



## DEFEND YOUR HEALTH

### COVID-19 OPERATIONS PLAN

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

# DEFINED FITNESS HEALTH & SANITATION GUIDELINES

## **Statement from Mark Fisher Chief Executive Officer, Defined Fitness Inc.**

We hope this message finds you safe and continuing to progress in your fitness goals. Although our Defined Fitness clubs have been closed we certainly have not been inactive. We have been actively focused on how we will relaunch our Defined Fitness clubs safely for our members and our New Mexico community. We have done extensive research, engaged industry experts and leveraged our contacts in countries across the globe. Through this process we have secured the top cleaning technology and have adopted the best cleaning practices available. These efforts have been combined into the Defined Fitness Defend Your Health Reopening Plan, and we are prepared to deliver a new gold standard in member and staff cleanliness and safety.

Health and fitness is our core focus at Defined Fitness which is why our operations plan goes beyond industry and government standards. Our Defend Your Health Operations Plan is designed to ensure that our members can safely return to their regular fitness routines from the moment we open our doors. Now more than ever health is at the forefront of our communities, and we take our responsibility seriously as a leader in the health and fitness industry.

We have been extremely transparent, proactive and thoughtful as we have rolled out our plans to address the health of our community throughout this process. We are confident in the practices set forth in this plan, and we are making our full operating procedures available to our members and the public. We will continue to work closely with our local and national government officials, and make adjustments to our plans in accordance with new protocols as they arise.

I am proud of the work we have done and continue to do to support our communities. We look forward to welcoming current and new members through our doors in the coming months.

In closing we want to thank our Defined Fitness members and our community for your ongoing support and trust. We will continue to set our standards high so that we may continue to thrive amidst any challenge.

## **MEMBER ARRIVAL**

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### **COMPANY MANDATED TEMPERATURE CHECKS WILL BE CONDUCTED PRIOR TO ENTRY TO ANY DEFINED FITNESS CLUB.**

- Prior to entering the building all Defined Fitness members, children and staff will be required to undergo a temperature check with an infrared thermometer to ensure their temperature does not exceed 100.4, the temperature indicated by the CDC which classifies a fever.
  - If a temperature is determined to be over 100.4 the staff member will conduct two additional checks to determine entry or refusal of entry.
  - If more than one test indicates a temperature exceeding 100.4 entry to the member will be denied entry.
- While awaiting entry to the facility physical distancing will be enforced during queuing using indicators on the ground set in 6' ft. increments.
- Social Distancing will be practiced during entry, exit and in staffing situations throughout our clubs.
- In addition to temperature checks Defined Fitness staff members will be examined prior to beginning their shift to ensure they do not have symptoms of illness.
- Defined Fitness team members will be required to sign an attestation form once per day upon arrival attesting that they do not have symptoms, have not traveled to high risk areas and do not live or have had close contact with anyone diagnosed with COVID-19.
- Any staff member displaying symptoms of illness will be immediately sent home and required to seek medical consultation prior to returning to work.
  - While we understand not all symptoms of sickness will ultimately return a positive test for COVID-19 we will be hyper diligent in ensuring the safety and health of all team members who are at around each other and our Defined Fitness community.

### **WE WILL OPERATE AT 50% CAPACITY IN THE INITIAL LAUNCH PHASE OF OUR OPENING TO BETTER ALLOW FOR SOCIAL DISTANCING.**

- When 50% capacity is reached all members will be queued outside the facility and will be provided a time estimate for entry based on capacity and average usage times.
- A Greet team member or member of Club Management will welcome every member to the club and answer any questions about our new operational capacity or procedures.
- Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout each club.

**DEFINED FITNESS TEAM MEMBERS ARE REQUIRED TO WEAR MASKS AND GLOVES THROUGHOUT EACH SHIFT. IT IS HIGHLY RECOMMENDED THAT EACH MEMBER OUTFIT HIMSELF/HERSELF IN A MASK OR SOME TYPE OF FACIAL COVERING AS WELL.**

## Club Greeting

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After a temperature check is complete, access to the club will be permitted for members and staff who meet the access criteria. All members will be greeted at the Defined Fitness reception desk, where each guest will see some small changes.

