



*“The Chinese use two brush strokes to write the word ‘crisis.’
One brush stroke stands for danger; the other for opportunity.
In a crisis, be aware of the danger - but recognize the opportunity.”*



This is an excerpt from a powerful speech President John F. Kennedy delivered in 1959. The danger he referred to was the advancement of the Soviet colossus - specifically the growing Communist economy and the space race. The opportunity he saw was advancing of mankind through space age discovery and harnessing atomic energy for abundance rather than destruction.

It is with these same ideals and principles that we at Fidler Club will be approaching this new normal. At a time when the world was starving for leadership, this country galvanized their strength, their skills, their sympathy and, most of all, their understanding as they approached the new frontier. Although we are facing a completely different adversary, we emulate this enduring mindset. Guided with both grit and humility, we too will leverage our experts, invest in science and most of all, work tirelessly in the obsession of being the highest benchmark in resilient club culture for both Philadelphia and the world.

This is where we emphatically declare our **Community First** vision.

At a time when everything is uncertain, everything important becomes clear: health, family, perseverance and adaptation. The roadmap to our future begins with the combination of our expansive 130,000 sq ft campus and the ability to know and closely monitor who is under our roof. We envision a controlled environment inhabited by a team and membership community that is accountable to each other.

It's not only that we keep our spaces clean and controlled - it's our commitment to one another within our social environment that sets us apart. That is family. That is community.

That is our new normal. Welcome back to Fidler Club.

Jeff David

President
Fidler Club



RESOLVE

March 16, 2020. Governor Wolf shuts down non-essential businesses. Fitler Club is forced to make immediate decisions including temporarily closing our doors and laying off the majority of our workforce.

RESILIENCE

Fitler Club mobilizes The Pantry, a food bank for team members, and commits to fully paid healthcare during closure. *Bringing Fitler To You* is established including virtual programming, gym equipment loaned out to our members, and *Fitler To-Go* take-out is offered.

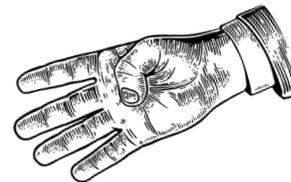


RETURN

Government funding (CARES/PPP) is received and re-opening plans are underway. The COVID-19 Response Playbook is written under the guidance of a newly created advisory council of experts.

REIMAGINATION

The health and safety of our community takes center stage and the vision of the “gold standard” club and collaborative work space is created, guided by the *Community First Manifesto*.



REFORM

The world will be different and we are more than ready. Compliance with state and federal guidelines as well as advancement of industry best practices will inform our new normal.

COMMUNITY FIRST MANIFESTO

GUIDING PRINCIPLES

A Safe And Secure Entry

Green / Yellow / Red

Setting New Standards

Governance

PHILADELPHIA FIRST

COMMUNICATIONS + PROGRAMMING



THE MEMBER JOURNEY

The Field House

Food & Drinks

Offsite

The Screening Room & The Trophy Room

Event Spaces

Social Spaces and Club Amenities

The Rooms

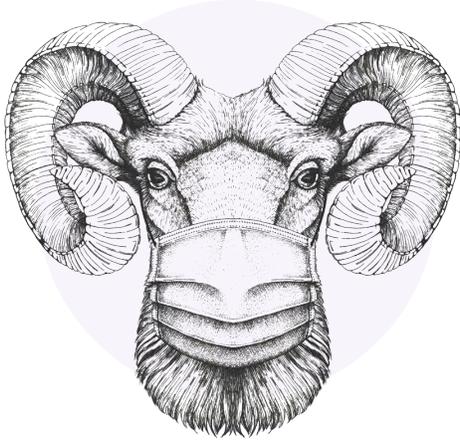
THE TEAM JOURNEY

TOGETHER AGAIN...



COMMUNITY
FIRST
MANIFESTO

Fitter Club



The world has forever changed and this shift to a “new normal” will likely evolve for quite some time. The rules and guidelines implemented by the Club combined with the safety protocols mandated by law will provide the highest level of health and safety for our members. We will stay abreast of the latest scientific and legislative guidance and will make adjustments as necessary. We have thoughtfully planned out each step of the way so there will be nothing more for members to think about other than just enjoying their experience.

The four driving initiatives guiding our reopening - a safe and secure entry, Green / Yellow / Red (*member density communication*), setting the new standard, and governance - are our **Community First** commitment. We can't wait to be together again.

Communities are defined by the purposes that bring them together. Our Fitler Forward manifesto is founded on our “Community First” commitment.

We are a community of interest. With a newfound focus on health, safety and genuine care, we are committed to our vision to create the premier urban lifestyle club in the nation while being the industry leader in resilient hospitality and reimaged human connection.

We are a community of action. The formula for change within our members-only community leverages our vast campus and controlled environment with our connected culture and our inherent personal accountability to our fellow community members.

We are a community of place. Our team, our members and their guests experience emotion as a direct and immediate result of their personal involvement and interaction with the design of Fitler Club and the diverse community within it. We promise our community we will care for the club environment in the same diligent manner in which we care for them.

We are a community of practice. Through innovation and integration, we intend to have the highest impact in developing new safety standards and operations in an advanced, yet approachable manner. Driven by a task force of thought leaders and guided by science, we intend to not simply comply with, but pioneer the new normal.

We are a community of circumstance. Change is upon us. In the face of adversity, we will seize the opportunity rather than let the obstacles define us. Together, we move **FORWARD**.

