



LOVE WHERE YOU WORK

How Hub Australia creates healthy and safe workspaces

SEPTEMBER 2020

Hub Australia helps Australian businesses love where they work. We continue to evolve our procedures, products, services, and standards across our workspaces to ensure the delivery of healthy, hygienic, and safe spaces for our members and teams.

The standards and guidelines in this document are part of a wider commitment to incorporate comprehensive health and safety measures into Hub's standard operations.



Safe workspaces for all members

Hub Australia has made numerous changes to our operations and spaces to help provide stability, reassurance, and protection to members and staff.



Responding to Government Guidelines

We follow State and Federal Government guidelines diligently - this can mean restricting the use of certain amenities and clubhouse features when required.

THIS INCLUDES:

- ✓ Following the guidance of Safe Work Australia to provide clean and safe spaces with the cooperation of members.
- ✓ Training Hub's staff to take responsibility for ensuring safety standard compliance.
- ✓ We ask all employers to review [this website](#) with consideration to their own businesses and teams.
- ✓ Adapting our serviced meeting space operations and capacity for member and external bookings, guided by State and Federal Government recommendations.
- ✓ Adjusting our in-house café operations and services as needed, based on Government restrictions.



Hub Australia is continuing to:

- ✓ Optimise communal areas, flexible workspaces, and meeting space capacities.
- ✓ Continue to connect our communities through our multiple digital channels and our ongoing professional development and wellness programming, including the use of digital events.
- ✓ Continue increased levels of cleaning across each clubhouse.
- ✓ Update all workspace guidelines regularly based on OH&S changes and member expectations, including through training and inductions.

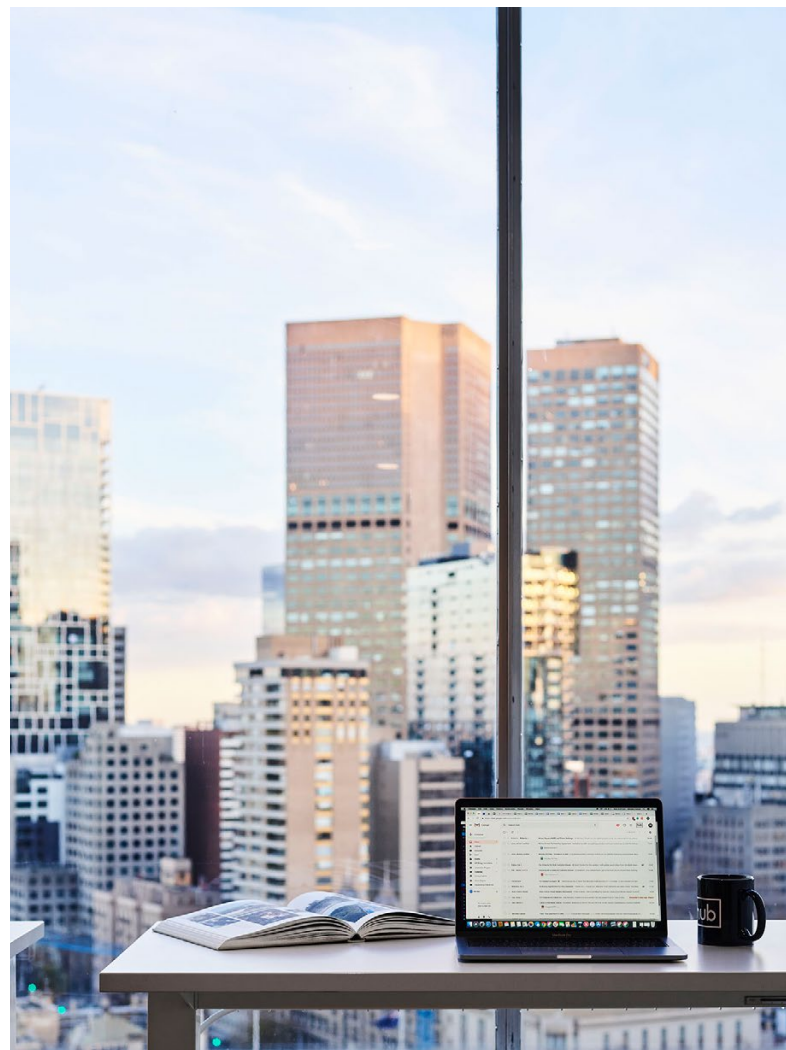


The Future of Work at Hub Australia

COVID-19 has impacted almost every individual and business in Australia, changing everyone's habits and expectations. As Australia looks towards a new evolution of 'business as usual', workspace requirements have a renewed focus on physical proximity and hygiene.

Hub Australia will continue to listen to ideas, concerns, and thoughts of our member community, global leaders, and business networks, using data and insights to plan for the future of our flexible workspaces.

Hub Australia is a member of the [Workplace Operator Readiness Council \(WORC\)](#), a global council of operators and leaders working to share, coordinate, and develop information and resources to create safer workspaces.





