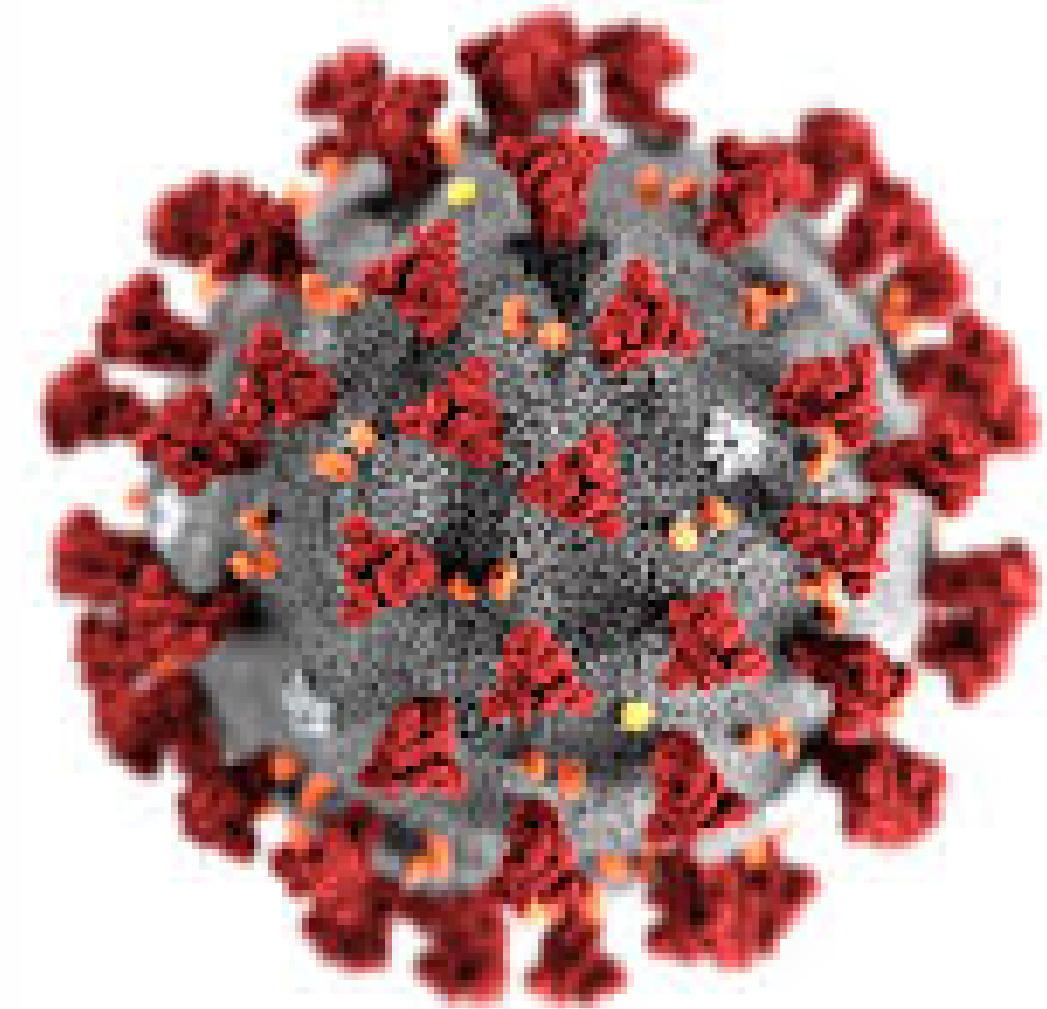




JUNE 1, 2020

RESTRUCTURING FITNESS

Presented by Club16 Trevor Linden Fitness
& She's FIT!





Club Preparation Plan

Process to Re-Opening Our Facilities



This guide introduces Club16 Trevor Linden Fitness and She's FIT! policies and procedures in this new environment with heightened health and safety concerns.

