



COVID-19 Preparedness Plan

Coco is committed to providing a safe and healthy workplace for our team and member community. To ensure that, we have developed the following Preparedness Plan in response to the COVID-19 pandemic. Our team will train, implement, and improve this plan over time. Our goal is to mitigate the potential for transmission of COVID-19 in our spaces, and that requires full cooperation among our team and member community. Only through this cooperative effort can we establish and maintain the safety and health of our team, members and spaces.

The entire team is responsible for implementing and complying with all aspects of this Preparedness Plan and we will enforce the provisions of this policy. We incorporated suggestions and feedback from our internal team as well as the suggestions from our community. Our Preparedness Plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines and federal OSHA standards related to COVID-19 and addresses:

- employee policies and health screenings;
- member policies and health screenings;
- hygiene and respiratory etiquette;
- space configuration and protocols for social distancing;
- cleaning and sanitation procedures; and
- communication, training, and effective implementation by management and staff.

Policies and Health Screenings for Coco Employees

Our team has been informed of and trained to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess our team's health status prior to entering our spaces and for them to report when they are sick or experiencing symptoms.

Coco's employees have been informed of our PTO and sick and safe policies, as they pertain to their employment status and promote them staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. Accommodations for employees with underlying medical conditions or who have household members with underlying health conditions have been implemented.

In addition, we have created the following protocols to increase awareness and safety:

- **Self wellness reporting** | All employees have been informed that they need to report any flu or cold-like symptoms. If those symptoms are experienced, the employee will be removed from any of the location schedules. We will adjust coverage, and when possible allow them to work from home.

- **PPE** | Masks have been provided to all location staff for their protection. PPE will be required at times when requested by members or when prescribed by the current government guidelines and/or mandates.

Staff Exposure to COVID-19

Coco has implemented a policy for employees to inform their supervisor and co-workers if they have been exposed to a person with COVID-19. If they have, we will require them to self quarantine for the recommended period of time and will notify employees and members that may have been in contact. The person's identity will be protected. The Coco team and cleaning vendors will increase cleaning efforts immediately for any objects of spaces that the individual(s) may have been in contact with.

Staff Diagnosis of COVID-19

If a Coco employee who has been in our spaces tests positive for COVID-19, we will follow the *Official Diagnosis Sanitation Procedure* outlined later in this document.

Policies and Health Screenings for Coco Members

Members have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess members' health status prior to entering the workplace and for members to report when they are sick or experiencing symptoms.

- **Self wellness check** | By visiting a Coco location members are acknowledging that they are well and not experiencing symptoms consistent with COVID-19. Members who are experiencing symptoms should not enter the space.

In addition, we have created the following protocols to increase awareness and safety:

- **Guest Access** | Coco will be open to accompanied guests. Guests are required to follow the same health screening procedures as members. In addition, members are responsible for letting their guests into the spaces, ensuring they follow the self-wellness check, and accompanying them at all times while in the space. We must be notified of any guests in the space outside of business hours to ensure proper protocols and procedures are followed.
- **Updates/communication plans** | We are committed to continuing to provide regular member communications as well as updates to this plan as conditions change. Updates will be posted in our member portal.

Member Exposure to COVID-19

If a Coco member has been notified that they have been in contact with someone who received a positive COVID-19 diagnosis, then the following procedure must be followed:

- The exposed member must notify Coco by emailing membership@workatcoco.com.
- If the exposed member has not been in the space, then we encourage them to self quarantine for the government recommended period of time.

- If they have been in the space, then we encourage them to self quarantine for the government recommended period of time AND the Coco team and vendors will increase cleaning efforts for any objects and/or spaces that the individual(s) may have been in contact with.
- Coco will notify employees and members that may have been in contact with the exposed member.
- The exposed member's identity will be protected.

Member Diagnosis of COVID-19

If a Coco member who has been in our spaces tests positive for COVID-19, we will follow the *Official Diagnosis Sanitation Procedure* outlined later in this document. Members who receive a positive diagnosis must email membership@workatcoco.com to notify.

If a member is symptomatic and has been directed by a medical professional to self quarantine (but has not received an official Covid-19 diagnosis due to lack of testing), then that member must notify us by emailing membership@workatcoco.com and providing us with a) the date symptoms began, and b) their location(s) of use. We will take immediate and appropriate action depending on the severity and use, utilizing our cleaning and sanitation guidelines outlined below.

Hygiene Etiquette

Basic infection prevention measures are being implemented at our workplaces at all times. Employees and members are encouraged to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially prior to any mealtimes and after using the toilet. All members will be asked to wash their hands prior to or immediately upon entering any of our locations. We will also have hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) that can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

We have direct ordering access with approved green cleaning products that will be regularly stocked at our locations to ensure there is always adequate supplies to complete our committed cleaning protocols.

