

MINDSPACE

WHEN YOU ARRIVE IN FRONT OF THE BUILDING YOU WILL SEE A KEYPAD. ENTER CODE 5593. A SECOND LIGHT WILL COME ON AND THEN YOU PUSH THE DOOR AND IT WILL OPEN. MAKE SURE THE DOOR CLOSES. THE SECOND DOOR CODE IS 42345678. AFTER THAT WALK STRAIGHT AHEAD TO DOOR 1LR. FLIP ON THE LIGHT SWITCH. THE KEYS FOR THE APARTMENT WILL BE UNDERNEATH THE DOOR MAT DIRECTLY IN FRONT OF THE APARTMENT. TO LOCK THE FIRST DOOR THAT YOU CAME THROUGH (LKR) FLIP THE LOCK SWITCH DOWN SO THAT IT STAYS LOCKED. MAKE SURE TO ALWAYS HAVE BOTH COPIES OF YOUR KEYS.

Mindspace Impact Report

2023



MindSpace Impact: Securing a Sustainable Future

At MindSpace we believe that sustainability is essential to our long-term success and we are committed to operating our business accordingly to the benefit of our employees, community and planet.

After launching MindSpace Impact in 2022, 2023 has been marked by our efforts to build upon last year's success, further embedding our Impact activity into our routine operations. We solidified work processes such as our carbon footprint report and implemented a monitoring process to ensure that all our sites are installed with energy and resource efficient technological systems.

Our Learning and Development team continued to expand activity with dedicated offsites for our professional teams and a newly instituted diversity training program for hiring managers to ensure an equal opportunity hiring process.

We continued our dedication to building a stronger community amongst our members and employees, a community that understands its responsibility to their environment and feels empowered to act on it. Our Community teams designed programming dedicated to educate and raise awareness to social causes such as Earth Day and environmental awareness, International Women's Day, minority groups' heritage and more. Additionally, initiatives such as food drives and clothes swaps were launched by MindSpace teams to facilitate opportunities for members to participate in our efforts to give back. MindSpace employees across the globe volunteered for different causes themselves such as food insecurity, animal safety, children at risk, and families affected by war, putting theory into practice.

As we delve into our activity from the past year this report serves as a testament to our commitment to sustainable practices, while remembering that these values are not achieved in a single year but rather a goal to continue to strive for in the coming years as well.



Our Approach

As a leading global flexible workspace provider, we recognize that our influence extends beyond our business and we are conscious of the tangible contributions we can make to society and the environment. Mindspace is dedicated to creating spaces and providing services that are responsible, informative, and that contribute to a sustainable future that everyone benefit from.

Our ESG strategy focuses on three areas of impact:

Our Environment

- Reducing our carbon footprint
- Environmentally conscious site design

Our Community

- Educational programming on social causes
- Volunteering initiatives for members and employees

Our People

- Professional development
- Encouraging diversity in the workplace
- Employee well-being and benefits

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1 | Reducing our carbon footprint

MindSpace measured its carbon footprint for the second year, partnering with KVS, an environmental consulting firm, to help produce this report. The report, and all of the accompanying processes, were done in accordance with ISO 14064-1:2018, the 'GHG Protocol Corporate Accounting and Reporting Standard', and the 'GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard'.

We are happy to report that MindSpace's carbon intensity decreased on average by 23% tons CO₂e per workstation on a portfolio level. This report is made available to all MindSpace members upon request, in order to help our members stay carbon conscious and further reduce emissions.

Following the completion of the report, an internal process was launched mapping concrete actions that can be taken to reduce emissions. The list of these actions was then shared with operations managers from all our sites across the world and added to their work plans. These steps include:

- Incorporating pulse clocks for our AC systems to ensure they are turned off outside office hours
- Standardizing sensors in our meeting rooms to shut down lights when not in use across all sites
- Installing tap aerators to reduce water consumption by up to 30%
- Installing LED lighting instead of halogen lights

We will continue to measure our carbon footprint on an annual basis, to ensure that we are effective in reducing our emissions.

23%

decrease in MindSpace global
average carbon intensity

0.27

2023 GHG emissions efficiency
in tCO₂e per sqm

Note: The measurement includes emissions of scope 1, scope 2 and select elements of scope 3 - refrigerants, electricity consumed, employee commute and business travel (flights and hotel nights).