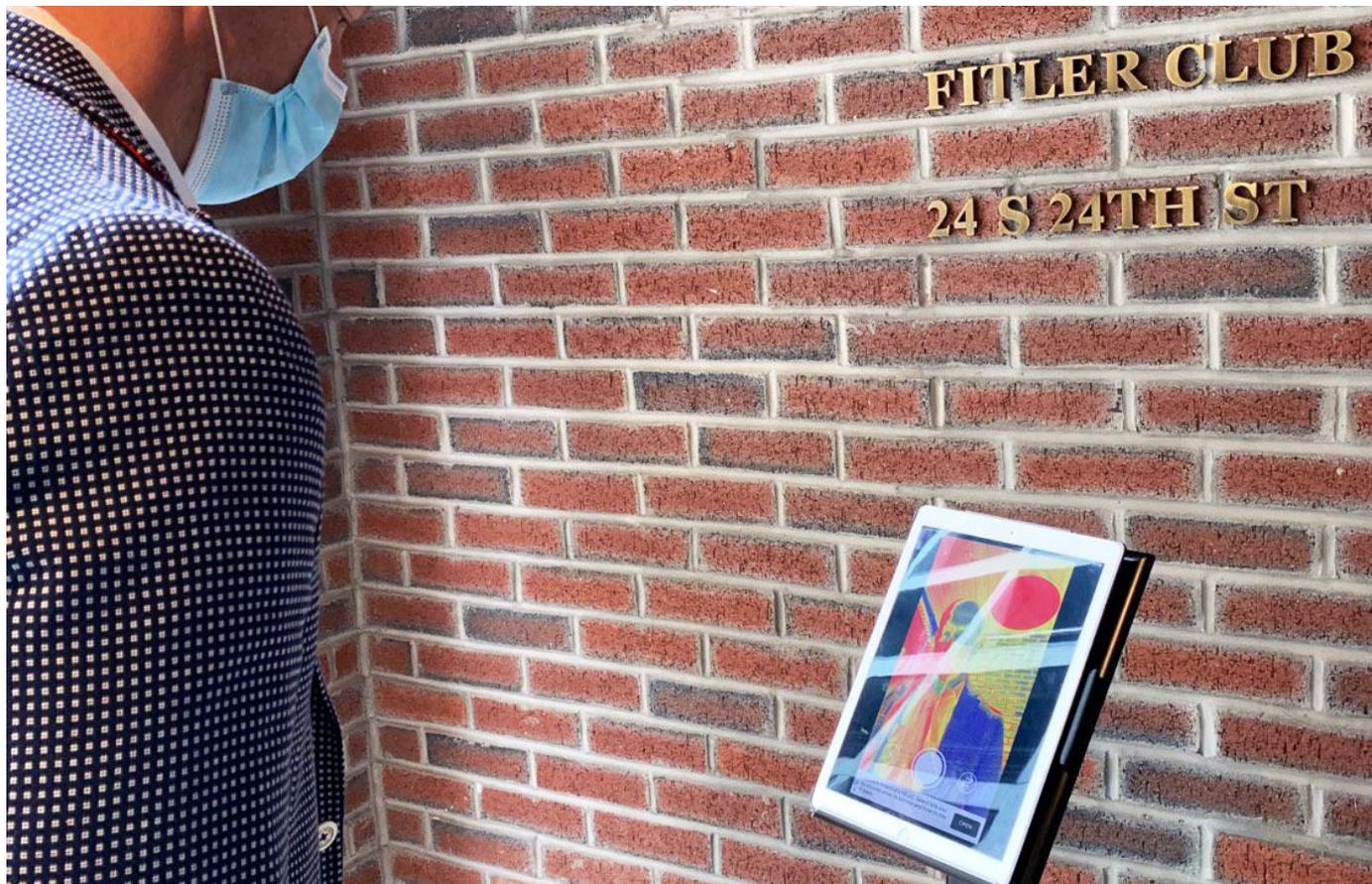
A photograph of a modern gym interior. The space is filled with various exercise equipment, including treadmills, ellipticals, and stationary bikes. The walls are decorated with vibrant, abstract murals in shades of blue, yellow, and red. A large red exercise ball sits on the floor in the foreground. The ceiling features exposed pipes and modern lighting fixtures. The overall atmosphere is bright and energetic.

GUIDING PRINCIPLES

Fitler Club

The control of the Fitler Club and Offsite entry points are paramount to our safe campus environment. These serve to qualify healthy team members, members, and guests to provide a secure level of the health and safety of all Club areas. The same measures taken at the entry point of Fitler Club will be taken upon arrival to Offsite. This ensures all Offsite Members are prequalified to enter Fitler Club.





ENTRY PROCESS

- Fitler Club's 24th St. entrances will serve as the only Club entry points going forward. The Promenade entrance along the river will not be in use until further notice.
- The 2400 Market St. lobby will continue to be the primary point of entry for all Offsite Members with controls beginning in the main lobby of the building.
- Members, visitors and team members may only enter Fitler Club/Offsite if they have participated in our safe entry process. A team member will greet and qualify those who enter the Club/Offsite:
 - A one-time completion of a [Health Declaration](#) that includes contact details of any guests will be required in the event contact tracing is necessary (available for members in the Portal). Members, visitors and team members must verbally attest that their health declaration is still valid upon each visit to the Club.
 - All members, visitors and team members must have their temperature taken prior to entry with the contactless Rapid Temperature Screening System. Anyone confirmed to have a temperature over 100.4°F will not be allowed access to the Club.
 - Sanitizing stations will be provided at every entry point including sanitizing floor mats.
 - Masks are required to be worn in all common areas and specific details for each space will be provided. All PPE will be available should a member or guest arrive without their own. Masks with Exhalation Valves or Vents are not allowed per CDC guidelines.
- The current biometric system will be replaced with a no-touch solution.
- Stroller parking will be available on Level 0 only, inside the purple door.
- Clear signage will remind members and guests of the safe entry process and give thanks in advance for their patience and understanding.

To fully optimize the vastness of Fidler Club's campus, we've created a color coded communication system to advise members of the current member density in each area of the Club. By reinventing this universal language of traffic light colors, we can better guide the member and ensure best safety practices within the Club.

**GREEN**

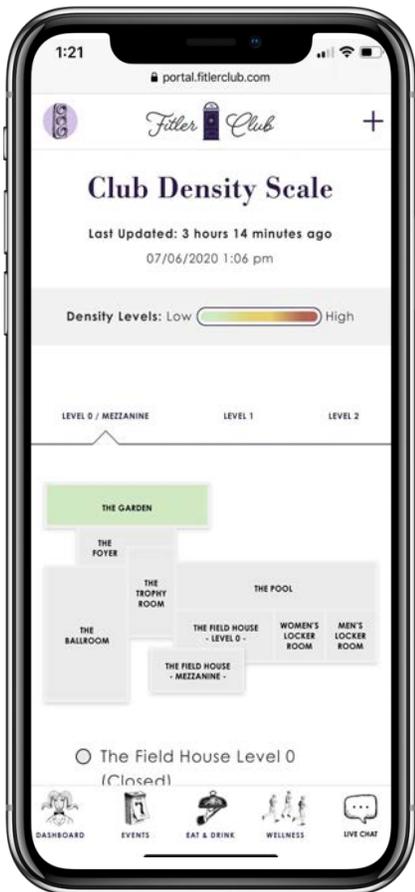
People are generally >20' from each other. Come on in and enjoy the space

**YELLOW**

People are moderately spaced >12' from each other. Utilize the space with awareness of others around you.

