should contact their home centre.

All our locations continue to be accessible 24/7 for customers who have their own key - with the exception of any centre that may have been temporarily closed for deep cleaning. Our teams will advise customers directly of any such closures.

We are extremely grateful to our great teams around the world for their hard work and unwavering dedication to our customers.

### **Helping you get back to work quickly and efficiently**

#### **Responsive workspace**

If you need to accommodate a remote workforce, we can provide the space where and when you need it.

#### **Ultimate flexibility**

Because the future remains uncertain, we can give you the space you need today that you can easily adapt if your workspace needs change.

#### **Professional home office**

Provide professional support for your teams working from home with a range of virtual services.