**THE GREET TEAM MEMBER WILL BE BEHIND A PLEXIGLASS WALL TO REDUCE THE MEMBER/TEAM MEMBER CONTACT INTERACTION AND FOR YOUR PROTECTION AND OURS.**

- The Greet team member will extend the scanner outside of the plexiglass partition to scan the member app.

### **DEFINED FITNESS APP IS REQUIRED FOR SAFE CHECK-INS**

- Downloading the Defined Fitness App (available in the App Store, Google Play store and where Android downloads are available) is REQUIRED for the safety of our members and access to the club will not be granted without using this app to check in to the club.
- The usage of this application allows the member to stay better in touch with Defined Fitness events, regulations and will allow for much easier and seamless club check in.
- If a member has a question it will be directed toward a member of the team outside of the “greeter” position, the member will receive immediate assistance as accustomed to at Defined Fitness.

## CLUB ENTRY

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### CLEANING & SANITIZING PROTOCOL

- Prior to allowed entry each member and staff member will engage in a touch free temperature check, as outlined above, to ensure the safety of members and staff
  - All guidelines are outlined above
- Member facing counters to be sanitized every 15 minutes.
- Entry and exit doors to be sanitized every 15 minutes.
- All membership check-ins will be conducted through a plexiglass partition to allow for separation between the member and the employee.
  - The Defined Fitness App must be downloaded prior to entry, as outlined above in **Club Greeting** section.
- After membership check in the member may enter the club.
  - Use of a face covering or mask is recommended at all times by members of the club and may be strictly enforced as reopening commences
    - Notice of this mandate will be sent out via the Defined Fitness App.

## **MEMBER CLEANLINESS EXPECTATION**

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All Defined Fitness locations use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### **DEFINED FITNESS UTILIZES THE EVACLEAN ELECTROSTATIC CLEANING SYSTEM IN OUR CLUBS TO COMPLETELY SANITIZE 100% OF ALL SURFACES TO MAKE YOUR EXPERIENCE CLEANER AND SAFER.**

- The EvaClean electrostatic cleaning system is a revolutionary way of cleaning all areas of our clubs to ensure a CDC recommended method of cleaning is provided to our members.
  - Defined Fitness is one of few companies in the state who was able to secure the EvaClean system and have taken the appropriate steps to be on the cutting edge of all new cleanliness best practices.
  - This product is effective against killing SARS-CoV-2 (COVID-19) on all surfaces in under one minute. Through the revolutionary mode of deployment the EvaClean system sanitizes 100% of all surfaces, including surfaces oftentimes missed through regular “wipe down” methods.
  - Additional information on this revolutionary product can be found at <https://evaclean.com/>
- Cleanliness will continue to be an area of pride for Defined Fitness and while we will continue to focus all departments on this initiative we need everyone to contribute and clean each piece of equipment before and after use.
  - The club is full of high touch areas and with this in mind we have increased the number of cleaning stations located throughout each Defined Fitness location.
  - A good rule of thumb moving forward is if you touch it, clean it.
  - Defined Fitness has reallocated staffing to this new heightened cleanliness initiative and will remain focused on cleaning throughout the club during operation and after business hours each day.

## **AIR FILTER AND HVAC CLEANING**

### **THE FREQUENCY OF AIR FILTER REPLACEMENT AND HVAC SYSTEM CLEANING HAS BEEN INCREASED AND FRESH AIR EXCHANGE WILL BE MAXIMIZED.**

- COVID-19 is a respiratory infection spread through close person-to-person contact and although there is no supporting evidence that the virus can live in the air for a span outside of the communicated six-feet we have taken the proactive measure of cycling air more regularly through all areas of the club along with more regular changing of air filters in our HVAC units.

## **NEW MEMBER SERVICE ADDED-VALUE**

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### **FREE HOSPITAL-GRADE DISENFECTANT FILL UP STATIONS**

- Defined Fitness will be providing free fill up station at all clubs, allowing members to fill up their personal spray bottles and containers once per visit with hospital-grade disinfectant that they can use during their workout and/or for use at home.