2 | Waste management in construction and operations

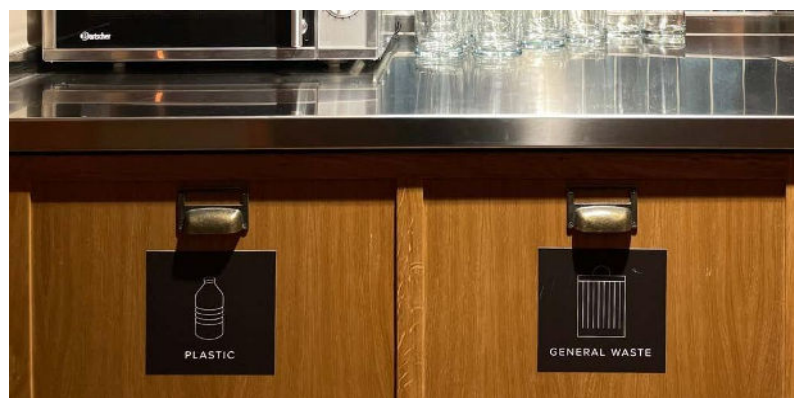
As we strive to provide our members with workspaces that enable a sustainable and environmentally friendly lifestyle, we must address how we generate and manage resources and waste. This policy outlines key infrastructure and practices implemented throughout our spaces worldwide to optimise resource management with two areas of focus: during construction and daily operations.

When designing and building our sites we take measures to remain dedicated to the environment:

- We plan substantial room for glasses in our kitchenette design to allow the operations team to rely on reusable glasses instead of using single use products.
- We systematically examine recycled materials and prioritize local sourcing in our materials and furnishings to reduce carbon emissions from shipping.
- When renovating, we reuse, give away or sell our furniture with the proceeds donated.

This attention to environmentally minded infrastructure guides our daily operations, as well. Each site is required to have infrastructure to separate general waste, paper and plastics. In addition, each site must have the infrastructure to separate three of the following waste categories, based on the relevance to the specific market: glass, e-waste, light bulbs and cardboard.

We believe that by taking these steps, we can create a more sustainable and responsible workplace for our members and our team.



Note: 1. With the exception of our sites in the Netherlands, as the Dutch recycling system is based on sorting and processing facilities post waste collection. I.e. recycling is not done at the household / business level, and so waste separation at the source is not needed; and some sites in Israel where the local municipality doesn't supply municipal recycling infrastructure.

3 | Using our platform to empower our members to give back to the community

At Mindspace, we recognize the pivotal role our community can play in shaping the world around us. This is why we dedicate up to 25% of our content and event programming to celebrating and raising awareness for social and environmental causes.

Over the course of 2023, Mindspace community teams have organized events dedicated to causes such as:

- Black History Month
- Earth Day and sustainability
- Diversity in the workplace in honor of International Women’s Day
- National Breast Cancer Awareness Month
- Jewish American Heritage Month
- Asian American & Pacific Islander Heritage Month
- Pride month
- Mental health awareness

Additionally, Mindspace opened all of its Israel sites to be used for volunteer initiatives in response to the conflict in Gaza, whether for offices for displaced families or an operations base for donations distribution, etc. Finally, community teams across our locations organized volunteering opportunities for our members such as food drives and clothes swaps. These activities are part and parcel of Mindspace’s dedication to use our platform and empower our members to contribute meaningfully to the betterment of their communities, aligning practice with purpose.



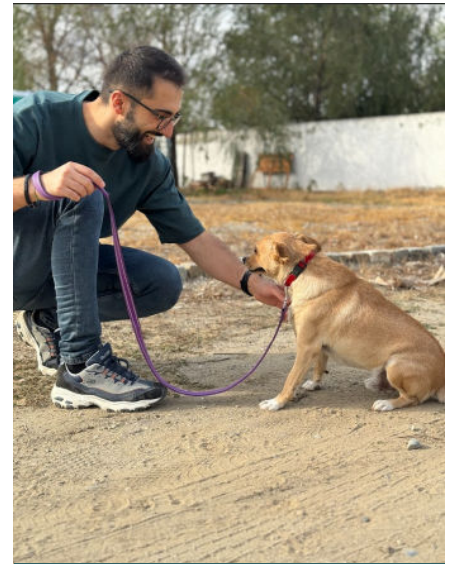
Food drive amongst Mindspace members in Munich

4 | Employee volunteering initiatives

Building upon the success of our employee volunteering program launched in 2022, Mindspace continued to champion social responsibility through an expanded and diverse array of volunteering initiatives. Our employees, driven by a shared ethos of community engagement, initiated and led projects that aimed to create a meaningful impact in their community.

