PHASE ONE: PHYSICAL DISTANCING PROTOCOLS

- All travel paths have been clearly marked throughout the properties. One-way traffic will be prioritized
- All clubs will have queue markers placed at least 6 feet apart
- Plexiglass partitions have been installed at all check in desks
- Each club has a detailed capacity plan, indicating the number of guests allowed on property and in each space at one time
- Members will check into the club via reservation only to ensure compliance with a capacity threshold of 5 individuals per 1,000 square feet
- All members will check-in using Bay Club Connect, ensuring a touchless interaction
- Communal furniture and member lounge areas have been removed
- All equipment will be placed a minimum of 8 ft apart
- Each member will be provided with a clearly marked 100 sq. ft. individual space
- Locker room capacities will be reduced, with physical distancing ensured
Advance Reservations:

- We’ve enhanced the Bay Club Connect App to provide advance reservations for every activity within the club.
- Capacity thresholds have been set for each functional area of the club to ensure proper physical distancing and prevent crowding.
- Members are asked to make a reservation via Bay Club Connect prior to their arrival at the club.
- For members without a reservation, access will be provided on a first-come-first-serve basis, dependent upon availability.
PHASE ONE: CLEANING & SANITIZATION PROTOCOLS

- A range of industrial grade products have been identified for cleaning and sanitization which reflect CDC recommendations and which have been proven to be effective against the Covid-19 virus.
- Detailed sanitization and audit schedules and protocols have been implemented for each area of the club.
- All non-essential items (equipment, fixtures, furniture, and accessories) have been removed and stored.
- Ultra-high frequency cleaning has been instituted in areas of frequent use or travel (entrances, fitness floors, locker rooms).
- Fitness equipment will be sanitized between each use, with signage indicating readiness/status.
- Personal Sanitization supplies are available throughout the club and in each functional area for use by both members and employees.
- Club hours have been modified to allow for overnight deep cleaning.
- Associates will receive ongoing training on all cleaning and sanitization protocols.
PHASE ONE: FITNESS PROTOCOLS

• Capacity and proper distancing for programming will be ensured through the use of a digital reservation system.
• The use of fitness and cardio floors will require a reservation.
• All cardio and strength equipment will be spaced 8 feet apart.
• Fitness programming will be modified to prioritize outdoor use of cardio equipment wherever possible.
• Every piece of equipment will be sanitized between users.
• To utilize any small equipment and accessories (i.e. exercise bands, mats, foam rollers, etc.) these items will be located a Sanitization Station with a check-in and check-out system.
• Trainers and designated associates will be present to ensure social distancing compliance and proper sanitization.
• Areas of club will be repurposed to create 225-square-foot “fitness stations” for family participation and personalized instruction.
PHASE ONE: LOCKER ROOM PROTOCOLS

• Locker room capacity and occupancy will be monitored by staff to create appropriate social distancing
• Locker availability will be staggered to promote social spacing
• Each club will make a designated number of showers, sinks, and bathroom stalls unavailable for member use to ensure proper social spacing
• Steam rooms, saunas and jacuzzis will not be operable or accessible
• Non-essential vanity items will be removed from the locker room
• Locker rooms will be cleaned and sanitized on an ongoing basis by dedicated staff members
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Bay Club Company: Los Gatos
Industry/Sector: Active Lifestyle
Date: 6/01/2020

1. Are you open or partially open? **YES**
   a. Are you an essential business? **NO**
   b. Are you open under an exception such as: **YES**
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? **YES**
   d. To your knowledge, have employees or customers become infected with COVID-19? **NO**

2. How many of your activities can be moved outdoors? **All of our current activities are outdoors and socially distanced.**

3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?
      
      Capacity, ssage and traffic controlled via digital reservation system. Six food physical distancing boundaries clearly delineated.
      
   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?
      
      Touchless temp check, plexi-glass shields, PPE required Mask wearing required. Gloves provided. traffic patterns delineated.
c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

Associates have been provided with masks which are required. Sanitizer is provided at entry and throughout the facility.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

YES

e. Can customers make appointments to gain entry while inside capacity is restricted?

YES

f. How can social distancing be maintained inside your premises?

Robust protocols for physical distancing have been established across all areas of the business.

4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

Masks have been distributed to all associates. Gloves are available to all. Customers must wear masks to enter the facility. Temp checks are in place for all.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Room capacities have been limited. Physically distanced spaces for individual use have been delineated. All capacity and usage controlled via digital reservation system.
6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

All visits and usage are documented and time stamped for 100% traceability.

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? We need processes to focus on high level requirements, approaches and philosophies, so that operators can delineate operational solution that fit their businesses.
   b. Licensure? NA
   c. Childcare? NA
   d. Housing? Stated above
   e. Digital Inclusion? NA
   f. Commute-Free Working? NA

8. If you have been opened or partially opened, what challenges have you experienced?

Lack of consistency from county to county for multi-unit businesses that span multiple counties.

9. If you have been opened or partially opened, how has the community’s adherence and response to the COVID health safety protocols been?

Our business and our customers have been fully compliant and supportive.
INTRODUCTION

Founded in 1977, The Bay Club Company is an active lifestyle company that owns and operates a growing collection of resort-inspired properties across nine campuses located within the Bay Area, Los Angeles, San Diego, and Portland markets.

Bay Club's comprehensive approach to lifestyle is founded on four points of focus: fitness, sports, family, and hospitality.

Our clubs exist to promote health and wellness, to bolster physical and mental wellbeing, and to strengthen community and family relationships.

As California and Oregon’s communities move into Phase One of their coronavirus response and recovery strategies, the Bay Club stands ready, with state-of-the-industry protocols, to be an essential resource for health and wellbeing across our communities.

The Bay Club is uniquely positioned within the Active Lifestyle Industry to ensure that physical distancing protocols are maintained at all times.

THE BAY CLUB DIFFERENCE:

Rigorous Standard Operating Procedures, governing all aspects of club operations, have been documented by the company to ensure proper levels of physical distancing, reflective of CDC as well as state and county guidelines.

Strict protocols have been developed in order to maintain proper levels of sanitization and cleanliness, across all facilities at all times.

Our Active Lifestyle Clubs include expansive outdoor recreation spaces for tennis, golf, and cardio fitness, activities which naturally support high levels of physical distancing. Our indoor facilities are spacious and flexible, providing high levels of physical distancing and individual spaces for safe exercise.

Our professional staff are uniquely qualified to manage and maintain physical distancing protocols. Our associate-to-member ratios, among the highest in the industry, provide for rigorous supervision of all scheduled activities.