Our Hygiene Standards



Hygiene and Cleanliness

- ✓ Hand sanitiser is readily available at all entry points, welcome desks, in kitchens, and other key areas.
- ✓ Our team undertake high-frequency touchpoint cleaning, focused on entry points, handles, taps, communal appliances, buttons and railings, welcome desk area chairs, phone booths, bathrooms, and end-of-trip facilities, in addition to our usual rigorous cleaning regime.
- ✓ Disinfectant wipes are available for all flexible desks, dedicated desks, meeting spaces, phone booths, and in various communal locations allowing members to wipe areas and equipment before and after use.
- ✓ Single-use paper desk mats for use in flexible work areas are available at the welcome desk.
- ✓ Designated floor signage stipulating 1.5m social distancing features at welcome desks, in-house cafés, and member kitchens.
- ✓ Hub is monitoring occupancy levels in all spaces.
- ✓ Hub is regularly maintaining, cleaning, and replacing filters within air conditioning systems.
- ✓ Signage throughout clubhouses is a reminder of key hygiene and social distancing measures.

Workspaces

- ✓ Members must observe social distancing and occupancy limits in workspaces. Our dedicated in-house teams work with members to adjust desk spacing where possible, and offer additional seating points where necessary.
- ✓ Hub continues to offer a wide range of breakout spaces and flexible work areas, allowing members to work whilst respecting social distancing.
- ✓ Side divider screens are installed between open-plan dedicated desks, defining individual workspaces and acting as an extra barrier. These can be purchased for offices and suites.
- ✓ Hub's cleaning contractor can be engaged for additional cleaning within offices on request.
- ✓ If directed by Government health advice, face masks are required in the space and must be worn effectively.

Community, Amenities, and Events

- ✓ Where determined by Government guidelines, meeting spaces may temporarily reduce capacity and catering may be unavailable.
- ✓ Onsite events occur at the discretion of Hub under advice of Government guidelines. We have a range of virtual events to offer community connection and professional development.
- ✓ Hub Australia has member-exclusive Slack channels to facilitate clubhouse and nationwide conversation, alongside our member-only Facebook groups and digital portal.
- ✓ **Virtual office memberships** are available and offer premium business addresses, discounted day passes, mail forwarding, online communities, member perks, and more.

HEALTHY AND SAFE WORKSPACES



Our Staff

Hub Australia is committed to the wellbeing of our staff, and provides training and support required to assist them with providing quality service and spaces to our members.

- ✓ Our staff must attend frequent training on our health and safety guidelines and protocols.
- ✓ Staff are provided with necessary PPE based on Government guidelines.

- ✓ Our staff policy is that anyone unwell is not to attend any clubhouses.
- ✓ We have clear protocols in place for all staff to report and manage health risks and incidents in our locations.
- ✓ We have a dedicated committee led by our Executive team who work to ensure adherence to health and safety guidelines.

Access to our Locations

Ensuring accurate data of who is in each location is a key aspect of our safety operations.

- ✓ Member access is by electronic pass, recording which members are onsite at any time.
- ✓ Guests must enter via main welcome areas and sign in with contact details.
- ✓ Member and guests are advised via entry signage that they are not permitted to enter if unwell.



What working at Hub might look like for you:

We work with members and their businesses to create premium flexible solutions.



A **CoreNet Global survey** indicated that professionals will attend the workplace in waves rather than simultaneously. Hub Australia can support this amongst other safety strategies for your business:

- ✓ Membership options that support flexibility such as A/B teams or staff on rotating days onsite.
- ✓ Social distancing in offices, making use of using flexible workspaces, in-house cafés, and breakout areas.
- ✓ Facilitating staggered commutes and start times for those using public transport or driving. Hub Australia has collated information on travelling safely to each clubhouse: hubaustralia.com/safetravel

HEALTHY AND SAFE WORKSPACES

The Future is Flexible

With daily business experiences evolving, Hub Australia remains committed to providing every member with premium workspace experiences.



Hub Australia works to respond to evolving workplace considerations for our member's best interests. This has led to us providing more membership options, and expanding our flexible workspace solutions, digital channels, event programming, and online benefits.

With a strong commitment to providing safe and healthy spaces for each and every member, Hub Australia will continue to support your business into the future.

"As managers adapt to such a situation, remote working will become normalised [and expedite] the move towards offices that act as social hubs for creativity and innovation rather than as centres for administration and menial tasks on a 9-5 basis. The workplace will become more dispersed, but the office will remain a vital setting"

KNIGHT FRANK, APRIL 2020



Hub Australia is helping our members and their businesses thrive as we all move towards the next stage of business success.

If you have any queries, please contact us:

hello@hubaustralia

Hub Australia Locations

HUB COLLINS STREET

162 Collins Street,
Melbourne VIC 3000

HUB PARLIAMENT STATION

1 Nicholson Street,
Melbourne VIC 3002

HUB SOUTHERN CROSS

696 Bourke Street,
Melbourne VIC 3000

HUB ANZAC SQUARE

200 Adelaide Street,
Brisbane QLD 4000

HUB CUSTOMS HOUSE

31 Alfred Street,
Sydney NSW 2000

HUB HYDE PARK

223 Liverpool Street,
Sydney NSW 2010

HUB ADELAIDE

5 Peel Street,
Adelaide SA 5000