**RED**

The area is at capacity and we will advise on an alternate safe area to dine, work or meet.



Through thoughtful signage, markers and operational tools we will guide our member's safe-distancing journey using green/yellow/red indicators providing member density information through an integrated information system.

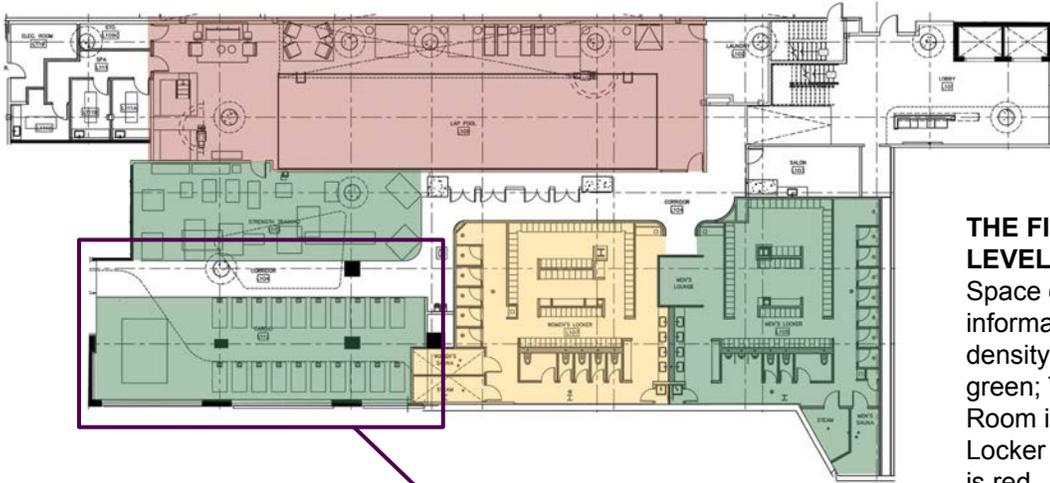
LEVEL 0 MEMBER SERVICES FLAPBOARD

The Level 0 Member Services flapboard (see above) will provide a snapshot of how populated the areas of the Club are upon entry and will be updated every 30 minutes.

THE PORTAL

The Portal will give members a look at how populated the areas of the Club are before they arrive. Information will be updated every 30 minutes.

***Note: Images on this page are renderings and are subject to change.*

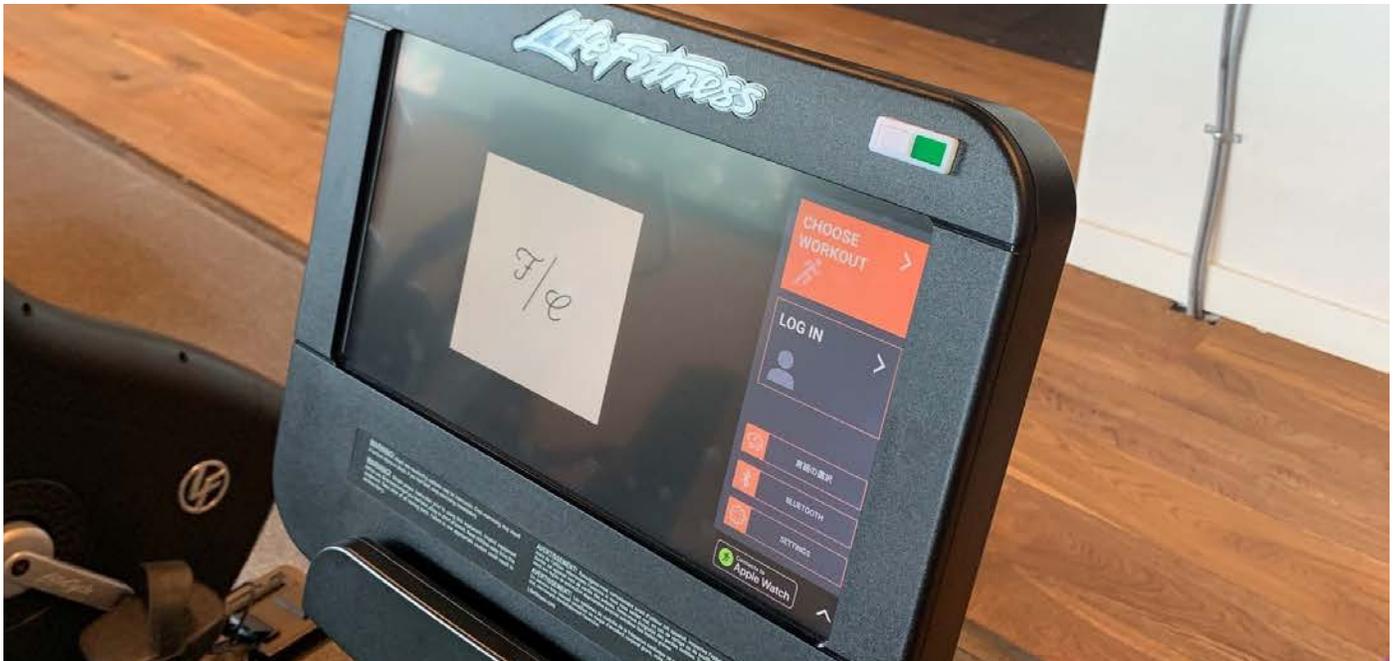
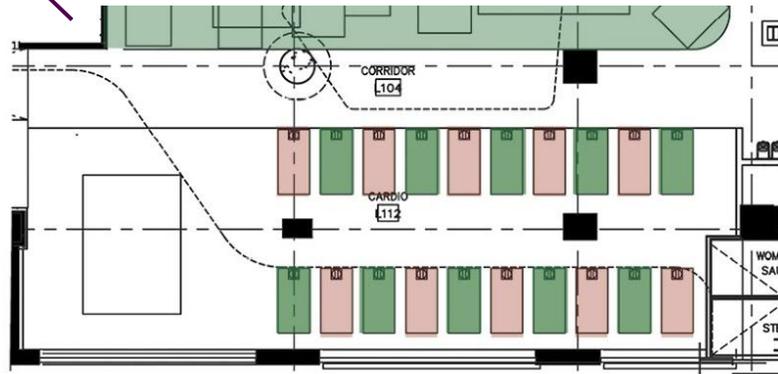


**THE FIELD HOUSE
LEVEL 0**

Space depiction of the Portal information reflecting member density: Field House Level 0 is green; The Women's Locker Room is Yellow; The Men's Locker Room is Green; The Pool is red.