### **DEFEND YOUR HEALTH TEXT A MANAGER**

- To aid in communication during this time we are launching a new texting program to allow Defined Fitness members to text message a manager directly at the club or from home. Our goal is to provide an additional level of service by providing answers quickly and efficiently from a member of our leadership team.

### **ON-DEMAND & DEFINED FITNESS @ HOME**

- Through the transition process we will continue to provide free access to Les-Mills On-Demand, Matrix Daily Workouts, Master Trainer Workouts and access to a library of other workouts with Defined Fitness personal trainers and group exercise classes on Instagram TV.



## **DEPARTMENT SPECIFIC SANITIZATION POLICIES**



## **CARDIO EQUIPMENT OPERATIONS**

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### **Cardio Cleaning & Sanitizing Protocol**

**CARDIO EQUIPMENT WILL BE ORGANIZED IN A WAY THAT SUPPORTS OUR PHYSICAL DISTANCING PROTOCOL OR SIX FEET DISTANCE BETWEEN MEMBERS. SELECT CARDIO EQUIPMENT WILL BE CLOSED TO ALLOW SIX FEET OF DISTANCE BETWEEN MEMBERS.**

### **DEFINED FITNESS WILL PLACE A DEDICATED STAFF MEMBER IN ALL CARDIO SPACES**

- A Defined Fitness team member will immediately wipe down all cardio equipment immediately after each use.
- This new process does not eliminate the need for Defined Fitness members to clean all cardio equipment prior to and following use but will provide an extra level of cleaning.
- Deep cleaning of all cardio equipment will be conducted 8X per day aligning with shift changes.
- All Defined Fitness members will be required to wipe down each piece of cardio equipment before and after use.
- In addition to additional staffing of the cardio spaces we will outfit all cardio spaces with additional cleaning solution.
- Throughout the day Defined Fitness will cycle through the pieces of cardio equipment that are available for use.
- Every two hours a cycle of equipment will be completed which will better allow for a thorough cleaning and sanitizing of all cardio equipment which was previously available for use.

### **Cardio Physical Distancing Protocol**

- Cardio machines will be turned off and/or reconfigured to allow for separation between members.
- Members to maintain six feet of separation while waiting in line for a piece of equipment if the need arises.

### **Cardio Member Considerations**

- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.
- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Member to sanitize, or request cleaning of each piece of equipment prior to and after use.

## **FITNESS FLOOR EQUIPMENT OPERATIONS**

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### **Fitness Floor Cleaning & Sanitizing Protocol**

- **DEFINED FITNESS WILL PLACE A STAFF MEMBER IN ALL FITNESS FLOOR SPACES**
- The team member will immediately wipe down all fitness floor equipment immediately following the completion of the use by a member.
  - This new process does not eliminate the need for Defined Fitness members to clean all fitness floor equipment prior to and following use but will provide an extra level of support on our cleanliness initiative.
- In addition to additional staffing of the fitness floor spaces we will outfit these areas with additional cleaning solution.
- Throughout the day Defined Fitness will cycle through the pieces of fitness floor equipment that is available for use.
  - This protocol will allow Defined Fitness to better clean and sanitize all fitness floor equipment and areas for member use.
- High touch areas on all fitness floor equipment will be sanitized at least one time per hour with rotation of fitness floor equipment throughout the day to allow for more thorough cleaning and sanitizing.
- Deep clean of all fitness floor equipment will be conducted 8X per day aligning with shift changes.
- All Defined Fitness members will wipe down each piece of fitness floor equipment before and after use.
  - Equipment includes, but is not limited to; all upholstered areas, hand grips, attachments, stretching mats, dumbbells, kettlebells, medicine balls, etc.

### **Fitness Floor Physical Distancing Protocol**

- **FITNESS FLOOR EQUIPMENT WILL BE ORGANIZED IN A WAY THAT SUPPORTS OUR PHYSICAL DISTANCING PROTOCOL OR SIX FEET DISTANCE BETWEEN MEMBERS.**
- If this distancing does not exist we ask that all member be courteous and cycle between sets to allow for physical distancing.
- Members to maintain six feet of separation while waiting in line for a piece of equipment if the need arises.