Employee led volunteering initiatives during 2023 include:

- **UK** - Our local team in the UK helped wrap 200 presents at the local children's charity, Starlight.
- **Romania** - Our local team in Romania helped with the maintenance work at the Red Panda animal shelter and assisted in the shelter's efforts to find adoptive families for the animals.
- **US** - Three of our local teams in the US (San Francisco, Philadelphia, and DC) spent time at food banks assisting in preparing and packaging over 1000+ meals for seniors, homeless shelters, and families at risk of hunger.
- **Poland** - Our local team in Poland volunteered at a children's' orphanage nearby and collected holiday gifts for families in need.
- **Netherlands** - Our local team in the Netherlands volunteered at a local Zoo for children.



Mindspace Romania employee volunteering at a local animal shelter



Mindspace Israel employee volunteering with IDP children



Mindspace Poland employees delivering gifts to families in need

5 | Employee volunteering initiatives - Israel

In the wake of the recent conflict in Israel, Mindspace employees in Israel took action and led volunteering initiatives to support affected communities. We opened all Mindspace sites in Israel to be used as operations bases for initiatives related to the war (e.g. pick-up points for donations, volunteer gatherings). This included Kibbutz Revivim's initiative to gather clothing for IDPs from Southern Israel and a similar initiative led by the Pearl Fund, a Mindspace member company in Haifa, which raised funds for the purchase and delivery of equipment for those in need.

Additionally, Mindspace provided access to Mindspace workspaces to anyone in need due to being displaced or sheltered at home nearby and offered the services of the Mindspace Design team to help design and decorate their new temporary offices to be used until they are able to return home.

Mindspace HQ also adopted the displaced community of Mefalsim from southern Israel. We helped collect provisions necessary for the recently displaced families such as school equipment for children, provided Mindspace workspaces to hold their community events and professional expertise to help their fundraising efforts, helping raise \$70,000 for informal education for elementary school students. Mindspace also helped connect the kibbutz leadership to various initiatives and donors to assist in their relief efforts, including the 710 project, which provides job training and placement services for people with disabilities and with other organizations that provide mental health services.

Other Mindspace social initiatives include:

- Israel team volunteered to prepare meals for soldiers at the frontlines
- Mindspace HQ employees went strawberry picking to help local farmers affected by the conflict and ran activities for internally displaced children lodging nearby
- In cooperation with local non-for-profits, the local municipality and other entrepreneurs the Mindspace site in Kiryat Ono ran a campaign to free the hostages.

Mindspace is opening its spaces to volunteers and initiatives currently uniting to help soldiers, families, inhabitants of the south, all those affected and their loved ones. Whether it's to set up pick-up points for donations of food and supplies or to gather with fellow volunteers, we're here to help. The same applies to people who currently find themselves sheltered in other homes and who require a place to work or meet.

For those interested, please reach out to info@mindspace.me.

Wishing you all safer and more peaceful days.

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Mindspace notice allowing volunteers to use our spaces.

6 | Professional development

We see great importance in encouraging growth and development as an engine for personal and organizational excellence. Being a multidisciplinary company, we understand that growth is constant and can spring from various resources, and in different domains. This approach guides us in all daily company operations.

MindSpace conducts a bi-annual professional performance review process for every employee from the most junior positions all the way up to C-suite positions, and all managers receive formal training on conducting these reviews. This review process ensures that every employee is given a designated and structured opportunity to reflect on their performance, map out growth goals for the coming half-year, and communicate these to management, beyond the routine communication between the employee and manager.

Furthermore, employees are encouraged to seek professional learning opportunities such as conferences, online & offline courses and certifications on company time and with full financial reimbursement.