**ZOOM IN...
THE FIELD HOUSE
CARDIO**

Depiction of the pre-set flag system that will be utilized to ensure physical distancing





Cleanliness standards have been elevated forever and “health and safety” are now synonymous with “service and experience”.

Fitter Club will adopt a hospital-standard level of cleaning protocol throughout all of our spaces while providing the service and experience our members expect.

WAYFINDING AND PHYSICAL DISTANCING

All members and guests will be advised to practice physical distancing by standing at least six feet away from other individuals outside of their party.

- Spatial distancing markings and clear signage will guide members through the points of entrance and throughout the club.
- Floor markings will be utilized anywhere that waiting and gathering may occur.
- Creative reconfiguration of member spaces will ensure safety and comfortable design.
- Fitter Club team members will practice physical distancing by standing at least six feet away from members and guests whenever possible.
- All Club spaces will, at a minimum, comply with local or state mandated occupancy limits.

GENERAL CLEANING AND SANITIZING

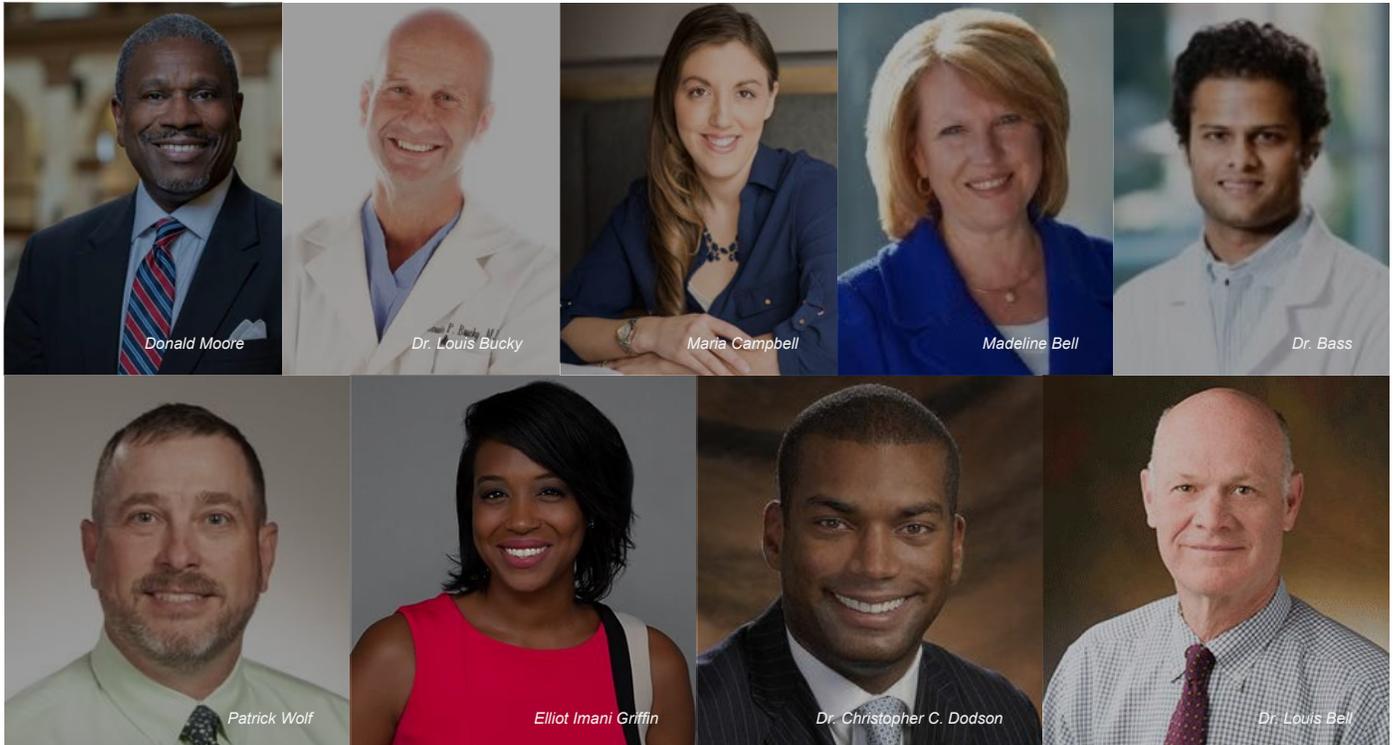
- Scheduled sanitizing of all shared surfaces will occur every 60 minutes.
- New tools for hospital standard cleaning throughout our spaces will include electrostatic sprayers and UV lights.
- Best in class cleaning products will be utilized. All products will meet EPA guidelines and will be approved for use against viruses, bacteria and other airborne pathogens.
- Hand sanitizing stations and hand sanitizer (touchless whenever possible) will be available in every area of the Club including in both elevators.
- FC team members will be required to wash/sanitize hands every 30 minutes.
- In places where touching shared resources was inevitable in the past, it will be low-to-no touch moving forward.
 - Biometric entry will be replaced with a contactless option.
 - While some doors will be propped open, foot holds and automatic features will be implemented where possible.
 - Member Services will facilitate all iPad and manual registrations.

AIR QUALITY

- We use Merv 13 air filters which are the highest rated options compatible with our system.
- All air filters will be replaced quarterly which exceeds minimum manufacturer standards.
- Daily air ionization will be performed in frequently used meeting spaces.

We are working with our vendors, distribution partners, suppliers and Council to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE as well as 'best in class' practices and procedures.





