



WERQWISE

Location Guide

with House Guidelines and Policies

Welcome to the Community

Welcome to Werqwise

This guide is designed to give you a quick overview of the location and help you settle in. We are pleased to welcome you to the community. Our team is here to help when you need us and make your experience with us as positive as possible. If at any time you feel we can make improvements, please let us know. We look forward to getting to know you better. Thank you for making us part of your journey.

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Where You Work

Location

149 New Montgomery St.
San Francisco, CA 94105
(415) 520–3270

The main Werqwise reception – our Hub Desk is on the fourth floor.

Wi-Fi

Network: Werqwise
Password: Werqwerq17

Hours

- Member Experience Team available Monday-Friday, 8 am-6 pm
- Roam+, Spot+, and Office+ members have access to the building 24 h. 7 days per week.
- Connect+ and Lounge+ memberships have limited access, which will be specified in your membership agreement.

Building Access

All members need to download the app called Kisi as this will give you access to the building and various floors in conjunction with the access card you will be issued on your first day with us. All team members will have received their login information and been asked to set a password on the phone app. If not, please let us know and we will plan to get you signed up asap.

Kisi, in conjunction with access cards, is how we ensure we keep our location secure while offering you flexible access appropriate for the hours of your membership. This allows us to set your access to the relevant floors, meeting rooms, work zones, and the main entrance to the building. It is worth noting that should it ever be needed, you can open the doors for a colleague from where you are, even if you are not in the building.

The Werqwise access card you will be issued is unique to you. This card will open the street doors, unlock the elevator floors, as well as open any door in the building with a reader. Some private office doors do not have readers, they can be unlocked using the Kisi app on your phone or with a key. Please note that lost access cards incur a replacement fee of \$50 each.

Kisi can also be used to identify yourself to our partners to qualify for any discounts (e.g.: Café Madeleine on the ground floor of 149, show your Werqwise Kisi, and save 10% on any purchase).

To unlock any Kisi lock on the app, all you do is swipe the blue Kisi button to the right....and when it “turns” green the door is unlocked.

Elevators

You can use both elevators to access and move around the location. Access to the fourth floor is available to all between the hours of 8:00 am and 6:00 pm without Kisi access cards. Access to floors 3, 5, and 6 as well as the 4th floor outside hours requires the use of your access card to unlock the floors.

Office Keys

We will provide keys for each office plus keys for each cabinet in your office. Some offices also have Kisi locks. If so, your keys are not required but can be kept in your office. We hold master keys for each office, so if anyone ever needs access, please come see us at the Hub Desk and we will assist.

Post and Deliveries

Our Member Experience Team completes regular mail runs to all private offices and the Spot+ area. If you are away from your office, we will retain the mail on the 4th floor. Please feel free to come by the Hub Desk on Four and ask to pick up your mail at any time during the hours of 8–6 each day.

If you are expecting something you wish to receive urgently, please let us know and we will notify you as soon as your delivery arrives.

For parcel deliveries, you will be notified of their arrival using Envoy. We work to deliver parcels to all offices each day. Depending on the delivery time, we may get them to you the next day. Please also feel free to pop by the Hub Desk at 4 and collect your parcels if you wish. Please note that with outsized parcels or those over 35 lbs, we will request that you collect the parcel directly.

When providing others with your postal address, please provide the following information to them

For Spot+ Members:

(Your Name)

(Your Company)

149 New Montgomery St., 4th Floor.

San Francisco, CA 94105

For Office+ Members:

(Your Name)

(Your Company) (Your Office Number)

149 New Montgomery St., 4th Floor.

San Francisco, CA 94105

Amenities

- Full Kitchen
- Teas
- Iced Tea
- Drip Coffee, regular and decaf
- Chilled sparkling, still and hot water on tap
- Fruit infused water
- Microwave
- Refrigerator (please feel free to use for your supplies, but please mark them clearly with your name and date)

- Please note that fresh food items left in the refrigerator will be cleared every Friday night.
- Fruit bowl
- Espresso Bar on 4: Espresso, Americano, Cappuccino, Latte (regular and decaf)

During the week, the espresso bar is closed daily around 11.30 am for about 20 min to allow for full cleaning of the machine. Drip coffees remain available in the kitchen during the times when the machine is nonoperational.

On weekends and outside office hours, please note that our kitchens are not serviced so coffee will not be available. Teas and water are still available. The Espresso Machine will run during weeknights and Friday nights through Saturday mornings.

Public Transportation Nearby

- Montgomery Bart Station
- Montgomery Muni Station
- Cal Train
- Close to many major bus routes
- If you need directions or further information, please ask us to assist.