Key elements of our learning and development activity include:

- Conducting internal professional training programs, such as sales, CX, and leadership development.
- Creating a sense of partnership and business alignment with the company with regional offsite events.
- Establishing a culture of peer learning and collaboration with a cross-mentoring program in which veteran experts accompany new employees.
- Process of learning from our successes and failures as part of a constant improvement approach, implemented as a practice in every L&D team event.

30%

Increase in learning hours in
2023 vs. 2022

4,800

Learning hours invested in
2023 in various L&D activities

7 | Creating an inclusive and nurturing workplace for all employees

Our people lie at the heart of everything we do. This is why we place great importance on creating a nurturing environment in which our people can grow. This starts with ensuring that our employees come from diverse backgrounds, feel that they belong and are respected and finally, that they have our support.

Continuing our efforts from 2022, we circulated our second employee DE&I survey to understand from our people how various identity groups experience company culture, and identify DE&I gaps. Around half of all company employees answered the survey, allowing for a good level of representation of the company workforce. The survey revealed that while we excel in many D&I areas (as seen below) other areas leave room for improvement.

In order to improve upon this during 2024, our HR team has initiated collaboration with various nonprofits dedicated to increasing minority representation in the workforce. Additionally, hiring managers receive training designed to increase diversity awareness in the hiring processes. Furthermore, our marketing teams increased minority visibility in all of our marketing campaigns.

Finally, to ensure that our people feel that they are appreciated and supported, Mindspace provides comprehensive employee benefits to support the overall well-being of its staff. This includes funding for team building activities of each team's choice, gifts for work and personal milestones (e.g. promotions, birth, sickness, work anniversary, birthdays etc.), company social events, company organized summer day-camps for employees' kids and events for employees' families to promote work-life balance. This approach also guided us during the recent conflict in Israel when our HR team organized a meeting for our Israel team with a psychologist to help build mental health and resilience.

75%

of Mindspace Global employees rated diversity as "great" or "excellent"

33%

of Mindspace Global employees identify as belonging to an ethnic minority group

14%

of Mindspace Global employees identify as part of the LGBTQ+ community

Our Impact in Pictures



Swap, Share & Donate Corner

SWAP CLOTHING AND SMALL ITEMS WITH FELLOW MINDSPACERS!
LEARN MORE ABOUT NOT FOR SALE AND SUPPORT THEIR MISSION.

SWAP & SHARE 27 November to 18 of December

1st Floor Mindspace Dam

You are welcome to bring small items that can fit in a bike basket, that are not damaged. Bring your items and/or take items you like!

DONATE Not For Sale Netherlands helps people who come from a vulnerable situation

Clothes swap banner for our Netherlands members



The Mindspace Poland team volunteering at a local children's orphanage



The DC Mindspace team sorting clothes at a homeless shelter



Mindspace Romania team volunteering at an animal shelter

Our Impact in Pictures



Members of the Israeli team picking fruit for farmers affected by the conflict in Gaza.

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Box of Toys

We invite you to donate new toys to help bring comfort and joy to young children who have been compelled to flee their homes, leaving their toys behind.

Toy donation boxes are located beside your Community Associate's desk at the reception.

Let's make their hearts smile!



A Toy drive in Mindspace Israel for members to donate toys to children displaced by the war in Gaza

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Our Impact in Pictures



Toys donated to IDP children of the south



Members of the Municipality of Sderot who worked out of Mindspace Ahad Ha'am



HQ strawberry picking for farmers in need



Hostages' pictures displayed outside Mindspace Kiryat Ono



Mindspace HQ employees delivering goods to IDPs



Day care facility equipment purchased with funds raised by Mindspace for IDP children



This is Mindspace.

Mindspace redefines the workplace experience for companies of all sizes. Our beautifully designed spaces, high-end hospitality and carefully curated events, serve to enhance employee engagement and to build a sense of community. Alongside startups and SMBs, Mindspace is home to top corporations and enterprises such as Samsung, Microsoft, Barclays Bank, Taboola, and GoPro.



The Mindspace community has over 15,000 members in more than 45 prime locations in 20+ major world cities across the US, UK, Germany, Netherlands, Romania, Poland, and Israel.