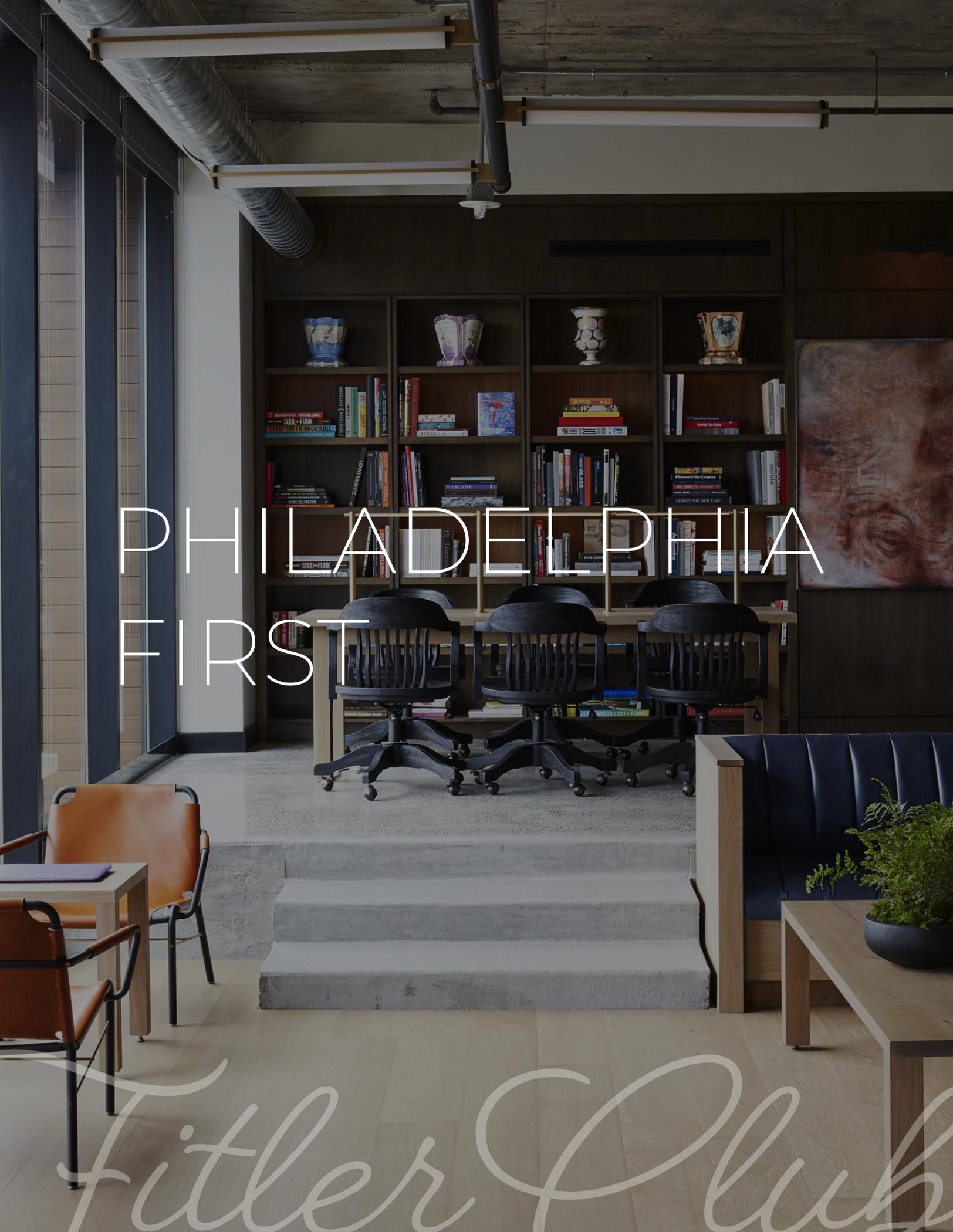
As science, technology and societal norms are changing rapidly, we must engage the expertise of our community leaders and top executives for Governance. We intend to not simply comply with, but pioneer the new normal.

FITLER FORWARD SAFE CAMPUS COUNCIL

In order to best navigate the COVID-19 health crisis, we have assembled a unique industry-diverse group of talented leaders to help us deliver on the promise we made to our members and to galvanize the city at large. The Safe Campus Council will meet virtually on a quarterly basis to adjust or enhance protocols and guidelines as necessary. Fitter Club's newly appointed Director of Environmental Services will be responsible for reporting out to the Council and implementing their feedback.

SAFE CAMPUS COUNCIL

- Madeline Bell, President and CEO of Children's Hospital of Philadelphia
- Dr. Louis Bell, Chief of the Division of General Pediatrics and Associate Chair for Clinical Activities at Children's Hospital of Philadelphia, Infectious Disease Physician and Epidemiologist
- Donald Moore, Drexel University's VP for Real Estate and Facilities
- Patrick Wolf, PCOM's Chief Environmental and Occupational Safety Officer
- Dr. Louis Bucky, M.D., FACS
- Dr. Christopher C. Dodson, M.D. Sports Medicine Surgery at Rothman Orthopaedics and Associate Professor of Orthopaedic Surgery at Thomas Jefferson University
- Elliot Imani Griffin, J.D., Ballard Spahr, Labor and Employment
- Maria Campbell, Cooks Who Care, Founder
- Dr. Michael Bass, Gastroenterologist at GI Specialists of Delaware, Newark Delaware / Medical Control Physician for the New Castle County First Responders COVID19 Testing Initiative

The image shows a modern, industrial-style interior. In the background, a large wooden bookshelf is filled with books and decorative vases. In front of the bookshelf is a wooden desk with three black office chairs. To the right, there is a blue tufted sofa and a wooden coffee table with a potted plant. In the foreground, there are orange chairs and a wooden table. The floor is made of light-colored wood. The overall atmosphere is warm and creative.

PHILADELPHIA
FIRST

Fitler Club

Community First reaches beyond our walls and is at the core of what our Club was built upon. Fidler Club is proud to call Philadelphia home - a city rich with educators, innovators, entrepreneurs and creatives. Stronger together, we will learn, adapt, collaborate and create.



ACADEMIA

Knowledge is King. Collaborations with local, notable Universities will guide us through the latest scientific information and best practices so that we can provide the safest environment possible for our members.



MEDICINE

A safe and healthy environment is paramount. While advances in medicine and trends in the mitigation of disease are moving rapidly, ongoing collaboration with Children's Hospital of Philadelphia and many top medical professionals will ensure we are always ahead of the curve.



INNOVATION

The world is different and "normal" is forever changed. Through science and innovation, we are developing partnerships with the leading experts to deliver the most current technologies in thermal-scanning, electrostatic and UV cleaning, and contactless entry.