This guide includes:

1. Revisions to Standard Operating business policies and practices.
2. Changes to operational practices in all internal and external business dealings.
3. New cleaning standards and protocols all in an effort to keep staff and members as safe as possible.

While this outline is a comprehensive tool today, we will continue to review it twice weekly as we gain new insights, add new resources and solve for unexpected developments.





Plan Overview

Outlined in the Below Points



Operational Changes

- *Standard Operating Plan & Emergency Action Plan*

Education

- *Education of staff, members and overall community*

Facility Layout

- *Capacity & Social Distancing measures*



PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION

Equipment Check & Maintenance

Prior to reopening, all equipment will be checked to ensure they are in good working order.

Technology Preparation

All in-club technology will be updated and tested prior to reopening. This is so we optimize the experience for staff and members to ensure we are paperless in all business dealings. All member documents will be auto emailed to the member instead of a paper copy handed to them.

New Standard Operating Procedures

- Access Restrictions
- Pre-Booking vs. Drop Ins
- New Requirements (Hygiene, Social Distancing and certain services not available)
- Membership New Inquires and Current Member Account Inquiries

Required Supplies

We are fully stocked with at least a 3 month supply of:

- PPE (Masks and Gloves)
- Hand sanitizer
- Hand soap
- Toilet paper
- Cleaning products
- Wipe station throughout the facilities