### **Fitness Floor Member Considerations**

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.
- Member to sanitize, or request cleaning, each piece of equipment prior to and after use.

## **GROUP FITNESS OPERATIONS**

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### **Group Fitness Cleaning & Sanitizing Protocol**

- **A DEFINED FITNESS MEMBERS WILL WIPE DOWN EACH PIECE OF GROUP FITNESS EQUIPMENT BEFORE AND AFTER USE.**
  - Immediately following all Group Fitness classes Defined Fitness staff will enter the studio and completely sanitize all equipment which was in use by the previous class
  - Class participants will be instructed to leave all equipment utilized during the class on the studio floor, rather than putting the equipment away.
    - This process will allow Defined Fitness staff to better clean the equipment and prevent cross contamination, if present.
  - Group Exercise schedule will be adjusted to allow 15-minutes for cleaning studios between classes.
- **ALL POROUS MATERIALS AND EQUIPMENT WILL BE REMOVED FROM GROUP FITNESS STUDIOS TO PROVIDE A MORE SANITARY ENVIRONMENT FOR MEMBERS AND STAFF**
  - This is inclusive of the Aquatics Complex where all water weights, pool noodles and belts will be temporarily removed
- High touch areas on all group fitness equipment will be sanitized at least three times per day
- Deep clean of all group fitness equipment will be conducted at the end of each shift / at days end
- All Defined Fitness members will wipe down each piece of group fitness equipment before and after use

### **Group Fitness Physical Distancing Protocol**

- **GROUP FITNESS CLASSES WILL BE LIMITED BASED ON STUDIO SIZE TO ONE PERSON EVERY EIGHT SQUARE FEET**
  - This represents roughly between ten to twenty participants per class with our physical distancing guidelines implemented
  - This adjustment will be represented on all group fitness sign in sheets
- **GROUP FITNESS EQUIPMENT WILL BE ORGANIZED IN A WAY THAT SUPPORTS OUR PHYSICAL DISTANCING PROTOCOL OR SIX FEET DISTANCE BETWEEN MEMBERS.**
  - For classes that members set up their own space we ask that a minimum of a six feet radius between members.
- **CYCLE STUDIOS WILL HAVE A TEMPORARY REDUCTION IN THE NUMBER OF AVAILABLE BIKES TO ALLOW FOR PHYSICAL DISTANCING**
  - Rotation of bikes throughout the day will occur to allow for a more thorough deep cleaning.
- Members to maintain six feet of separation while waiting in line to enter, while waiting for a piece of equipment or while speaking to a member of the staff

### **Group Fitness Member Considerations**

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.
- Member to sanitize, or request cleaning of each piece of equipment prior to and after use.

## AQUATIC COMPLEX OPERATIONS

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### Aquatic Cleaning & Sanitizing Protocol

- **The CDC lists properly chlorinated / brominated pool water as being effective in killing the COVID-19 and other viruses** <https://www.cdc.gov/coronavirus/2019-ncov/php/water.html>
  - All Defined Fitness pools have remained properly chlorinated throughout the mandated closure and we will continue to maintain proper pool chemistry through an electronic monitoring system present in all Defined Fitness aquatic areas.
  - Pool chemistry is manually checked three times per day
- Defined Fitness will power wash and/or sanitize all pool decks, steam rooms and saunas nightly to ensure all surfaces are sanitized and safe to use.
- All porous materials and equipment will be removed from the aquatic complex to provide a more sanitary environment for members and staff.
  - This is inclusive of all water weights, pool noodles, kickboards and belts.

### Aquatic Physical Distancing Protocol

- **DUE TO THE INABILITY TO PROPERLY ENFORCE THE PHYSICAL DISTANCING PROTOCOL WE WILL NOT OPERATE THE SAUNA, STEAM ROOM OR HOT TUB.**
- Members to maintain six feet of separation during aqua aerobics programming or while utilizing the pool for lap swimming or exercise

### Aquatic Member Considerations

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.
- Member to shower prior to entering the aquatic complex and prior to changing from different areas.