Respiratory Etiquette

Employees and members are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. They should dispose of tissues in the trash and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and visitors.

Space Configuration and Procedures

Commons

Open Coworking: Desks or work spaces marked "Open Coworking" are open to be used by any coworking member at any time. We have created ample spacing between tables to allow for distancing when it is preferred.

Print Center

Members who are apprehensive about using the Print Center have a touchless option. They can email their file to the Location Manager, who will print off the file for them. The Location Manager will notify the member via the member portal or in person to let him/her know that it is ready.

Meeting Rooms

In order to ensure safety and compliance in our meeting rooms, we are doing the following:

- Each conference room door will be equipped with signage that notes whether the room is dirty or clean. Upon leaving a conference room after usage, members must flip that room's sign from "clean" to "dirty". This signals the staff that that particular room needs to be cleaned before its next use.

Phone Booths

In order to reduce as many communal contact points as possible, we have removed the phones from the phone booths. Members wanting to use the space must use their own phones. Headphones need to be used for any and all calls or video meetings taken within the common spaces.

In addition, each phone booth door will be equipped with signage that notes whether that particular phone booth is dirty or clean. Upon leaving a phone booth after usage, members must flip that room's sign from "clean" to "dirty". This signals the staff that that particular room needs to be cleaned before its next use.

Private Offices & Dedicated Workspaces

We will make ourselves available to help members reimagine their private offices and dedicated workspaces to adhere to CDC guidelines. This includes providing various product recommendations.

We also will be offering an additional cleaning service on a daily basis that can be purchased.

Cleaning and Sanitation

Regular housekeeping practices are being implemented, including routine cleaning and sanitization. This will be accomplished in three ways:

1) Commercial Cleaning Service

We are cleaning high touch surfaces frequently and conducting regular cleaning rounds a minimum of three times per week.

2) Sanitation Sweep

Staff will be walking through the spaces at regular intervals each day to sanitize high-touch points.

This is called a "Sanitation Sweep" and will be done according to a predetermined checklist of high-touch points within each space. While performing a Sanitation Sweep, staff will wear PPE and be using a cleaner on the CDC's list of approved sanitizers.

3) Meeting Room Cleaning

Each conference room door will be equipped with signage that notes whether the room is dirty or clean. Upon leaving a conference room after usage, members must flip that room's sign from "clean" to "dirty". This signals the staff that that particular room needs to be cleaned before its next use. Staff are responsible for cleaning meeting rooms as quickly as possible after usage to ensure it is ready for the next use. However, if you notice that the room that you have reserved is marked "dirty" and has not been sanitized yet, please notify staff immediately.

Cleaning will be done according to a predetermined checklist of high-touch points within each room. While performing a Meeting Room Cleaning, staff will wear PPE and be using a cleaner on the CDC's list of approved sanitizers.

Official Diagnosis Sanitation Procedure

Upon notification that a person who was physically in one of our spaces has received a positive diagnosis for COVID-19, we will follow the following protocol:

- 1) Without sharing names or details, we will immediately notify members of the affected location about the situation. The notification will be through our member portal notification system, and members will receive notifications via email. All members must provide their emails if not already on file.

Upon notification that there are multiple people who were physically in one particular space that have received a positive diagnosis for COVID-19, we reserve the right to initiate the following protocol:

- 1) That particular space will close immediately and not re-open for the government recommended time.
- 2) We will encourage any members that were physically in that location during the outbreak to self-quarantine for the government recommended time.
- 3) Any members that were physically in that location during the outbreak are not allowed to visit other Coco locations for the government recommended time.
- 4) During the space closure our commercial cleaning company will perform a thorough and detailed sanitization of the affected space.

Communications and training

This Preparedness Plan, along with all corresponding training documents and checklists, were given to Coco staff to read and digest and reviewed on a regular basis. Ongoing communications and training regarding the Preparedness Plan will take place weekly, as it is a standing agenda item for meetings between staff and managers. Management and staff will work through this new plan together and update the training as necessary. Management will also monitor the effectiveness of the program and its implementation by performing frequent inspections according to a Preparedness Plan Inspections Checklist.

This Preparedness Plan has been certified by Coco management and was posted on the Coco Member Portal on May 14, 2020 and updated on subsequent dates. In addition, an electronic copy is available on our website. It will be updated as necessary.

Updated: 12 November 2020

Updated: 17 March 2021

Updated: 1 July 2021

Updated: 10 January 2022

Updated: 14 April 2023 (Fueled Collective is now Coco)

Certified by:

Kyle Coolbroth | CEO, Coco