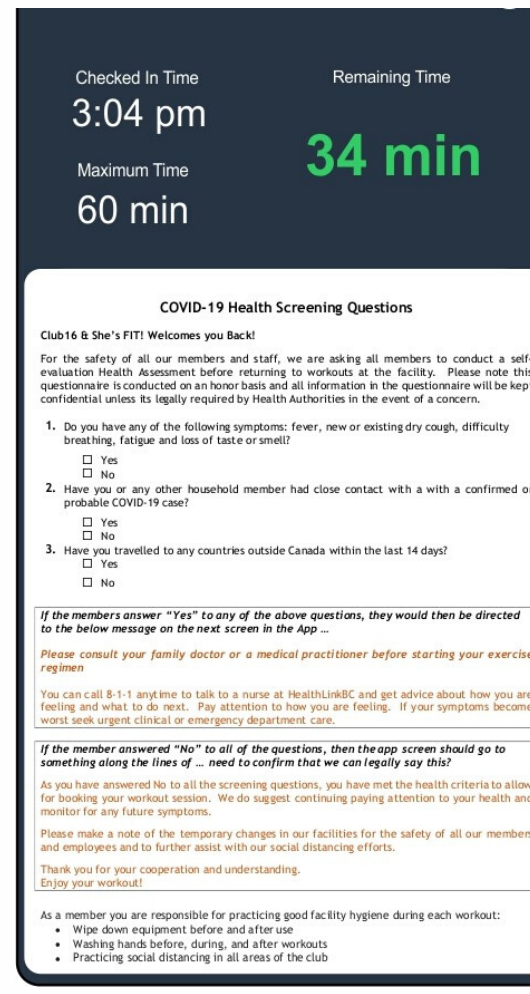
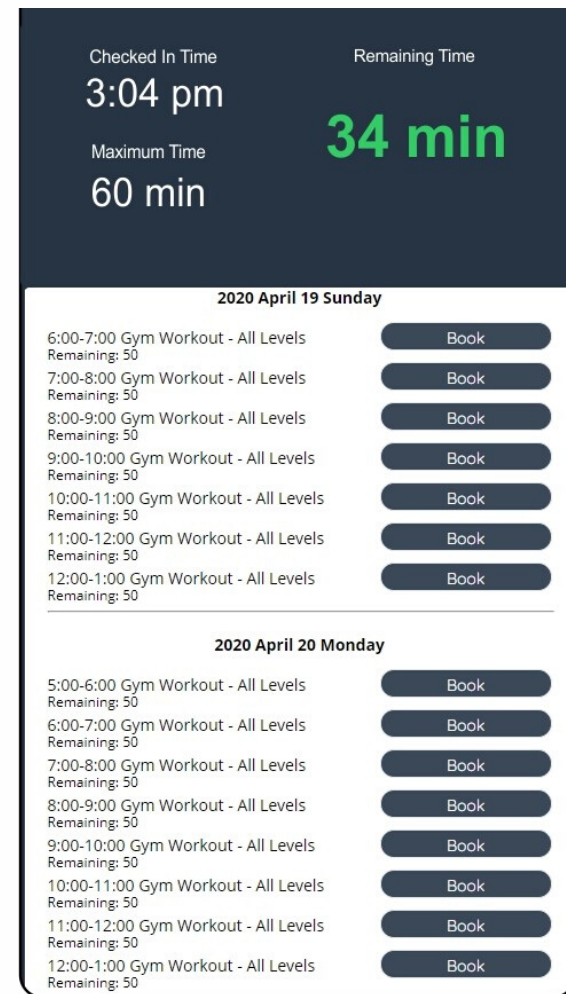
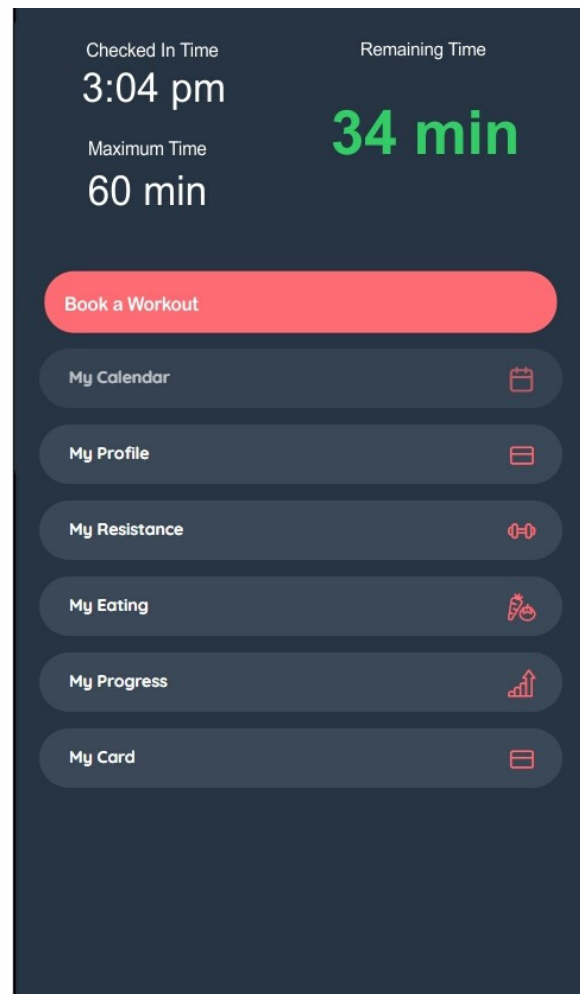


PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D

MEMBERS ONLINE BOOKING APP

We will be launching an online booking App for members to book their workout times in the facility. In Phase 1 Members will be allowed to book for a 60 minute workout session through this app. Prior to booking the first workout each member will be required to go through pre-health screening questions. In the event the member is not deemed healthy to workout through these pre-screening questions they will be unable to book for the session and will be informed of this through a message.

Each member will also be prompted to review the new code of conduct to follow while in the club. The App workout feature allows us to monitor the number of members in the facility at all times. The below screen shots provide a general idea of the above items. These will be finalized by next week.



Currently Checked-In				
Name	Booking Time	Check-in Time	Remaining Time	
Jamie Smith	3:30 pm	3:33 pm	-3 minutes	Checkout
Nancy Oliver	3:30 pm	3:35 pm	-3 minutes	Checkout
Ken Wong	3:45 pm	3:43 pm	12 minutes	Checkout
Janice Kildred	3:45 pm	3:52 pm	12 minutes	Checkout
Andy Dover	4:00 pm	3:52 pm	27 minutes	Checkout

Upcoming Bookings	
Name	Booking Time
Jamie Smith	4:30 pm
Nancy Oliver	4:30 pm
Ken Wong	4:45 pm
Janice Kildred	4:45 pm

PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D FACILITY CLEANING PLAN

Prior to opening all clubs are receiving a deep clean to disinfect. Post this each club will be fogged with “Purifyd” it is health Canada and EPA approved. It has been shown by third party labs to be effective against COVID -19.

