

# Updated Meeting & Event Operating Standards & Protocols

Convene has long been an industry leader in providing a premium experience and prioritizing the health and safety of guests in our spaces. Looking forward, we're implementing new measures to hold ourselves to the highest standards. Premium and safe are now synonymous, and Convene is where you can feel comfortable and at ease.

What we're known for and will continue...	New measures we're taking...
<p><b>Emphasizing healthcare</b> We formed a partnership with Eden Health in 2019 that brought primary care into our spaces and provided virtual healthcare and mental healthcare to our employees and members.</p>	<p><b>Implementing disclosures, active monitoring daily screening &amp; temperature checking</b> We're requiring that our guests disclose their COVID-19 status, that our employees get tested, and that everyone get their temperatures checked upon arrival. This is in addition to online health pre-screenings.</p>
<p><b>Cleaning rigorously</b> We've always prioritized cleanliness in our spaces by conducting daily cleans and deep cleanings on a regular basis.</p>	<p><b>Increasing frequency of cleaning and disinfection</b> We're going to clean continuously, focus on high-touch areas, and add sanitizing supplies; we'll do weekly deep cleans, weekly electrostatic mistings to disinfect surfaces, and have added PPE stations to all locations.</p>
<p><b>Building for spacious layouts</b> Our meeting and event venues are designed to be spacious and allow for ease of movement throughout the space.</p>	<p><b>Redesigning spaces to facilitate proper social distancing</b> We're implementing social distancing guidelines in all common areas and meeting spaces.</p>
<p><b>Installing updated HVAC systems</b> We've upgraded the HVAC in our locations during construction to ensure we have new filtration systems in place.</p>	<p><b>Air quality improvements &amp; monitoring</b> We're making sure we have the cleanest air possible through MERV-13 &amp; bipolar ionization filtration solutions, mobile air purification units, and ongoing air quality monitoring.</p>
<p><b>Integrating hospitality to our spaces</b> We emphasize the experience in our spaces with the way we train our teams.</p>	<p><b>Updating our food &amp; beverage and hospitality standards</b> We've developed stringent protocols for our kitchens. Meals are now individually wrapped and delivered directly to your meeting space.</p>
<p><b>Earning trust over the past decade</b> We've been in the meetings and events industry for the past 10 years and are known for consistently prioritizing our guests' experiences.</p>	<p><b>Increasing communication and transparency</b> We're keeping our guests updated on our operating standards and implementing a new social contract.</p>