ENTREPRENEURS

We are proud to partner with and support local businesses and boutique brands to design custom products exclusively for Fidler Club.



IN RESIDENCE

Building on the success of our Artists in Residence program, we have expanded our "In Residence" offerings to support other Philadelphia professionals including coveted chefs and fitness trainers. As these industries have been severely impacted in recent months, we've come together to help reignite their businesses while providing exclusive experiences to FC members.



ADVOCACY

Our team is the heartbeat of our Club and caring for them is our priority. Cooks Who Care, the largest collective advocacy group of hourly service workers in Philadelphia, provides a voice for every employee.



COMMUNICATIONS
+ PROGRAMMING

Fittler Club

Ongoing communication and transparency is paramount and member feedback is of the utmost importance during this time. Members will receive real-time updates through the Portal.



Email / 05.02.2020
Introducing: ACCESS



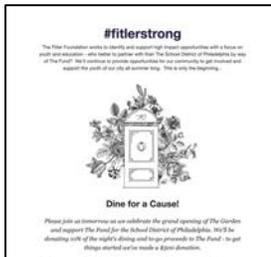
Email / 06.01.2020
A letter from the President



IG / 06.09.2020
The last 12 weeks of planning



Email + IG
06.09.2020
Introducing: FC Mentors



Email + IG
06.11.2020
Dine for a Cause



IG / 06.12.2020
Welcome to The Garden



Email / 06.17.2020
Introducing: FC's Member Directory



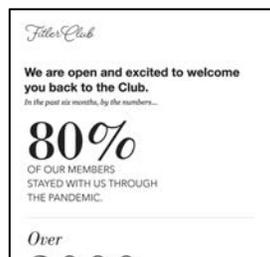
Email / 07.01.2020
A letter from the President and the Team



Email + IG
07.19.2020
Welcome Back!



Email / 07.31.2020
School at Fitler Club

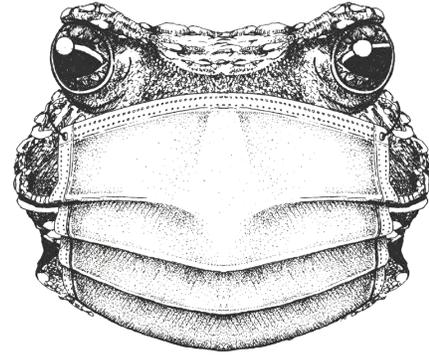


Email / 08.17.2020
Fitler Love



Email / 09.03.2020
Fitler Pizza Bar

Programming is the catalyst for community and connection. We strive to create and curate a calendar of engaging events, symposiums and exclusive experiences providing our members with a creative, educational and social outlet within the Club and from the comfort of home.



INTRODUCING...

Fidler +

Fidler Club's virtual programming brings the Club to wherever our members may be. With flexible work arrangements, travel schedules and the demands of life in general, we'll continue to not only offer this channel, but foster it's growth with additional streaming and expanded partnership opportunities to bring added value to members when they aren't able to be with us in person.

PHYSICAL DISTANCING. SOCIALLY.

- Members will be offered a combination of in-person and virtual experiences throughout the summer and fall. We will gradually ease into physical programming as the government allows.
- Participation in events will be capped based on room capacities and physical distancing standards.
- Additional classes/events/showings will be made available when possible.
- Rooms will be configured strategically for CLUB meetings and networking events.
- The Garden (located on Level 0 outside of the Ballroom) will be utilized as much as possible to take advantage of the outdoor space.
- Events will be live-streamed virtually and saved for viewing on our YouTube channel when possible.
- Members and guests will be expected to maintain proper distance in communal spaces. We will monitor space and make recommendations on alternative seating options within gatherings.



THE MEMBER JOURNEY

Fittler Club



MEMBER EXPERIENCE

Until local government allows gyms to open, pop-up group exercise classes will be offered al fresco on The Balcony. Masks are required. Two lanes of the indoor pool will be open for adult lap swimming and one lane will be reserved for private lessons. The pool can also be reserved for private family swim. Reservations required for all pool activities. Once Philadelphia advances to the next level of green phase, The Field House will be reopen. The guidelines listed below apply to The Field House once it reopens:

- Masks are required to be worn while in The Field House.
- UPDATE: The Playroom will be open from 9:00 am -12:00 pm M-F. And, it's FREE! See Member Rules for details.

THE POOL AND TREATMENT ROOMS

- The Pool will be limited to three swimmers at a time.
- The hot tub and cold plunge will be limited to one person at a time.
- Pre-registering required for family swim to manage a limited capacity. Additional family swim times will be added to the schedule to accommodate demand.
- "No contact" swim lessons will be offered for swimmers of adequate level.
- All body treatments such as massages and recovery work will abide by the state regulations and our policies will be updated accordingly.
- *Green and red* flags will be used on pool lounges to notify Housekeeping that sanitizing is required after use.

LOCKER ROOMS

- Day lockers will be assigned upon check in to control physical distancing. All lockers will be equipped with red flags to notify attendants to sanitize after each use.
- All locker room amenities including shampoo, lotion, hair dryers, deodorant, etc. will be removed from locker rooms. Personal-sized amenities will be available at member services upon request.
- Saunas will be open for use due to "dry" nature and hotter temperatures. One member at a time with surface towel.
- Steam rooms will be temporarily unavailable.