Post Opening the following cleaning protocols will be followed:

- Commercial cleaners - Every night
- Commercial Cleaners and Staff member cleaner - Every hour that the club is open and post each workout time slot.
- Club staff will be mobilized to clean frequently and thoroughly throughout the club.

A cleaning plan will be created for staff to follow. Staff will be trained on this plan prior to returning to the facility. In this training the below details will be covered:

How to clean

- Staff will go through a rotation cleaning training with a professional commercial cleaning educator
- What to clean with
- How to protect self
- How to protect the members
- When to clean
- Frequency



All agents used for cleaning and/or disinfection will be approved by management and recommended by the provincial health department and registered as appropriate with the regulatory agencies such as the health Canada and EPA. All our clubs will provide disinfectant stations in all key areas throughout the club, including the entrance/exit, reception/front desk, fitness floor, in cardio areas, locker rooms and in common traffic areas.

PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D REMINDER MECHANISMS

Visual aids—e.g. posters, floor markings, etc.—will be on display, informing and reminding members and staff of social distances and cleaning protocols throughout the facility. Below are some examples of the signage that will be placed throughout the facility.





PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D STAFF WELLNESS

Health Checks

Before coming to the club, all staff must self-assess for any symptoms of COVID-19. All staff are required to contact their manager(s) and self-isolate if they are experiencing any of the following symptoms of COVID-19, as identified by the CDC:

All staff are required to temperature check when they arrive at the club before their shift(s). If temperature is greater than 100.4 degrees Fahrenheit or 38 degrees Celsius, the staff member is to immediately notify their manager, return home and self-isolate.

Additionally, they will be encouraged to call their primary care provider for next steps and/or seek immediate medical assistance as needed.

Use of PPE

In order to protect themselves and prioritize member safety, all staff are required to wear Personal Protective Equipment (PPE) provided by Club16 Trevor Linden Fitness and She's FIT!

Front Line Staff

All Front Desk Staff, including (General Managers, Fitness Managers, Sales Representatives, Receptionists) are required to wear non-surgical masks throughout their entire shift.

Additionally, all staff are required to wear a new pair of non-latex disposable gloves every time they are performing any cleaning protocols.

Non-latex gloves must be properly disposed of after each cleaning to minimize the spread of COVID-19.



PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D STAFF WELLNESS CONT'D

Safety Of Employees Returning to the Facilities

We will be educating the staff through the following platforms

- Staff training sessions, Educational Videos, Newsletters, Emails, Online webinars and in person follow ups with social distancing

Training will be provided to staff on the following topics to prepare for returning to the facilities:

- Emergency Action Plan (Evacuations, First Aid, Covid-19 Issues (Including Exposure Outbreak, Reporting Process, Closure Process and Re-Opening Process)
- Identify specific conditions for tasks that may increase the risk of exposure to staff and the workplace
- Training on our Internal control systems for staff
- New Standard Operating Procedure and Safe Expectations and Responsibilities
- Cleaning - New Chemicals, New Procedure
- Hygiene - Hand sanitizer will be made available to all staff.
- In person follow ups with members and other colleagues with social distancing
- Processing payments (Handling cash)
- PPE applications (masks,gloves) - How, when, why, where
- How to keep our staff and members safe
- How to deal with issues/ concerns from members/ fellow staff members concerning Covid-19 Restrictions
- The New ways of conducting business (sales, appointments and in person meetings)

Staff Schedules

- We will have limited staff on per shift
- Staff shifts will be staggered so multiple staff is not present at one time.





PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D MEMBER SAFETY PROTOCOL

Screening Symptom Check

Before members enter the club, they will complete a verbal symptom checklist that probes for the presence of COVID-19 symptoms as identified by the CDC Canada. Any members exhibiting symptoms associated with COVID-19 will be asked to leave the club. Members will answer the pre-screening questions on the App prior to a confirmed booking and in person when entering the facility.

Hand Sanitizer

Hand sanitizer at entrance when members walk into lobby and members will be encouraged to wash their hands upon entering the facility.

Floor Stickers

In order to illustrate the importance of social distancing, social distancing floor stickers will be applied throughout the club facility including lobby area emphasizing the entry and exit points.

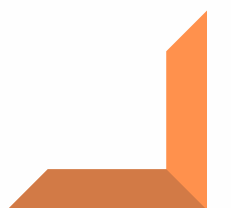
Door Stops

In order to eliminate members touching door handles and knobs, we will place door stops underneath the doors that this is available in. Detail wipe down of all counter, door handles immediately after everyone has entered for the booked session.

Members' Responsibilities

Members will be required to practice good gym hygiene, to include:

- wiping down equipment before and after use,
- washing hands before, during, and after workouts,
- practicing social distancing in all areas of the club,





PROCESS TO RE-OPENING OUR FACILITIES CLUB PREPARATION CONT'D

Member Safety Protocol Cont'd

Member Education Before Returning to the Facilities

We will Educate our members through various platforms (social media posts, websites, newsletters, emails) on steps that are being taken to safeguard their return. We will make formal announcements to our members a few weeks prior to opening informing them of steps we have taken to be prepared for re-opening of our facilities.

Educational content and videos on code of conduct for members to follow when in facility will be sent out via e-blast

- New online booking requirement
- Movement of equipment
- Chemicals being used
- Process for cleaning
- Flow within the club
- New Operating Procedures

Other ongoing topics that we will be educating our Members on are:

- New systems in the club
- Ongoing reminders on Hygiene
- Training for a healthy immune system
- Nutrition tips
- Do not over train



PHYSICAL SPACE

CLUB ENTRANCE & EXIT

Access to Entrance and Exit
Doors

- Signage
- Directions
- Access Control
- Automatic Doors or Door Stops placed
- Sanitize Stations

RECEPTION DESK AREA

- Clear traffic flow directions with appropriate decals
- Sneeze Guards at reception
- Signage
- Sanitization Station
- Staff with PPE
- Appropriate signage throughout lobby area
- Any additional furniture will be removed or blocked for usage

CHANGING ROOMS

Phase 1

- No Access to Showers
- Limited Lockers
- Limited Bathroom amenities such as sinks to allow spacing for appropriate social distancing
- Appropriate signage

TANNING , HYDRO MASSAGE ROOMS AND WATER FOUNTAINS

Phase 1

Tanning beds will be closed
Hydro Massage lounges will be closed
Water Fountains will be closed

PHYSICAL SPACE

CLUB FLOOR

Cardio

- Social distancing gaps
- Signage on machine directing to wipe down before and after use
- Signage on machines blocking them



CLUB FLOOR

Strength & Free Weight Equipment

- Spaced out to allow for social distancing gaps
- Signage on machine directing to wipe down before and after use
- Signage on machines blocking directing how they can be used in each area



CLUB FLOOR

Cables, Rings, TRX Equipment

- Social distancing markings will be made around each unit
- Rings/TRX will be removed for Phase 1
- Signage on machine directing to wipe down before and after use
- Signage on machines blocking directing how they can be used in each area

GROUP FITNESS

- Group Fitness Classes will not be available during Phase 1
- Small Equipment such as skipping ropes, stretch bands, foam rollers will be removed from the floor
- In future Phases when we re-launch the Group Fitness ... we will mark boxes for each member to participate in (to ensure social distancing)
- Group Fitness Staff will be required to go through a re-training process.

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She's **FIT!**