PHASE ONE OVERVIEW:

- All capacities, usage, and traffic volumes controlled via digital reservation systems, limiting the number of persons on property at any one time
- Strict enforcement of physical distancing protocols property-wide
- Suspension of non-core activities (no retail, spa or childcare and limited to no foodservice) which do not readily support physical distancing
- Group activities moved outdoors, or alternatively into large full-sized basketball courts, where each user is provided with demarcated individual space for their activities
- Concierge level cleaning protocols ensuring that each space is cleaned and sanitized before and after each use
- Vulnerable individuals encouraged to remain at home
CORE PROTOCOLS
SOCIAL DISTANCING SOP

Objective
Provide detailed information about the changes that have taken place within our clubs to ensure compliance with social distancing standards. Detail associate expectations and guidelines.

Intended Audience
Bay Club associates

Key Changes
Changes to reservation protocols, club capacity constraints, internal communication and directional signage, equipment placement

Required Resources
Stanchions, sneeze guards, social distancing markers (directional, queuing), signage

Related SOPs
Functional area-specific social distancing SOPs: Fitness, Fitness Programming, Racquet Sports, Aquatics, Golf, Hospitality, Family Programming

OVERVIEW:
The CDC defines social distancing as remaining a minimum of six feet away from others. In compliance with social distancing standards, the following changes have been implemented within each of our clubs:

• All travel paths have been clearly marked throughout each property
• One-way traffic has been prioritized wherever possible and specifically in narrow spaces
• All clubs have queue markers placed at least 6 feet apart
• Plexiglass partitions have been installed at all check in desks
• Each club has a detailed capacity plan, indicating the number of guests allowed on property and in each space at one time
• Members will check into the club via reservation only to ensure compliance with a capacity threshold of 5 individuals per 1,000 square feet
• All members will check-in using Bay Club Connect, ensuring a touchless interaction
• Communal furniture and member lounge areas have been removed
• All equipment has been placed a minimum of 8 ft apart
• Each member will be provided with a clearly marked 100 sq. ft. individual space
• Locker room capacities will be reduced, with physical distancing ensured

ASSOCIATE GUIDELINES:
• Associates are required to abide by posted signage and directional traffic at all times
• Make every effort to maintain proper social distancing of at least 6 feet from other associates and from members
• If you are responsible for completing a task and are concerned about your ability to maintain safe social distancing, speak to a manager right away
• Help members abide by posted signage and directional traffic at all times
  • Make yourself available to answer questions and provide additional information if a member is confused or non-compliant
  • Politely engage with members and offer reminders such as “Excuse me, Mr. Smith, would you mind stepping over to the designated floor marker? These have been placed here for your safety and the safety of our other members. Thank you!”
  • If a situation escalates or a member is seen repeatedly violating our social distancing protocols, speak to a manager right away
  • If you witness congestion, assist members in navigating the space and alert your manager if you believe that a particular area of the club creates a bottleneck for members
Social Distancing Marker

Clearly Marked Path of Travel

Social Distancing Marker

Touchless Check-In Behind Plexiglass
HANDWASHING SOP

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<thead>
<tr>
<th>Objective</th>
<th>Provide detailed guidelines regarding associate health and safety protocols</th>
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</thead>
<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
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<tr>
<td>Key Changes</td>
<td>Improved detail regarding steps and frequency</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Ample supply of soap for associate and member use, properly posted signage to ensure compliance</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Cleaning and Sanitization SOP</td>
</tr>
</tbody>
</table>

Handwashing is one of the most effective ways to prevent the spread of germs. Clean hands can stop the transmission of germs from one person to the next and throughout an entire community.

BEST PRACTICES:
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry
- Avoid touching your eyes, nose, and mouth with unwashed hands

WHEN TO WASH YOUR HANDS:
- After using the restroom
- After blowing your nose, coughing, or sneezing
- After touching garbage
- Before and after handling food
- After touching an item or surface that may be frequently touched by other people
- Prior to touching your eyes, nose, or mouth as that is how germs enter our bodies
- Prior to donning PPE and after disposal

HOW TO WASH YOUR HANDS:
- Wet your hands with clean, warm running water, turn off the tap, and apply soap
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice
- Rinse your hands well under clean, running water
- Use a paper towel to turn off the faucet
- Dry your hands using a clean towel or air dry them
ASSOCIATE PERSONAL PROTECTIVE EQUIPMENT SOP

Objective | Provide detailed information regarding new PPE requirements
---|---
Intended Audience | Bay Club associates
Key Changes | New guidelines for daily uniform requirements
Required Resources | Non-surgical face masks and disposable gloves for associates
Related SOPs | N/A

The Bay Club cares about the safety of its members and associates. As such, a strict set of PPE protocols will remain in place. Managers are responsible for properly training their teams and ensuring compliance at all times.

OVERVIEW:
- During Phase One of operations, ALL associates are required to wear the following PPE throughout the duration of their shift and any time they are on property
  - Non-surgical face mask
  - Disposable gloves to be changed out throughout the shift
  - In certain instances, associates may be asked to modify their uniform to minimize or entirely avoid having any exposed skin between their glove and shirt
- Prior to returning to work, every associate will complete updated PPE training, including but not limited to:
  - Proper handwashing technique
  - Proper application/removal of face mask
  - Proper glove-up/un-glove technique

NON-SURGICAL FACE MASK GUIDELINES:
- You are required to wear a face mask that extends under the chin to fully cover both the nose and mouth
- Putting on a face mask:
  - Ensure that you are using a clean mask
  - Wash your hands with soap and warm water for a minimum of 20 seconds prior to touching your mask
  - Pick up the mask by touching the ear loops (or ties) only
  - Avoid touching the mask itself
  - Hold both ear loops and place the loops around each ear
  - Fit the mask around your mouth, nose and chin
- Take extra care to ensure that use of a face mask does not increase the frequency of touching your face
  - Properly wash your hands with soap and warm water for a minimum of 20 seconds and put on a new pair of disposable gloves if you touch your face or mask
  - To safely remove your face mask, carefully untie or unhook your face mask and pull it away from your face without touching the front
  - If your mask is damaged, request a replacement from your manager and dispose of the old mask in a trash receptacle
  - Masks may not be shared at any time
  - Practice proper hand hygiene by washing your hands with warm soap and water for a minimum of 20 seconds immediately after removing your face mask
DISPOSABLE GLOVES GUIDELINES:

- Prior to putting on gloves, practice proper hand hygiene by washing your hands with warm soap and water for a minimum of 20 seconds
- Gloves should cover the wrist (cuff) fully
- Putting on gloves:
  - Ensure that the gloves are free of any rips or tears
  - Hold the wrist end of the glove open with one hand and ease the fingers of the other inside
  - Repeat for the other hand
- If your gloves are damaged, request a replacement from your manager and dispose of the old gloves in a trash receptacle
- When removing gloves, take extra care to ensure that this action does not cause additional contamination of hands.
  - Utilize the glove-in-glove removal process
    - Pinch and hold the outside of the glove near the wrist area
    - Peel downwards, away from the wrist, turning the glove inside out
    - Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand.
    - With your un-gloved hand, slide your finger/s under the wrist of the remaining glove, taking care not to touch the outside of the glove
    - Again, peel downwards, away from the wrist, turning the glove inside out
    - Continue to pull the glove down and over the inside-out glove being held in your gloved hand
    - This will ensure that both gloves are inside out, one glove enveloped inside the other, with no contaminant on the bare hands.
- Dispose of used gloves in a trash receptacle

Instructions for the Proper Donning of a Face Mask

Instructions for the Proper Removal of Gloves
CLEANING AND SANITIZATION SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide updated information about general cleaning and sanitization standards and best practices within out clubs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
</tr>
<tr>
<td>Key Changes</td>
<td>Revised cleaning and sanitization protocols, frequency parameters, and auditing procedures</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Ample cleaning and sanitization inventory (microfiber towels, disinfectant spray, approved sanitization equipment, etc.) Waxie Solsta Nexgen Chemical Dispensing System, approved PPE</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Functional area-specific cleaning and sanitization SOPs: Fitness, Fitness Programming, Racquet Sports, Aquatics, Golf, Hospitality, Family Programming</td>
</tr>
</tbody>
</table>

OVERVIEW:
- A range of industrial grade products have been identified for cleaning and sanitization which reflect CDC recommendations, and which have been proven to be effective against the Covid-19 virus
- Detailed sanitization and audit schedules and protocols have been implemented for each area of the club
- All non-essential items (equipment, fixtures, furniture, and accessories) have been removed and stored
- Ultra-high frequency cleaning has been instituted in areas of frequent use or travel (entrances, fitness floors, locker rooms)
- Fitness equipment will be sanitized between each use, with signage indicating readiness/status
- Personal Sanitization supplies are available throughout the club and in each functional area for use by both members and employees
- We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE

CLEANING AND SANITIZATION BEST PRACTICES:
- Cleaning describes the process of removing dust, dirt, etc. whereas disinfecting or sanitization takes place on clean surfaces
- Surfaces and items must be cleaned prior to using disinfectant
  - As bacteria/virus are typically found in soils, if the soils remain on the surface of an item, the disinfectant may not reach the virus and may be less effective
- While cleaning and disinfecting, spray products are to remain on surfaces for 30-60 seconds before agitating/wiping clean with a microfiber towel
- Associates will prioritize cleaning and disinfecting all high touch areas with regular frequency
- All equipment will be properly cleaned and sanitized between each use
- A Manager on Duty will perform a detailed audit of each functional area at regularly scheduled intervals to ensure continued compliance with all cleaning and sanitization practices
- Please refer to functional area-specific sanitization SOPs for more detailed information

MICROFIBER TOWELS:
- Use RED towels for: Heavily soiled organic areas
  - Ex. Restrooms, showers, saunas
- Use GREEN towels for: Sweat-facing surfaces
  - Ex. Fitness floor and studios
- Use BLUE towels for: All other areas
  - Ex. Lobby, sinks, windows
CLEANING AND SANITIZING SOLUTIONS:

Waxie- Green Solsta 330 Fresh Mist Liquid Microbes
High performance odor control and degreasing solution
For use on trash receptacles, urinals, etc.

Waxie Solsta 320 Disinfectant Cleaner
Disinfectant, cleaner, and deodorant
Safe for use on plastic, vinyl, enamel, tile, and metals

Waxie Solsta 700 Disinfectant Cleaner
Disinfectant cleaner and deodorizer
For use on all hard, nonporous surfaces

Waxie Solsta 730 HP Disinfectant Cleaner
Hydrogen Peroxide based solution for disinfecting and deodorizing
Removes dirt, grime, mold, mildew, body oils from hard surfaces

Waxie Solsta 764 Lemon Quat Disinfectant Cleaner
Cleaner, deodorizer, and disinfectant for hard surfaces
Effective against a broad spectrum of contagions

Waxie Sparkle Liquid Glass and Surface Cleaner
Alcohol-based cleaner for use on all glass of glazed surfaces
For use on all windows and mirrors
FRONT DESK CHECK-IN ATTENDANT RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Objective</th>
<th>Outline the priorities and responsibilities of the Front Desk Check-In Attendant</th>
</tr>
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<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
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<tr>
<td>Key Changes</td>
<td>Updated information regarding social distancing, sanitization and PPE compliance</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Approved PPE, sanitization kits, social distancing markers and signage, sneeze guard</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Front Desk Sanitization SOP, Member Photo Identification SOP, Towel Service SOP</td>
</tr>
</tbody>
</table>

BEFORE YOUR SHIFT:
• Check in with your manager to:
  • Receive the appropriate PPE:
    • Approved protective mask
    • Disposable gloves
  • Have your temperature checked and logged
• Wash your hands thoroughly soap and warm water for a minimum of 20 seconds
• Pick-up your cleaning and sanitization kit:
  • Full spray bottle of Waxie Solsta 764 Quat Disinfectant Cleaner
  • Microfiber towels

CHECK IN:
• Acknowledge each member as they arrive
• Make eye contact and welcome the member back to the club
  • If there is a queue, let the member know that you’ll be right with them
  • Assist members with queuing protocols as needed
• Check the member in using Bay Club Connect
  • If the member does not have Bay Club Connect, provide them with instructions and support to download the app
  • After the member scans their barcode, check to ensure that:
    • Their member privileges are current
    • The member has a current photo on file
      • If the member does not have a photo on file, ask to see identification and direct the member to the socially distant photo station
      • If the member objects, kindly let them know that the photo is for internal use only and that the purpose is to protect their safety