THE TURF, CARDIO & WEIGHTS

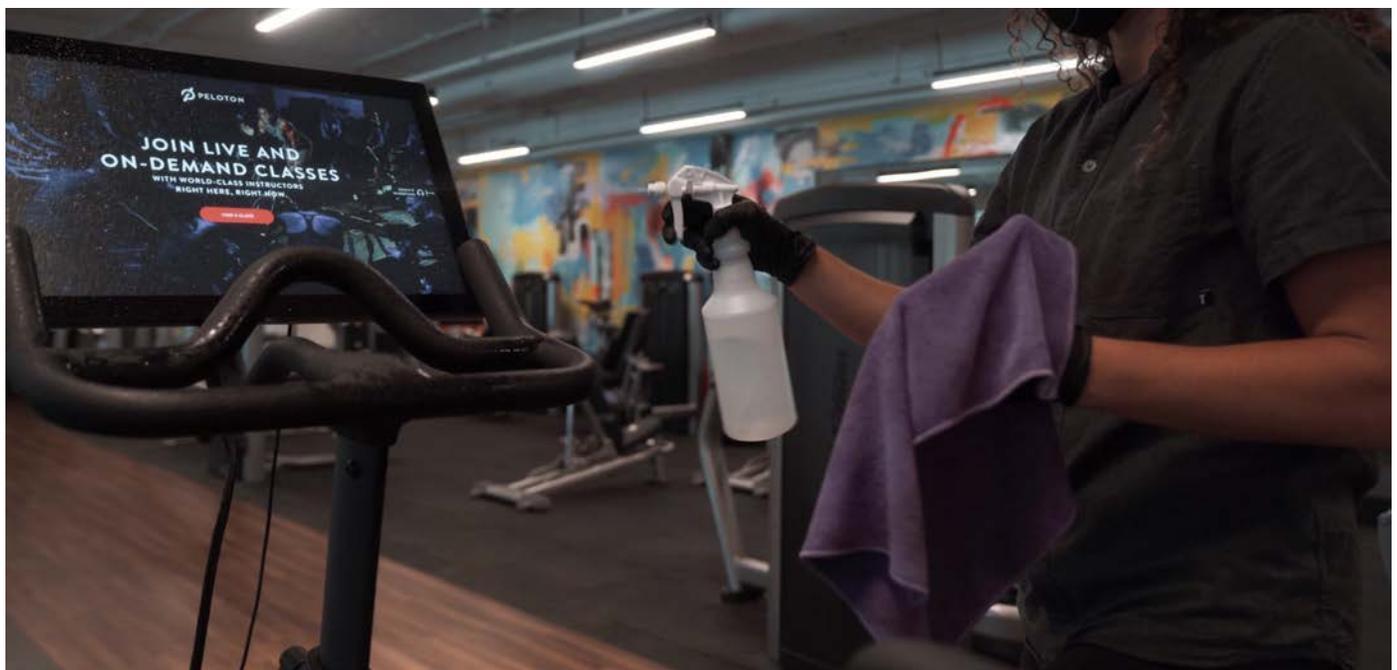
- Equipment will be strategically flagged *green or red* so that there is proper distancing for member's safety while allowing for maximum usage. Equipment locations will also be reimaged to provide for physical distance.
- Once a piece of equipment is used, it is flagged *red* for a team member to sanitize before the next use.

GROUP CLASSES AND STUDIO ROOMS

- Group classes will resume in the studios in a phased approach beginning 9/14/20.
- Masks will be required for indoor classes
- Class capacities will be adjusted to adhere to CDC guidelines.
- Outdoor classes will be hosted in a pop-up fashion. Masks will not be required.
- The Golf Simulator will be available - Members are strongly encouraged to bring their own clubs. Balls and house clubs will be sanitized after each use.
- The Boxing Studio will be available as additional workout space during operating hours of The Field House. Members must bring their own straps and gloves (available for purchase at The Goods). Private lessons will be available. Group classes in the Boxing Studio will be on pause.

CLEANING AND SANITIZING

- Sanitizing wipes will be available throughout The Field House.
- Dedicated Field House Attendants will be on the floor to continuously sanitize the space.
- Locker Room Attendants and Housekeepers will provide continuous sanitizing.
- Clear signage will remind members of cleaning methods and protocols and give thanks in advance for their partnership in keeping their fellow members safe.
 - Used free weights will be returned to a designated location for sanitizing.
 - Pool equipment will be placed in a bin to be sanitized after use.
- Towels will be collected continuously for washing.





The footprint of The Dining Room in combination with our controlled entry makes Fittler Club the safest dining out experience in the city.

MEMBER EXPERIENCE

While indoor dining has begun with very strict guidelines, we will continue to focus our dining to be al fresco, for your safety. As we progress to the next phase of reopening, the following guidelines will apply to indoor dining:

- Dining reservations are recommended.
- Masks are not required to be worn in dining areas when seated and actively eating or drinking.
- All dining areas will be max 25% capacity; max 4 people per table inside and 6 per table outside, 6ft apart
- All team members will be required to wear masks, face shields and gloves.
- Menus can be pulled up on the portal for ease and safety. Disposable menus will also be available.
- Straws will be pre-wrapped, napkin service (refolding of napkins) will be paused, and disposable golf pencils and paper check holders will be provided.
- The cookies at The Bar will be pre-wrapped for your continued enjoyment!

MAIN DINING ROOM AND PRIVATE DINING ROOM

- Upon progression to the next phase of reopening, creative reconfiguration of the dining area will allow for proper distancing.
- Maximum party size will be based on the CDC guidelines, currently 4 per table.
- The Private Dining Room will be available for larger group a la carte dinner dining if available (max capacity 8 per table, 2 tables available). Non-catering reservations available may be made 48 hours in advance.
- All buffet offerings in The Dining Room will be paused until further notice.

THE BACK BAR

- Fitter Pizza Bar will feature pizzas, full bar selection Thursday - Sunday. Reservations recommended.
- No groups larger than 4 per table.
- Masks required at all times for members except when seated.
- Per state and local guidelines, beverages cannot be served without food.

THE GARDEN

- The Garden is an al fresco dining offering. All diners are required to complete the Secure Entry Process and it also serves as a secure entry for the Club.
- Maximum party size, 6 per table outside and 4 per table inside. Indoor seating is limited.
- The Garden is open for lunch and dinner Monday-Friday, dinner Saturday, and brunch on Sunday.
- Masks are required at all times except when seated at a table.

DINING-IN

- Members can continue to eat in non-dining spaces.
- Dining-In food will be served in disposable containers.

CLEANING AND SANITIZING

- Sanitizing wipes will be provided for each table along with envelopes for storing masks.
- The dining team is required to wash/sanitize their hands at least every 30 minutes.
- Kitchen surfaces will be sanitized throughout the day and deep cleaned at least once per day.
- Servers will wear face shields, masks, and gloves.





Collaborative workspace at it's safest.

MEMBER EXPERIENCE

- Offsite will remain open as we enhance the space.
- The same FC Safe and Secure Entry process will be required to enter Offsite when using 2400 Market elevator access.
- The contactless check-in process at the MSA desk will utilize floor markers to ensure physical distancing.
- Masks are required while in Offsite at all times outside of private workspaces.
- Additional communal workspaces will be made available when possible during the day with required physical distance parameters.
- The *Green / Yellow / Red* system will be utilized to indicate seating and meeting rooms that are available for use.
- Sanitization stations will be available throughout the space.
- Additional pantry stations, prepackaged snacks and coffee will continue to be offered with specific safety parameters.
- Meeting room and amenity room procedures will follow physical distancing and sanitizing guidelines.