Parking

- 147 Minna Street Garage
- Paramount Parking Garage – 660 Mission Street
- Prestige Parking – 520 Mason Street
- Palace Garage Parking 125 Stevenson Street

Bikes and Scooters

If you ride to work, there is bike and scooter parking (with power outlets for charging) in the basement. Please talk to the Member Experience Team about basement access.

What to Do in an Emergency

Evacuation Plan notices can be found in the elevator lobbies of each floor and near the fire escapes. These show the locations of escapes, fire extinguishers, alarm pulls, and exit paths. Exit paths are also clearly marked with green “exit” signs hanging from the ceilings. Please take a moment to locate the evacuation plans and exit paths and make yourself familiar with the location of the fire escapes.

The building is fitted with a fully automated fire alarm and sprinkler system. The alarm will sound when a fire is detected, and strobe lighting will activate. However, if you see or suspect a fire, if the alarm is not already sounding, if it is safe for you to do so, please activate the alarm at the nearest alarm pull.

Please also note that the alarm system will be activated if the evacuation of the building is required for any other emergency.

Do not put yourself at risk. Please leave the building immediately because the alarm sounds. If you are in the communal areas of the building or on a different floor than normal, do not return to your office or floor. Please leave by the nearest exit immediately.

In the event of a fire or if the alarm is sounding, do not use elevators. If you are in an elevator and the alarm sounds, the elevator will automatically take you to the ground floor. All Kisi locks will also automatically unlock.

Our muster point is at the junction of Mission and New Montgomery. If this location is not considered safe, the muster point will move to the junction of Market and New Montgomery by the Palace Hotel. Please ensure that your team knows how to gather at the muster point.

Please ensure that you have one person in your business who will act as your emergency coordinator, muster lead, and check that your team is together at the muster point. If anyone is missing from your team, please inform the attending emergency services and, if possible, provide information on where the person was last seen.

Please do not return to the building until you have confirmation from the Werqwise team that it is safe to do so.

Emergency Communications

If, for any reason, the location is not accessible, we will notify all Members of the situation by message using the Member Portal. Please, therefore, take the time to complete your profile and ensure you set your profile to allow notifications. Once the location is ready to access, you will also be informed by a message.

Medical Supplies Cabinets

We have two medical supplies cabinets on site. One on the 4th floor and one on the 6th floor in the restroom corridor areas. Access to these is provided for the convenience of members. Please note that use of any supply is at the sole discretion and decision of the Member and is done so at their own risk.

Access to these is provided for the convenience of members. Please note that use of any supply is at the sole discretion and decision of the Member and is done so at their own risk. While the cabinets comply with OSHA and ANSI, each Member Company should also complete its own assessment of compliance requirements for its own business to decide if they wish to use the cabinets provided and/or stock anything they consider needed for its own employees.

Medical Emergencies

Each member is responsible for ensuring that their own staff are aware of what to do in a medical emergency. There is an urgent care unit at the Ground Floor, 55 2nd Street, San

Francisco, CA 94105. Telephone 415-600-6990. This is a 3-4 minutes' walk from 149 New Montgomery Street.

Please call 911 and request ambulance assistance if needed and notify the Member Experience Team on 415 520 3270 of the situation and location of the patient. Please also confirm that you have called 911 for assistance. The team will then ensure easy access for emergency services to the location.

How You Work

Conference Rooms

There are conference rooms across the different floors of the location on 3, 4, 5, and 6.

When you want to book a room, you can do so on the Werqwise App or in the Member Portal on the website www.werqwise.com. As a member, you will have credits to use for booking conference rooms. The number of credits depends on your membership level and the number of members and is stated in the Membership Agreement. If you need information on your credits, your Lead Member will have the details, or you can ask our Member Experience Team. You will not be charged for meeting rooms until your credits have been used up. Please note that credits are allocated by calendar month and do not roll forward if they are unused.

When booking rooms online, you will see the dollar cost of each booking. FYI, each credit is valued at \$20. There are three different tiers of “pricing” for the meeting rooms:

- Dome and Brainstorm – 0.5 credits (\$10) for 30 min
- 3A, 3B, 4B, 5A, 5B, 5C, 6B - 1 credit (\$20) for 30 min
- 4A/6A – 1.5 credits (\$30) for 30 min

Credits will be allocated when you make bookings based on the timescale above.

You will have been sent an invitation email to set up your Member Login for the portal, download the app, log in, etc. If you did not receive this email or need any help, please come, and see us at the Hub Desk on Four.

All the meeting rooms are labeled with a floor number and a letter (eg: 3A, 4B, 6A, etc). If a conference room is empty, please check the member portal for room availability before using the room.

We ask all Members to leave the meeting rooms as you would like to find them. Please tidy the chairs, clear any trash, and wipe the whiteboard clean. If you change the TV source, please ensure to change it back.