## Locker Room Operations

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### Locker Room Cleaning & Sanitizing Protocol

- **ADDITIONAL LOCKERS WILL BE MADE AVAILABLE TO RENT FOR A SMALL MONTHLY CHARGE TO ALLOW MEMBERS TO MANAGE THEIR OWN PERSONAL HEALTH AND SAFETY.**
- **ALL DEFINED FITNESS LOCKERS WILL BE CLEANED AND SANITIZED NIGHTLY**
  - All lockers, aside from rental lockers, are day use only and all items will be removed and disposed of if left overnight in an unrented locker
- Toilet areas, sink areas, shower areas and all accompanying hardware will be wiped down by a staff member a minimum of one time per hour.
- Defined Fitness will power wash and/or sanitize all shower stalls, locker room floors and walls nightly to ensure all surfaces are sanitized and safe to use.
- Routine inspections of the locker room area will be conducted to determine and address areas in need of attention.

### Locker Room Physical Distancing Protocol

- **DEFINED FITNESS WILL RESTRICT USAGE TO EVERY FOURTH LOCKER TO BETTER ALLOW FOR AND PROMOTE PHYSICAL DISTANCING.**
  - Lockers will be marked “unavailable” and secured to prevent use by members of Defined Fitness.
    - The list of available lockers will be rotated on an ongoing basis to better allow for deep cleaning and sanitization.
- Access will be limited throughout the day for locker room usage based on the available square footage and ability to maintain physical distancing.
- Members to maintain six feet of separation while changing, washing hands or performing other activities in the locker room area.

### Locker Room Member Considerations

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.

## **Membership Sales Operations**

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### **Membership Cleaning & Sanitizing Protocol**

- Phones, workstations, countertops, hard surfaces and frequently touched surfaces to be sanitized every 15 minutes.
- Sharing of workstations and/or phones will not be permitted.

### **Membership Physical Distancing Protocol**

- Calling the club is the recommended contact method for membership questions, sign up and all other inquiries.
  - This step will allow us to better assist you from the comfort of your home and better allow us to better promote physical distancing.
  - While we invite you to come use our clubs at all times we will be better able to assist you over the phone for the time being.
- Signage will be prominently posted at each workstation area reminding members of distancing guidelines.
- To better serve our prospective members of the community we offer online membership options as well as teleconferenced membership inquiries to reduce the amount of contact.
- During in person conversations regarding memberships physical distancing will be practiced with a minimum of six feet between the staff member and Defined Fitness member.
  - Staff members will wear a face covering and one will be offered to the Defined Fitness member.
- Shaking of hands, hugs and other contact will be restricted.

### **Membership Member Considerations**

- Guests will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.

## Personal Training Operations

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### Personal Training Cleaning and Sanitizing Protocol

- **EVERY DEFINED FITNESS PERSONAL TRAINERS WILL BE EQUIPPED WITH CDC APPROVED CLEANING SOLUTION FOR CLEANING OF EACH PIECE OF EQUIPMENT PRIOR TO AND FOLLOWING USE.**
- All high touch areas will receive additional cleaning as part of our Fitness Floor Operations and Cardio Equipment Operations protocol outlined above.
- All workstations, tables / chairs, InBody and other furniture and equipment will be sanitized prior to use.

### Personal Training Physical Distancing Protocol

- **DURING IN PERSON CONVERSATIONS REGARDING PERSONAL TRAINING SERVICES AND GOAL ASSESSMENTS PHYSICAL DISTANCING WILL BE PRACTICED WITH A MINIMUM OF SIX FEET BETWEEN THE STAFF MEMBER AND DEFINED FITNESS MEMBER.**
- Staff members will wear a face covering and one will be offered to the Defined Fitness member
- Signage will be prominently posted at each workstation area reminding members of distancing guidelines.
- During in person conversations regarding personal training services and goal assessments physical distancing will be practiced with a minimum of six feet between the staff member and Defined Fitness member.
  - Staff members will wear a face covering and one will be offered to the Defined Fitness member.
- Personal training sessions will be conducted in a manner that is conducive to helping the personal training client achieve their fitness goals while being respectful of personal space and physical distancing.
- Defined Fitness offers personal training sessions over Zoom and other mobile video interface platforms.
- All forms of body fat analysis and body composition aside from InBody will be discontinued due to physical distancing.