RESERVATION CONFIRMATION:
• Ask the member if they have a reservation
  • If the member says yes, check the reservation information
  • If the member says no, ask which areas of the club they are interested in and either:
    • Assist the member with booking an open slot
    • Inform the member that the club is at capacity but that you would be happy to help them find an alternate time
    • If the member is interested, assist them with booking a future reservation and let them know that you look forward to having them back soon
• Distribute one large towel and one small towel to each member
• Once check-in is complete, thank the member and wish them a pleasant visit Ex. “Thank you and enjoy your workout, Mr. Smith!”
• If possible, make yourself available to answer any additional questions about the club as needed
• If a member asks a question and you are uncertain of the answer, or if there is a queue to check in and a member has a question, kindly inform them that you will call a manager to assist and thank them for their patience
  • If there is a separate, socially distanced waiting area, guide the member to the appropriate location
  • Call a manager or other team member for additional support via phone or radio and inform the member that “[name], our [position]” will be right over to assist
• Call the next member in the queue and thank them for their patience

AT THE END OF YOUR SHIFT:
• Thoroughly sanitize your workstation by using Waxie Solsta 764 Quat Disinfectant cleaner on to a microfiber towel and thoroughly wiping all surfaces
• Replenish and restock all sanitization kits within your assigned area
• Complete a final cleaning and sanitization checklist
• Fill out and turn in the corresponding documentation to the Manager on Duty
• Discard of any disposable PPE in the proper receptacle
FRONT DESK CLEANING AND SANITIZATION SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide detailed information regarding front desk cleaning and sanitization protocols</th>
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<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
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<tr>
<td>Key Changes</td>
<td>Updated information regarding sanitization steps and frequency</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Approved PPE, sanitization kits, sneeze guards</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Cleaning and Sanitization SOP</td>
</tr>
</tbody>
</table>

GUIDING PRINCIPLES:
- Prioritize the sanitization of high touch areas
- Utilize downtime to ensure a clean workspace
- Each associate is responsible for their own workspace

PROCEDURES:
- Upon arrival to your shift, retrieve the appropriate PPE and ensure that a sanitization kit is available for use
- Each sanitization kit is to include:
  - A spray bottle of Waxie Solsta 764 Lemon Quat Disinfecting solution
  - An unused microfiber towel
- Thoroughly sanitize your workspace by spraying the Waxie Solsta 764 solution directly onto the microfiber towel
  - Do not spray the solution directly onto electronics as this may cause damage
  - Disinfect all surfaces including the sneeze guard, countertops, computer screen, monitor base, keyboard, chords, BCC reader, telephones
- Clean frequently throughout your shift, as items are used, and in between member interactions
  - Remember that when members see us cleaning, they trust that we have their safety in mind
- Be sure to thoroughly sanitize your work station at the beginning and end of each shift and whenever you step away from your work station
- Ensure that your work station remains free of any non-essential items
MEMBER IDENTIFICATION SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>In support of increased security measures, outline the steps to ensure that each member profile includes a current photo</th>
</tr>
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<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
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<tr>
<td>Key Changes</td>
<td>Prioritization of member photo capture. Introduction of social distancing parameters.</td>
</tr>
<tr>
<td>Required Resources</td>
<td>CM+, CapPix software, designated photo station, social distancing markers, a working camera</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Member Check-In SOP, Social Distancing SOP, Associate PPE SOP</td>
</tr>
</tbody>
</table>

PROCESS:
- Upon member check-in via Bay Club Connect, check to see that the member has a current photo on file
- If the member is missing a photo or if their photo is outdated, ask to see identification and direct the member to the socially distant photo station
  - If the member objects, kindly let them know that the photo is for internal use only and that the purpose is to protect their safety
  - Each club location will determine the appropriate location for the photo station, ensuring social distancing protocols and visual floor markers are in place.
- Be sure to maintain 6 feet of social distance from the guest at all times and begin the photo capture process
- Click to open CapPix
- The webcam/camera will display the frame of view
- Direct the member to the middle of the frame, ensuring that their shoulders are in view, then click “Take Picture”
  - After the picture is taken, you will see a pop-up prompt to enter the member number.
  - Enter the member number
  - Click “Ok” to save the image file you’ve just created
  - When you have finished taking and saving the picture, close the picture taking window by selecting the X at the upper right corner of the window
  - Please note that the photo will not be immediately available
  - Thank the member and guide them to exit the photo station and enter the appropriate stream of foot traffic
TOWEL SERVICE SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide detailed information pertaining to the new process of towel distribution for member use</th>
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<tbody>
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<td>Intended Audience</td>
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<tr>
<td>Key Changes</td>
<td>Removal of member-facing towel stations. Introduction of towel service from the welcome desk</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Approved PPE</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Member Check-In SOP</td>
</tr>
</tbody>
</table>

In careful consideration of the safety of our members, all member-facing towel stations throughout the club will be removed for Phase One of operations and until further notice.

TOWEL DISTRIBUTION:
- An ample supply of towels will be maintained at the Welcome Desk during all hours of operation
- If the supply of available towels is running low, call Housekeeping for replenishment
- Members will request and receive towels at the desk upon check-in
- Upon check-in, each member will receive one large and one small towel
- If additional towels are required in the club, any of the club attendants on the floor (Personal Trainers, Childcare Attendants, Managers, Housekeepers, etc.) will fulfill member needs upon request
- Associates distributing towels must wear the appropriate PPE at all times
  - If gloves become contaminated for any reason, the associate must discard and replace the soiled pair before resuming distribution service
REPLENISHING SANITIZATION SUPPLIES SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide detailed instructions to ensure that members and associates have access to the appropriate cleaning and sanitization supplies at all times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
</tr>
<tr>
<td>Key Changes</td>
<td>Improved process information, minimum quantity thresholds</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Approved PPE, ample cleaning and sanitization inventory (microfiber towels, disinfectant spray, approved sanitization equipment, etc.) Waxie Solsta Nexgen Chemical Dispensing System</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Cleaning and Sanitization SOP, Housekeeping SOPs, Functional area-specific sanitization SOPs: Fitness, Fitness Programming, Racquet Sports, Aquatics, Golf, Hospitality, Family Programming</td>
</tr>
</tbody>
</table>

Proper sanitization is paramount to building and maintaining trust with our membership base. As such, it’s important that we keep a keen eye on our cleaning and disinfecting supplies and replenish as needed.