Please also note that some of our members have their own private meeting rooms. Any meeting room that has a name or a company logo/room number on it is for the exclusive use of those

members. Please do not use these rooms even if the doors are open. Should you wish to discuss your own private meeting rooms, please let us know.

Phone Rooms and Booths

We provide phone rooms and booths for those of you that need a little privacy for your calls or when they are confidential.

These are used on a first-come, first-serve basis. Because of this, we ask that all Members follow a few simple guidelines when using the rooms.

Please remember that the rooms are for all members to use for calls, they are not an office to “work” in. Please do not leave items in the room to “hold the room” between calls. Items found in rooms where the person is not present may be removed. Please make your calls and then leave the room so that other Members can use them as well. If your call can be made in the lounge using your headphones, please do so.

Please note that while we try hard not to be too tied up in the rules, our Member Experience Team will let you know if it appears that the phone rooms are being used for anything other than the intended purpose. We also ask that no food be taken into phone rooms or booths.

Logitech Conferencing and Collaboration

Our meeting rooms are equipped with the latest in communications technology. Through our Partner Logitech, each room is fully outfitted with the required cameras, speakers, and microphones, allowing you to enjoy the highest quality of call connectivity. Our meeting rooms come preconfigured with Zoom but can also be used with other meeting room software (Google meets, Teams, Cisco Webex, and Zoom) ΩInstructions are posted inside each meeting room.

Printing/Scanning

Everyone will receive an invitational email through Ezeep to set up their printer access. Our staff is available for assistance if you would like us to walk you through the process. If you need help, please come and see us at The Hub Desk on Four or send us a Help message using the member portal on the website. You also have credits for printing linked to your membership level. If you need details of these, please check your contract, ask your Lead Member, or ask us for help at the front desk on the 4th floor.

Preferred Partners

We are building our community to include a network of Preferred Partners. Our partners include lawyers, payroll services, accountants, subject matter experts, catering companies, event planners, fitness and wellbeing professionals, coaches, and others. If you need expert advice or want to discover more about who our partners are and how they can help you, please come and talk to Richard and he will be pleased to connect you to the right people. Please note that all partners provide special services or rates to our members and your employees.

Spot+ Room and Desks

If you are a Spot+ member, you will have Kisi access to the Spot+ room on the 4th floor. Access is 24/7. To ensure that we keep this area secure, please close the door when you leave, especially if you are the last to do so in the evening or at weekends.

As a shared space, it is perhaps more important than ever that everyone respects their neighbors. For this reason, we ask that you please keep your work on your own desk – even though we know it is tempting to spread it out. Please, when you can, use the phone booths or rooms for calls that could disturb others and jump into a meeting room if you are having a long team meeting. If you do call at your desk, please use your headphones or earbuds. We also suggest that easily portable valuables should be locked into your drawer unit when you are not at the desk.

Please remember that noise in a shared space is inevitable - especially in a highly productive and exciting environment where so much is being achieved and progress is celebrated. This is exactly why our Do Not Disturb zone (DND) is available if you do need to get your head down and keep distractions to a minimum.

We also ask that you keep the floor space between the desks clear. If you have items, you should keep what does not fit in your drawer, please either keep it on your desk or under your desk. The first rule of Spot+ - check your ... if you do not need it, dump it!

Who You Work Around

Website Member Portal www.werqwise.com

Click on “log in” (top right on the website). Use your login and password for access.

Our website includes a member portal. In this portal, you can:

- Develop your member profile in the community.
- Communicate with us and our team.
- Communicate with other members.
- Book meeting rooms
- Learn about our events and register if needed.
- Register visitors so that we can provide them with the highest level of efficient check in
- Raise “help” tickets for concierge services, feedback, tech support, or let us know if there is anything we need to do to improve your experience here at Werqwise.
- Set your communication preferences so that you receive our messages as we send, or for example, once per day. Please do not turn off your notifications. Doing so will mean you will not receive important updates on location operations.

Please take a little time to upload your photograph and complete your full member profile. This is a huge help us and other Members as we can all get to know each other more easily.

Please provide your contact details as this helps us reach out to you if we need to urgently. You can also list your areas of expertise, describe your work or services, and help our community get to know each other. This also helps us create meaningful connections between members who can help each other or work together.

Member Communication

We send updates through our Community Board in the member portal. We encourage you to go ahead and engage with others using the board and reach out to us. However, direct emails to our team are also provided below.

Visitors

Please ask your guests to come to the 4th floor first. Once they arrive, our Member Experience Team will seamlessly check-in your guests and you will be instantly notified through the system. You can then come and meet them here.