### Personal Training Member Considerations

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Members will wipe down equipment and workspaces following use while with a personal trainer.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.

## **Kids Club Operations**

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### **Kids Club Cleaning and Sanitizing Protocol**

- Defined Fitness Play Team members will be equipped with CDC approved cleaning solution for cleaning of all areas of the Kids Club.
  - This cleaning solution is safe for use around all ages.
- All high touch areas will receive a more thorough cleaning
  - This is inclusive, but not limited to all toys, bathroom areas, chairs, carpets and floors
- All workstations, tables, chairs, flat surfaces, phones and computer stations will be cleaned a minimum of one time per hour.
- The Kids Club will receive a thorough cleaning at the end of each shift and end of the day as part of our Kids Club Operations plan.
- Kids Club toys will be placed in a bin after each use and will be returned for play after disinfecting of each toy.

### **Kids Club Physical Distancing Protocol**

- The Kids Club area will be limited to ½ capacity. Allowing a maximum of twelve children in the room at any time
- If space is not available in the Kids Club the member and child will be asked to wait outside the building and will receive a call on their cell phone when space becomes available
  - Waiting in the lobby will no longer be permitted to better allow for social distancing.
- All FitKids classes will be suspended temporarily.
- Signage will be prominently posted at each workstation area reminding members of distancing guidelines.
- Children showing signs of sickness will not be allowed access in to the Kids Club until all signs of sickness have completely dissipated.
  - These signs include, but are not limited to; runny nose, cough, watery eyes, fever, etc.
- All Play team members will wear face covering and gloves at all times while in the kids club area.

### **Kids Club Member Considerations**

- Members will wash or sanitize hands thoroughly prior to use of the Defined Fitness amenities.
- Member will wash the hands of his or her child immediately upon entry to the Defined Fitness Kids Club area.
- Children will be required to wash or sanitize their hands prior to engaging in a new activity while in the Kids Club.
- Hand sanitizer stations, hand washing stations and equipment cleaning stations are located throughout each facility for use by all members and staff on site.



## **CLUB MANAGEMENT**

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### **Club Management Cleaning & Sanitizing Protocol**

- All areas of the club will be inspected by a member of club management hourly to ensure all cleanliness and sanitizing expectations are being met.
  - Areas deemed to be unacceptable by club management may be closed for additional cleaning.
  - These areas will be clearly marked by a member of management along with explanation for closure.
- All high touch areas will be cleaned every 15 minutes throughout the day by club management
- Brief interviews will be conducted by club management throughout the day to determine if club members or staff have symptoms of illness.
- Club management is available to discuss Defined Fitness processes and protocols at any time throughout the day and if unavailable will return any inquiry within 24 hours.

### **Club Management Physical Distancing Protocol**

- All initial steps of the Defined Fitness hiring process will be conducted via video teleconference to avoid direct contact and promote physical distancing.
  - An in person interview may be conducted in an area where physical distancing expectations can be upheld.
- When possible conversations with members regarding non pressing issues may be conducted via teleconference.
- Club management will be available at the front desk throughout the day for member questions, needs and to uphold Defined Fitness prevention expectations.
- Club management may address staff and members on physical distancing violations.
  - While it is ultimately the responsibility of each individual to practice physical distancing, situations may arise in which a member of club management will intervene on interactions between members, staff or a combination of the two to remind each involved party of the physical distancing expectations and protocol from government officials.



## **MEMBER HEALTH AND SAFETY POLICIES**

## **PHYSICAL DISTANCING**

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Members will be advised to practice physical distancing by standing and exercising at least six feet away from each other throughout all areas of the club.