OVERVIEW:
• Know where all member-facing and associate-use-only sanitization kits are stationed throughout the club
• Check fill levels regularly, paying special attention to sanitization supplies that are intended for member use
• If possible, try to ensure that all chemical solutions (spray bottles, hand sanitizer, etc.) remain at least half full
• Prior to refilling, ensure that you are wearing the proper PPE

REFILLING SPRAY BOTTLES:
• Read the label of the bottle that needs refilling
• If possible, when removing one spray bottle, replace with a pre-filled backup, ensuring that the labels are the same
• Take the bottle to the Waxie Solsta Nexgen Chemical Dispensing System located within the club
• Select the “Bottle Filling” dispenser option
• Select the product type that matches the label on the spray bottle and direct the bottle filling arrow toward the bottle
  • The system will dilute the concentrate to the appropriate level
• Take care to ensure that the bottle does not overfill
• Secure the cap or bottle sprayer tightly
• If you did not have a pre-filled back up, return the filled bottle to it’s appropriate location within the club, otherwise store the bottle wherever backups are kept

REFILLING CLEANING EQUIPMENT:
• Read the label of the container that needs filling
• If possible, replace with a pre-filled backup, ensuring that the labels are the same
• Take the bottle to the Waxie Solsta Nexgen Chemical Dispensing System located within the club
• Select the “Hose Filling” dispenser option
• Select the product type that matches the label and direct the hose filling arrow toward the bottle
  • The system will dilute the concentrate to the appropriate level
• Take care to ensure that the container does not overfill
• Secure the cap
• If you did not have a pre-filled back up, return the filled container to the appropriate piece of cleaning equipment, otherwise store the container wherever backups are kept
• [https://www.youtube.com/watch?v=hOQ6QMe0HLo](https://www.youtube.com/watch?v=hOQ6QMe0HLo)
REPLENISHING BULK SOLUTIONS:

- Waxie Solsta Nexgen Chemical Dispensing System
  - Ensure that you are wearing proper PPE at all times
  - Use a key to unlock indicated area on dispensing station
  - Remove the empty solution container from the dispensing station
  - Check the label on the container and identify a replacement container with an identical label
  - Uncap the full replacement container and load into vacant spot
  - Secure and lock the dispenser once complete

- Wall-mounted Hand Sanitizers
  - Simultaneously press the small buttons on the left and right side of the unit to open
  - Once open, the case will open towards the employee
  - Remove and discard the empty container in the appropriate receptacle
  - Insert the new container, and close the lid upward until secure
## ISSUING AND RECEIVING EQUIPMENT SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide new guidelines for issuing and sanitizing equipment for member use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
</tr>
<tr>
<td>Key Changes</td>
<td>Introduction of a designated equipment issue station and corresponding equipment issue log</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Sanitization kits, designated table/station, equipment issue log</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Cleaning and Sanitization SOP, Associate PPE SOP</td>
</tr>
</tbody>
</table>

Once a location is determined as not prohibitive to flow of traffic with options for social distancing and waiting dots, small fitness accessories may be checked out for member use.

**OVERVIEW:**
- The equipment issue station will be staffed by an associate wearing the appropriate PPE
- All equipment will be kept out of member reach, either behind a desk or table
- Equipment will be sanitized at the beginning of each day and after every use
- A member will approach the kiosk and request up to a few pieces of accessories
- As members check out items, the station attendant will fill out and initial the equipment issue log detailing the member name, type of equipment, check-out and return times
- Returned items may be sanitized using Waxie Solsta 764 Lemon Quat Disinfecting Cleaner and a microfiber towel
- All equipment must be sanitized and dried completely prior to returning to circulation

**BEFORE YOUR SHIFT:**
- Check in with your manager to:
  - Receive the appropriate PPE:
    - Approved protective mask
    - Disposable gloves
  - Have your temperature checked and logged
- Wash your hands thoroughly soap and warm water for a minimum of 20 seconds
- Pick-up your cleaning and sanitization kit:
  - Full spray bottle of Waxie Solsta 764 Quat Disinfectant Cleaner
  - Microfiber towels

**OPENING RESPONSIBILITIES:**
- Prepare the equipment issue station by setting up the table and restocking any necessary equipment
- At any shift changes, confirm with inbound rotating staff any equipment that is currently on loan

**CLOSING RESPONSIBILITIES:**
- At the end of the day, confirm that all equipment has been cleaned and sanitized
- If necessary, relocate equipment to the appropriate overnight storage location
- Submit the completed daily log to the Manager on Duty for on-going tracking purposes

**AT THE END OF YOUR SHIFT:**
- Thoroughly sanitize your workstation by using Waxie Solsta 764 Quat Disinfectant cleaner on to a microfiber towel and thoroughly wiping all surfaces
- Discard of any disposable PPE in the proper receptacle
EXAMPLES OF EQUIPMENT THAT MAY BE ISSUED:

- Hand weights
- Resistance bands
- Kettlebells
- Weighted balls
- Bosu
- VIPR
- Foam Roller

SAMPLE EQUIPMENT ISSUE LOG:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time OUT</th>
<th>Member Name</th>
<th>Equipment used</th>
<th>Time IN</th>
<th>Cleaned?</th>
<th>Staff Initial</th>
</tr>
</thead>
<tbody>
<tr>
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</table>
LOCKER ROOM ATTENDANT RESPONSIBILITIES

Objective | Outline the priorities and responsibilities of the Locker Room Attendant
---|---

Intended Audience | Bay Club associates

Key Changes | Updated information regarding sanitization steps and frequency

Required Resources | Approved PPE, sanitization kit

Related SOPs | Cleaning and Sanitization SOP, Associate PPE SOP

OVERVIEW:
- The locker room attendant is responsible for ensuring the proper cleaning and sanitization of all shared use items and surfaces in the locker room and to assist with social distancing compliance
  - The Locker Room Attendant is primarily responsible for the dry areas of the locker room
    - Wet area cleaning, garbage disposal, and vanity supply replenishment will fall under housekeeping responsibilities unless otherwise directed

BEFORE YOUR SHIFT:
- Check in with your manager to:
  - Receive the appropriate PPE:
    - Approved protective mask
    - Disposable gloves
  - Have your temperature checked and logged
- Wash your hands thoroughly soap and warm water for a minimum of 20 seconds
- Pick-up your cleaning and sanitization kit:
  - Full spray bottle of Waxie Solsta 764 Quat Disinfectant Cleaner
  - Microfiber towels

THROUGHOUT YOUR SHIFT:
- Ensure that members adhere to social distancing protocols at all times
  - Walk through the locker room as often as possible, using an estimation of two-arm lengths of space between any two members if those members are not passing by one another while walking
    - If members are too close to one another, politely request that they increase their separation
      - “Hi...would you mind giving your fellow member a bit more space while they’re finishing up?”
    - Encourage members to adhere to the designated flow of traffic as well as the no congregating policy
      - “Hi...we’ve identified this as a one-way traffic flow area to better create social distancing. Would you mind following the directional arrows?”
- Disinfect the following after EACH USE:
  - Locker (interior): Be sure to sanitize all flat surfaces, hooks, bars
  - Locker (exterior): Sanitize the lock mechanism as well as the exterior surface of the locker door
  - Stationary furniture such as stools or benches
  - All other flat surfaces such as the bank-end or other non-wet vanity areas
  - Monitor and ensure that social distancing protocols are followed
- Utilize down time to clean and sanitize any “high touch” areas
- When possible, remind members to please place their used towels in the appropriate receptacle
- Assist with replenishing locker room supplies such as paper towels
- Automatic dispensers with roll inserts require a key and may need assistance from housekeeping attendant
• Fill out and submit signed cleaning logs verifying sanitization completion