Events

We organize a range of events. We hope that you will join us and spend more time getting to know our members and our wider community. Events will include well-being, learning, networking, and just plain fun get-togethers. We try to achieve a balance and mix of different experiences.

All events are posted on the events listing in the Member Portal on the Website as well as posted around the location on posters and stands. Remember, if you wish to hold an event, please let us know and we will be happy to assist.

House Guidelines

This is your space – we ask that you respect and take care of it so that all our members can enjoy our community facilities. You can find more information on house rules in your membership contract.

However, in simple terms: please leave each space as you would like to find it. If any area of the location needs attention, please notify our Member Experience Team immediately.

If you have used dishes or cups, please either return them to the kitchen, dispose of them as trash, or place them in the dirty dish bins provided.

Please leave them clean when you use the restroom. Please place paper towels in the bins provided. Let our Member Experience Team know if a restroom needs servicing in any way.

Policies

Service, Emotional Support, and Pets Policy

Service animals have full access to all areas of the location, irrespective of membership level.

Emotional support animals (ESA) are always accommodated for those with private offices. If ESA will accompany the owner outside private offices into common areas, appropriate registration documentation is required. Please note that should an ESA cause any disruption to other Members; we reserve the right to restrict or remove permission for access.

Small pets are permitted only to Members with private offices. No pets are permitted in the common areas. While pets are being taken to and from private offices, please have them leashed. Should any Pet cause any disruption to other Members, we reserve the right to remove permission for access.

If you are a SPOT+ Member, please talk to us about bringing in your pet or ESA. Due to the communal nature of the room, each request is assessed before confirming if this is possible based on the size of the pet or ESA and the ability to keep the corridors between the desks clear.

Common areas include lounges, phone rooms, meeting rooms, kitchens, and restrooms.

We love our furry (or not-so-furry) friends as much as you do! Let's work together to make the Werqwise space a safe and harmonious community for all! Should you have any questions or seek further clarification, please ask any of the Member Experience Team or check out the official U.S. Service Animals website [here!](#)

Technology

We ask that all members take responsibility for ensuring that they and anyone on their team abide by our IT Rules when using shared IT services. As such, you are also responsible for ensuring that your members comply with all IT Rules. Please note that if we provide any IT support services, we will not be responsible for any damage to your equipment or data and any such support must be supervised by you. While we will not be responsible for material on your own hardware or for anything stored in/on/by your own equipment, please do take care to ensure that the following simple rules are followed so that we ensure that our community members are not exposed to any material that would make them uncomfortable, or That is illegal:

- I. Do not print any material that could be considered in any way illegal or offensive to others on the community printers provided by us.
- II. Do not use the scan/email facilities provided to transmit, email, or share any material that could be considered illegal or offensive to others.
- III. Do not view material on your own equipment that could be considered illegal or offensive to others in the community. Please be aware, there are times your screens can be seen by others.

- IV. Please take care to ensure that we keep our community free from discrimination, hate talk, explicit materials, or bullying. The Werqwise-provided internal messenger may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, or harassing nature or materials that are obscene or X-rated.
- V. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes, sexual preference or any other federal or state-protected status shall be transmitted. Harassment of any kind is prohibited. This is also extended to include activities such as piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access to any computer on the internet or email.
- VI. If you are likely to use the internet in a manner that could disrupt the use of the service by other members (e.g.: receiving many large files or streaming heavy content), please talk to your Member Experience Team about how this can be best achieved.

Member Experience

Housekeeping

We regularly complete a review of all our facilities each day. However, if at any time you see anything that you feel needs a quick fix, please raise a ticket on the Help Desk on the Member Portal or call us at 415 520 3270.

Kitchens are serviced all day Monday to Friday. The last brew on drip coffee is at about 3 pm each afternoon. That will keep you buzzing until 6 pm. However, if you do want a “fresh” brew, the espresso bar is there on four to deliver!

In kitchens, please place dirty dishes in the grey trays provided so that they stay nice for other users between our clean-ups.

Bathrooms are cleaned on a regular cycle as well – all we ask is that you leave them as you would like to find them or let us know if they ever need servicing in any way.

Please remember that kitchens, fridges, microwaves, and restrooms are used by all Members. As such, please respect the community by leaving these facilities clean after use.

Private offices and the entire location are cleaned each night and trash is removed. Please note that office cleaning excludes desktops or equipment.

Concierge Services

If you need help with something, from sourcing furniture for your offices to connecting you with our partners, please come and let us know what we can do to help. The member experience

team will be able to confirm that we can assist and let you know if there is any cost. Much of the time, we can assist without any additional cost of you, leaving you free to focus on your business. Please note that concierge requests should come from the lead on your membership account/team.

Additional questions?

Feel free to ask our Member Experience team!

mx@werqwise.com