- Cardio equipment layouts will be arranged to ensure appropriate distancing as well as capacity limits in our Group Fitness classes and Kids Club, reducing limits to one person per eight square feet of workout space in those areas.
- Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from members and other employees whenever possible.
- We will be available to talk members through online registration to reduce the amount of personal contact they experience when at a Defined Fitness.

### **Hand Sanitizer / Hand Washing**

Hand sanitizer dispensers will be placed at member and employee entrances and contact areas throughout each club.

- Following recommendations from the New Mexico Department of Health (NMDOH), handwashing is the recommended avenue for ensuring the hands stay clean and we will continue to provide antibacterial, antimicrobial soap throughout all restrooms.

### **Safety Signage**

There will be health and hygiene reminders throughout each club including the proper way to wear, handle and dispose of masks.

- This signage will have reminders of social distancing and the importance of handwashing in order to prevent the spread of germs.

### **Employee & Member Health Concerns**

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the Defined Fitness Club Management and NMDOH.

- We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or club management (members).

### **Case Notification**

If we are alerted to a presumptive case of COVID-19 at a Defined Fitness location, we will work with the NMDOH to follow the appropriate actions recommended.



## **DEFEND YOUR HEALTH**

Coronavirus Defense

# WHAT YOU CAN DO:

**1**

### **DEMONSTRATE CLEANLINESS**

Wipe down every machine you use with disinfectant after each use.

**2**

### **DEFEND YOURSELF AND OTHER MEMBERS**

Please review these CDC guidelines for hand-washing and best practices to Stop the Spread of Germs.

**3**

### **DROWN OUT GERMS**

Leave sweat and germs behind. Shower before entering the wet area.

**4**

### **DISTANCE YOURSELF**

Stay at home if you are showing signs of any illness to prevent the spread of germs.

**5**

### **DEFENSE IS THE BEST PLAY**

Please leave your sick child at home. We defend all children against illness in our Kids Clubs and will send home sick children.

**6**

### **DEFINE YOUR FITNESS**

We encourage you to stay committed to your health and fitness goals by continuing your fitness routines and defending your health by using these best practices.



## **TEAM MEMBER HEALTH AND SAFETY POLICIES**

## **EMPLOYEE'S RESPONSIBILITIES**

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Defined Fitness Employees are vital for an effective sanitation and health program

### **Hand Washing**

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus.

- All Defined Fitness employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities:
  - Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving any fitness space, going on break and before or after starting a shift.
- Department specific instruction will be provided to members of the Defined Fitness team as many departments require hands on interaction with club members or more direct contact with high-touch surfaces.

### **COVID-19 Training**

- All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent member contact including management.

### **Personal Protective Equipment (PPE)**

Appropriate PPE will be worn by all employees based on their role and responsibilities. Training on how to properly use and dispose of all PPE will be mandatory.

- Every employee will be required to wear gloves throughout their shift and change gloves each time hand washing occurs.
- Every employee will be issued a mask and be required to wear it daily to work, this protocol is position dependent and will be required for employees who are in direct contact with members throughout their shift.
  - An example of a high touch department would be our members of Club Management, Greet Team members, Play Team members and Personal Trainers.

### **Daily Pre-Shift & Timekeeping**

Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees.

- Hand sanitizer or hand washing will be required by each employee after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

## **EMPLOYEE SERVICES & HUMAN RESOURCES**

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### **Uniform Issuance and Return**

- All returned uniforms will be professionally cleaned prior to reissuing to another Defined Fitness team member.

### **Physical Distancing Protocol**

- To schedule an appointment with the Human Resources department to return company property an appointment will be scheduled with the Human Resources Specialist. Scheduling of this appointment with the Human Resources department is the responsibility of the employee.

### **Employee Services**

- To provide and adhere to company social distancing expectations and guidelines all appointments for employee services will be conducted on an appointment only basis or teleconferenced when possible.

### **Hiring Panel and New Team Member Orientation (NTMO)**

- Adjustments will be made to the hiring panel and NTMO for the foreseeable future to better accommodate the safety of our employees. All in person interviews will be conducted at a minimum distance of 6ft or while wearing a face covering.