AT THE END OF YOUR SHIFT:
• Replenish and restock all sanitization kits within your assigned area
• Complete a final cleaning and sanitization checklist
• Fill out and turn in the corresponding documentation to the Manager on Duty
• Discard of any disposable PPE in the proper receptacle
HOUSEKEEPING
LAUNDRY SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide detailed information regarding safe laundering and laundry handling protocols</th>
</tr>
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<tbody>
<tr>
<td>Intended Audience</td>
<td>Bay Club associates</td>
</tr>
<tr>
<td>Key Changes</td>
<td>Updated guidance to ensure compliance with CDC recommendations</td>
</tr>
<tr>
<td>Required Resources</td>
<td>Approved PPE</td>
</tr>
<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Cleaning and Sanitization SOP</td>
</tr>
</tbody>
</table>

OVERVIEW:

- Be sure to wear the proper PPE prior to handling any soiled items
- Always use the warmest appropriate water setting
- Ensure that all items are completely dry prior to folding or entering back into circulation
- Refrain from shaking dirty laundry
- Frequently sanitize surfaces or materials that come into contact with soiled items
- Be sure to wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handing dirty laundry and in between loads
- Ensure compliance with social distancing guidelines when sharing spaces with members or other associates

PROCEDURE:

- Ensure that items to be laundered have been properly sorted and remove any foreign objects
- Safely load washing machines and dryers, taking care not to overfill the machines
- Confirm that the machine doors are secured and select appropriate wash cycle and/or dry cycle, ensuring the highest possible temperature settings when appropriate
- Transfer newly laundered items from the dryer into designated clean bins prior to folding
- Fold like-sized towels in same pattern and neatly stack onto a clean surface for club distribution
- Spray Waxie Solsta 764 Lemon Quat Disinfectant (or other approved solution) onto a microfiber towel to wipe down surfaces that have come into contact with soiled items (ex. dirty laundry hampers and bins)
ENTRYWAY CLEANING AND SANITIZATION SOP

<table>
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<tr>
<th>Objective</th>
<th>Provide detailed information regarding entryway cleaning and sanitization protocols</th>
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<td>Key Changes</td>
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<td>Required Resources</td>
<td>Approved PPE, ample inventory of specified cleaning and sanitization supplies</td>
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<tr>
<td>Related SOPs</td>
<td>Associate PPE SOP, Cleaning and Sanitization SOP</td>
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OVERVIEW:

• The club entrance is an especially important touchpoint as it sets the tone for the remainder of a member’s experience
• Special attention should be paid to ensure that our club entrances are meticulously maintained, keeping in mind that when members see us cleaning, they trust that we prioritize their health and safety

ENTRYWAY:

• Ensure that the entrance to the club is kept clean at all times
• Properly dispose of any trash or debris by placing items in the appropriate receptacle
• Continuously clean flooring, ceiling, furniture, glass doors, glass windows, and fixtures throughout the day and any time a member or associate comes into contact with these surfaces

LOBBY FLOOR:

• Mop and sweep the lobby floor in regular intervals and anytime that a request is made by management
• Be sure to maintain proper social distance from members and other associates at all times
• Always use a clean mop or broom and if one is not readily available, request one from a manager prior to cleaning
• To ensure member safety, prior to sweeping or mopping, place the appropriate signage or stanchions out on the floor
• Mop the floor with Waxie Solsta 330 Fresh Mist solution and remove signs/stanchions once dry

TRASH AND RECYCLING:

• To clear the trash and recycling bins, pull the liner out of the waste receptacle, tie the sides together and discard
  • Never push refuse down with your hands or feet
• Inspect the interior of waste receptacle and clean if liner was broken or receptacle shows signs of waste
• As needed, use Waxie Solsta 330 Fresh Mist solution to spray and wipe down all surfaces of the receptacle
• Wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handling soiled items
• Replace the clean and empty dustbins to their designated location, ensuring that a new liner is in place

GLASS SURFACES AND WINDOWS:

• Spray windows and glass surfaces with Waxie Sparkle Glass Cleaner
• Use a squeegee to clean off the solution by pulling down from top to bottom
• Overlap each stroke slightly to remove all cleaning solution
• Use a lint free duster to wipe the glass surface and ensure that the surface is left shiny and streak free
LOCKER ROOM CLEANING AND SANITIZATION SOP

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OVERVIEW:
- Be sure to wear the proper PPE at all times
- Be sure to wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handling soiled items and in between cleaning tasks
- Ensure compliance with social distancing guidelines when sharing a space with members or other associates

TOWELS:
- Place used towels in the appropriate receptacle or bring to the designate laundering station
- Refrain from shaking any soiled towels

TRASH:
- Clear any trash or debris from countertops, vacated lockers, or elsewhere in the locker room and dispose of items in the appropriate receptacle
- To clear the trash and recycling bins, pull the liner out of the waste receptacle tie the sides together and discard
  - Never push refuse down with your hands or feet
- Inspect the interior of waste receptacle and clean if liner was broken or receptacle shows signs of waste
- As needed, use Waxie Solsta 330 Fresh Mist solution to spray and wipe down all surfaces of the receptacle
- Wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handling soiled items
- Replace the clean and empty dustbins to their designated location, ensuring that a new liner is in place

MIRRORS:
- Spray a light mist of the appropriate designated cleaning solution (Ex. Waxie Sparkle or Waxie Solsta 300) onto a microfiber towel and wipe mirrors clean
- Use a squeegee to clean off the solution by pulling down from top to bottom
- Overlap each stroke slightly to remove all cleaning solution
- Use a lint free duster to wipe the glass surface and ensue that the surface is left shiny and streak free

VANITIES:
- Sanitize hair dryers and seating options with Waxie Solsta 300 and a microfiber towel
- Replenish liquid and paper vanity supplies
  - Clean the exterior of the dispenser, paying special attention to any liquid pump hardware
  - Remove dispensers and clean dispenser mounts
  - Refill dispensers to capacity
  - Test to ensure that all dispensers work properly
LOCKER ROOM FLOOR:
- Remove furniture from area to be cleaned, if necessary
- Choose the correct vacuum for the area
  - Ex. Advance Terra 28b for large open areas
  - Ex. Windsor 15” for smaller but open areas
  - Backpack vacuum for around tight spots and underneath machines
- Ensure the vacuum has good suction, functioning brushes and a clean filtering system
- Vacuum carpeted areas

WALLS, DOORS, PARTITIONS:
- Clean and disinfect walls, doors, and partitions with Waxie Solsta 300
- Wipe clean from top to bottom

INSPECT YOUR WORK:
- Buff out any water spots, haze or streaks with a clean cloth
- Check to see that all work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor
RESTROOM CLEANING AND SANITIZATION SOP

<table>
<thead>
<tr>
<th>Objective</th>
<th>Provide detailed information regarding restroom cleaning and sanitization protocols</th>
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OVERVIEW:
- Be sure to wear the proper PPE at all times
- Be sure to wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handling soiled items and in between cleaning tasks
- Ensure compliance with social distancing guidelines when sharing a space with members or other associates

RESTROOM FLOORS:
- Mop floor with Waxie Solsta 330

SINKS AND VANITIES:
- Restock and replenish all vanity items as needed
- Remove and properly dispose of any debris left on counter tops
- Replenish liquid and paper vanity supplies
  - Clean the exterior of the dispenser, paying special attention to any liquid pump hardware
  - Remove dispensers and clean dispenser mounts
  - Refill dispensers to capacity
  - Test to ensure that all dispensers work properly
- Use Waxie Solsta 330 Fresh Mist solution to spray and thoroughly scrub all sinks, countertops and walls
- Clean and polish mirror with Sparkle

TOWELS:
- Place used towels in the appropriate receptacle or bring to the designate laundering station
- Refrain from shaking any soiled towels

TRASH:
- Remove and discard any used feminine hygiene products in disposal units and replace liners (ALWAYS use a liner)
- Pull liner out of waste receptacle, tie sides together and discard
- Never push trash down with your hands or feet
- Inspect the interior of waste receptacle and clean if liner was broken or receptacle shows signs of waste
- Place a new liner in waste receptacle

URINALS:
- Disable automatic flushers on urinals
- Use a bowl brush to remove hard water deposits
- Flush the urinal
- Apply WAXIE KLEEN BRITE onto bowl mop
• Swab all interior surfaces, starting under the rim and working down to the water line
• NOTE: Do not flush at this time
• Allow cleaner time to dissolve the hard water deposits
• Re-enable the automatic flusher

TOILETS:
• Disable automatic flushers on urinals
• Use a bowl brush to remove hard water deposits
• Flush the toilet
• Lower the water level by forcing the water over the trap with the bowl mop
• Squeeze out the bowl mop
• Apply WAXIE KLEEN BRITE onto the bowl mop
• Swab all interior surfaces, starting under the rim and working down below the original water level line
• Use a bowl brush to remove hard water deposits
• Rinse top and bottom of toilet seats
• NOTE: Do not flush at this time
• Allow cleaner time to dissolve the hard water deposits
• Re-enable the automatic flusher

SINKS AND VANITIES:
• Spray a light mist of the appropriate designated cleaning solution (Ex. Waxie Sparkle or Waxie Solsta 300) onto a microfiber towel and wipe mirror(s) clean
  • Avoid spraying directly on glass and surfaces to avoid inhalation of product
• Remove any foreign matter from sinks and counters
• If needed, remove any hard water deposits
• Apply the appropriate designated cleaning solution (Ex. Waxie Knock Out) and allow to work
• Agitate the area with a brush/scrub sponge to remove buildup then rinse thoroughly
• Apply the appropriate designated cleaning solution (Ex. Waxie Metal Sheen) and wipe faucets, counters, sinks, and as needed, piping under sinks

VANITY SUPPLIES:
• Replenish liquid and paper vanity supplies
  • Clean the exterior of the dispenser, paying special attention to any liquid pump hardware
  • Remove dispensers and clean dispenser mounts
  • Refill dispensers to capacity
  • Test to ensure that all dispensers work properly

HARDWARE AND FIXTURES:
• Clean and disinfect the outside of toilets and urinals, fixtures, partitions, walls, doors, and hardware
• Spot clean walls, partitions, and doors with Waxie Solsta 300
• Apply Waxie Solsta 300 to urinals, toilets, flush valves or handles, pipes, tanks and both sides of toilet seats
• Wipe clean from top to bottom
• Swab the interior of bowls and urinals one last time and flush
• NOTE: Change cleaning cloths every restroom to avoid cross contamination.
• NOTE: Always use a separate cloth or sponge than the one used for toilets and urinals for "touched" surfaces such as doors and flush handles, faucets, etc.

CHROME SURFACES:
• Use a clean cloth to polish chrome surfaces with Waxie Metal Sheen
INSPECT YOUR WORK:
- Buff out any water spots, haze or streaks with a clean cloth
- Check to see that all work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor

EQUIPMENT CLEAN UP AND STORAGE:
- Remove Wet Floor and /or “Closed for Cleaning” sign(s) or pole(s)
- Clean and rinse out mop
- Clean and rinse out mop bowl
- Empty and rinse out mop bucket and turn upside down in the mop sink to dry
- Rinse out all brushes
- Return supplies to the designated storage location
SHOWER CLEANING AND SANITIZATION SOP

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<th>Objective</th>
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<tbody>
<tr>
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<td>Related SOPs</td>
<td>Associate PPE SOP, Cleaning and Sanitization SOP</td>
</tr>
</tbody>
</table>

OVERVIEW:
- Be sure to wear the proper PPE at all times
- Be sure to wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handling soiled items and in between cleaning tasks
- Ensure compliance with social distancing guidelines when sharing a space with members or other associates

SHOWER STALL:
- Ensure that the water is turned off
- Safely remove hair and any other foreign objects from the shower drain
- Spray down and scrub shower walls, floor, and door with Waxie Solsta 330
- Wipe condensation from ceiling to prevent the formation of mold
- Clean and polish all fixtures
  - Ex. Shower head, valve, door handle, etc.
- Inspect floor tiles and report any defects to management

REFILLING DISPENSERS:
- Sanitize the exterior of the dispenser with Waxie Solsta 330
- Remove dispensers and clean dispenser mounts
- Refill dispensers to capacity
- Test to ensure that all dispensers work properly

INSPECT YOUR WORK:
- Buff out any water spots, haze or streaks with a clean cloth
- Check to see that all work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor

EQUIPMENT CLEAN UP AND STORAGE:
- Remove Wet Floor and /or “Closed for Cleaning” sign(s) or pole(s)
- Clean and rinse all necessary supplies and let dry
- Return supplies to the designated storage location

5.1.20 [V.1] AR
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FITNESS CLEANING AND SANITIZATION SOP

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<th>Objective</th>
<th>Provide detailed information regarding fitness floor and studio cleaning and sanitization protocols</th>
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OVERVIEW:
- Be sure to wear the proper PPE at all times
- Be sure to wash your hands with soap and warm water for a minimum of 20 seconds and change gloves after handing soiled items and in between cleaning tasks
- Ensure compliance with social distancing guidelines when sharing a space with members or other associates

CARDIO EQUIPMENT SANITIZATION:
- Using Waxie Solsta 764 Lemon Quat Disinfectant Cleaner, spray equipment from the top (just below the console) to the bottom of the machine
- DO NOT spray the disinfectant on to any screens or consoles
- Allow the disinfectant to sit on the body of the equipment while you move on to the next step
- Using console spray (1-part 91% isopropyl alcohol and 1-part water)- spray solution directly onto towel and wipe screen.
  - This solution should only be used on consoles. Do not spray solution directly onto screen or console.
- Once the screen has been cleaned, use the same towel to wipe off the disinfectant solution starting from top to bottom of the remainder of the cardio piece
- Pay special attention to “high touch” areas such as handles
- Ensure that the equipment has dried fully before the next member may use it (approximately 1-2 minutes)
- Dispose of soiled microfiber towels in the appropriate receptacle
- Note the time of sanitization on the designated placard with an erasable marker

STRENGTH EQUIPMENT SANITIZATION:
- Begin with the upholstered section of strength equipment
- Spray Waxie Solsta 764 Lemon Quat Disinfectant cleaner onto a clean microfiber towel, fully saturating it and wipe the upholstered areas top to bottom
- Next wipe handles and movable weight pins followed by the remainder of the equipment frame
- Pay special attention to “high touch” areas such as handles
- Ensure that the equipment has dried fully before the next member may use it (approximately 1-2 minutes)
- Dispose of soiled microfiber towels in the appropriate receptacle
- Note the time of sanitization on the designated placard with an erasable marker

DUMBBELLS, BARBELLS, KETTLEBELLS, AND WEIGHT PLATE SANITIZATION:
- Begin with the equipment handle and/or center bar of dumbbells and barbells
- Using Waxie Solsta 764 Lemon Quat disinfectant cleaner and a clean microfiber towel, wipe down handled area first
- Next wipe the ends of the dumbbell or barbells and any remaining sections of the equipment
- For weight plates. Start with the handled area of all plates first, then wipe the body of the weight plate.
  - The same process should be followed for kettlebells
- Ensure that the equipment has dried fully before the next member may use it (approximately 1-2 minutes)
- Dispose of soiled microfiber towels in the appropriate receptacle
- Note the time of sanitization on the designated placard with an erasable marker

**PROTEXUS ELECTROSTATIC SPRAYER:**
- Use the Protexus Electrostatic Sprayer as the final cleaning and sanitization step each night after the floors have been vacuumed and mopped
- The Protexus Electrostatic Sprayer may be used on the following:
  - Turf Flooring
  - All Dumbbells, Barbells, Olympic Bars, Kettlebells and smaller apparatus
- If using the handheld device, hold the nozzle 12-18 inches from the surface to be cleaned and sweep the spray over until all surfaces are covered
- If using the backpack nozzle, hold the nozzle 5-8 feet from surface to be cleaned and sweep the spray over to until all surfaces are covered

**TURF FLOOR MAINTENANCE:**
- Vacuum the Turf floor at least two times per day (mid-day & close)
  - Ensure that the vacuum has good suction, functioning brushes and a clean filtering system
- Use the Protexus Electrostatic Sprayer nightly as the final step before closing the fitness area
- Deep clean the turf using Waxie carpet cleaner at least once a week

**RUBBER AND WOOD FLOORS:**
- Vacuum the rubbering at least once a day (close)
  - Ensure that the vacuum has good suction, functioning brushes and a clean filtering system
- Vacuum wood floors at least twice a day (mid-day & close)
  - Wood dry mops may be used instead, when appropriate
- Use Waxie Auto Scrubbers on large areas of flooring that provide ample spacing for the machine to operate
- Use Waxie Solsta 764 Lemon Quat Disinfectant Cleaner to mop smaller spaces and in between and under equipment

**GLASS AND MIRROR CLEANING:**
- 543 Waxie-Green Glass & Surface Cleaner needs to be applied directly to any glass or mirrored surface. With a clean microfiber towel the solution should be wiped off
- All mirrors and glass need to be cleaned at closed and throughout the day as needed
- Dispose of soiled microfiber towels in the appropriate receptacle

**INSPECT YOUR WORK:**
- Buff out any water spots, haze or streaks with a clean cloth
- Check to see that all work has been accomplished
- Report concerns and preventive maintenance needs to your supervisor

**EQUIPMENT CLEAN UP AND STORAGE:**
- Remove Wet Floor and/or “Closed for Cleaning” sign(s) or pole(s)
- Clean and rinse out mop
- Empty and rinse out mop bucket and turn upside down in the mop sink to dry
- Return supplies to the designated storage location
MOD AUDIT CHECKLIST

The MOD is to complete this checklist once per hour during their shift.

SANITIZATION:
- All sanitization kits are placed in their designated zone
- All spray bottles of disinfectant are at least half full
- Microfiber towels are changed out at least once per hour or anytime they come in contact with a heavily soiled surface
- Soiled microfiber towels are taken to laundry a minimum of once per hour
- Zone Attendants are sanitizing surfaces when not interacting/guiding members.
- Garbage has been emptied from each zone
- Restrooms have been re-stocked and sanitized every hour

ASSOCIATE COMPLIANCE:
- All associates have a colored sticker on nametag indicating temperature check clearance
- All associates are wearing the proper PPE
- All associates are in proper uniform
- All associates are observed adhering to social distancing guidelines of 6 feet or greater
- Zone Attendants are rotating zones every 30 minutes

FACILITY/SIGNAGE/DIRECTIONAL GUIDES:
- Proper signage is displayed in each Zone
- Directional markers are clearly visible and in good condition
- All doors that are intended to be propped open remain are open
- Members and associates are complying with designated pathways

____________________________________   ____________________________________
First and Last Name (Printed)               Date

____________________________________   ____________________________________
Signature                                  Time