PHYSICAL DISTANCING

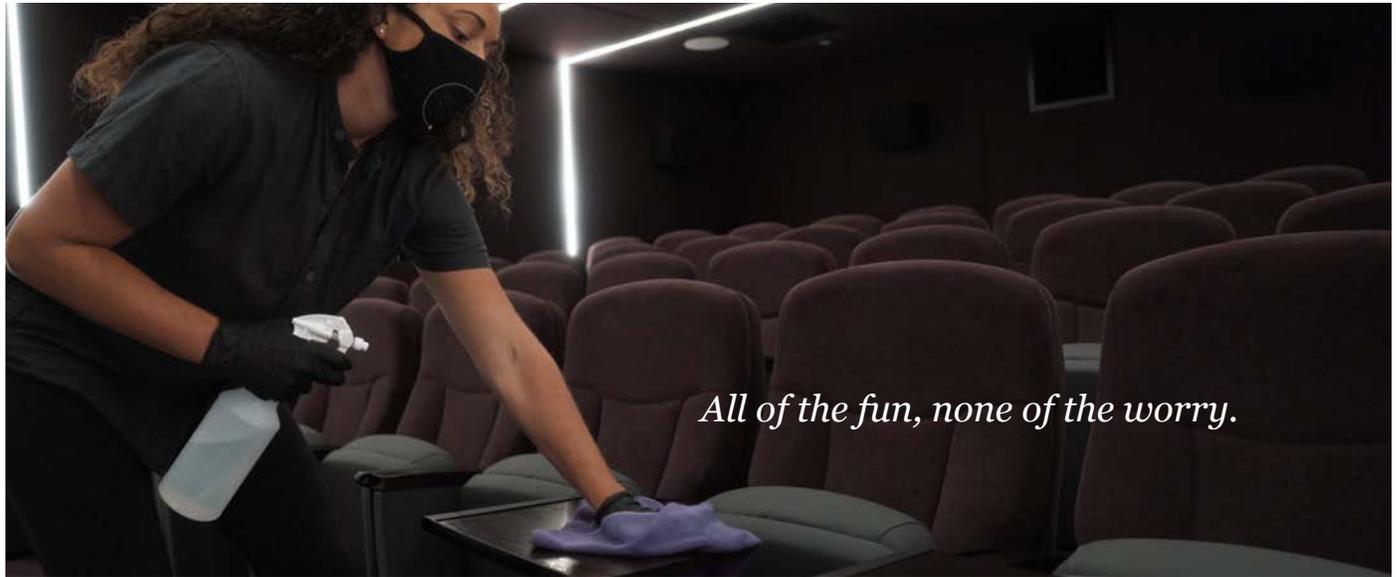
- Members and guests will be expected to maintain proper distance in Offsite per guidelines & floor markings. Adherence to room occupancy suggested guidelines is at the discretion of the member.
- Room occupancy guidelines:
 - Huddle rooms - 1
 - Conference rooms - 3
 - Glass Boardroom - 3
 - Square Boardroom - 8
 - Phone booths - 1
 - Amenity Rooms - 1
- Physical distancing in communal areas:
 - Communal Workspace - 2/Library table, 1/Round table, Open seating/6' physical distance
 - Printing area - 1 person at a time
 - Pantry stations - 1 person at a time
- The Fitler Club team will monitor spaces and make recommendations on alternative seating options with the help of *Green / Yellow / Red* and alternative work spaces available within the Club.

CLEANING AND SANITIZING

- Shared member seating, surfaces and related equipment to be sanitized continuously.
- Sanitizing stations will be available at all shared workspaces, rooms and areas.
- Disposable desk mats will be provided for tables in the communal workspaces.
- Phone booths will be equipped with sanitizing wipes and members should wipe down the phone booth before and after use.
- Conference / Board Room bookings will allow for a 30 minute sanitization in between each use.

Full Offsite Playbook to be sent to Offsite members separately.





THE SCREENING ROOM

- The Screening Room is available for members to enjoy at limited capacity to allow for 6ft distancing.
- Members may enjoy Fitter Pizza Bar and drinks while seated.
- The Screening Room will be available during the re-opening phase for families/households to rent for a private movie night. Dining-In will be available.
- Giving Thanks to the Team on Monday Nights!! Team members may rent the Screening Room on Monday nights at a reduced price.
- Screening Room seating will utilize every other seat (capacity 15). The purple sofa is limited to 2 people.

THE TROPHY ROOM

- The Trophy Room will be available to members and their guests by reservation in the Portal. Reservations open for booking within 72 hours of use. Guest policy applies.
- Games will follow the *Green / Yellow / Red* system. Members will be responsible to properly flag the games they have utilized *red* for prompt cleaning.
- Food and drinks are not permitted in The Trophy Room per state and local mandates.
- Giving Thanks to the Team on Monday Nights!! Team members may utilize the Trophy Room with their families on Monday nights. Reservations required.
- Trophy Room reservation capacity is currently 11 individuals, max 6 in a party, per physical distancing guidelines.

CLEANING AND SANITIZING

- Sanitizing stations will be available in both The Screening Room and The Trophy Room.
- The Screening Room will be thoroughly cleaned after every use including wiping down all of the seats and tables.
- We will allow for at least 8 hours before The Screening Room may be occupied again.
- The Trophy Room will be sanitized every hour it is in use.
- Games will be thoroughly sanitized after every use utilizing the *Green / Yellow / Red* system.

LEVEL 0 & LEVEL 2 RECEPTION

- Clear signage and floor markers will instruct members on the new rules and etiquette. Elevators will utilize floor markers allowing for two passengers at a time. Exceptions will be made for families of 3 or more.
- Shared member seating, surfaces and related equipment will be sanitized continuously.

THE CLUB CAR & VALET

- Club Car driver and passengers are required to wear masks. Passengers are required to sit in the back seat. No more than two passengers per ride.
- Shared rides will be paused initially.
- The Club Car will be thoroughly cleaned between each use.
- Valet is on pause until further notice.

THE GOODS

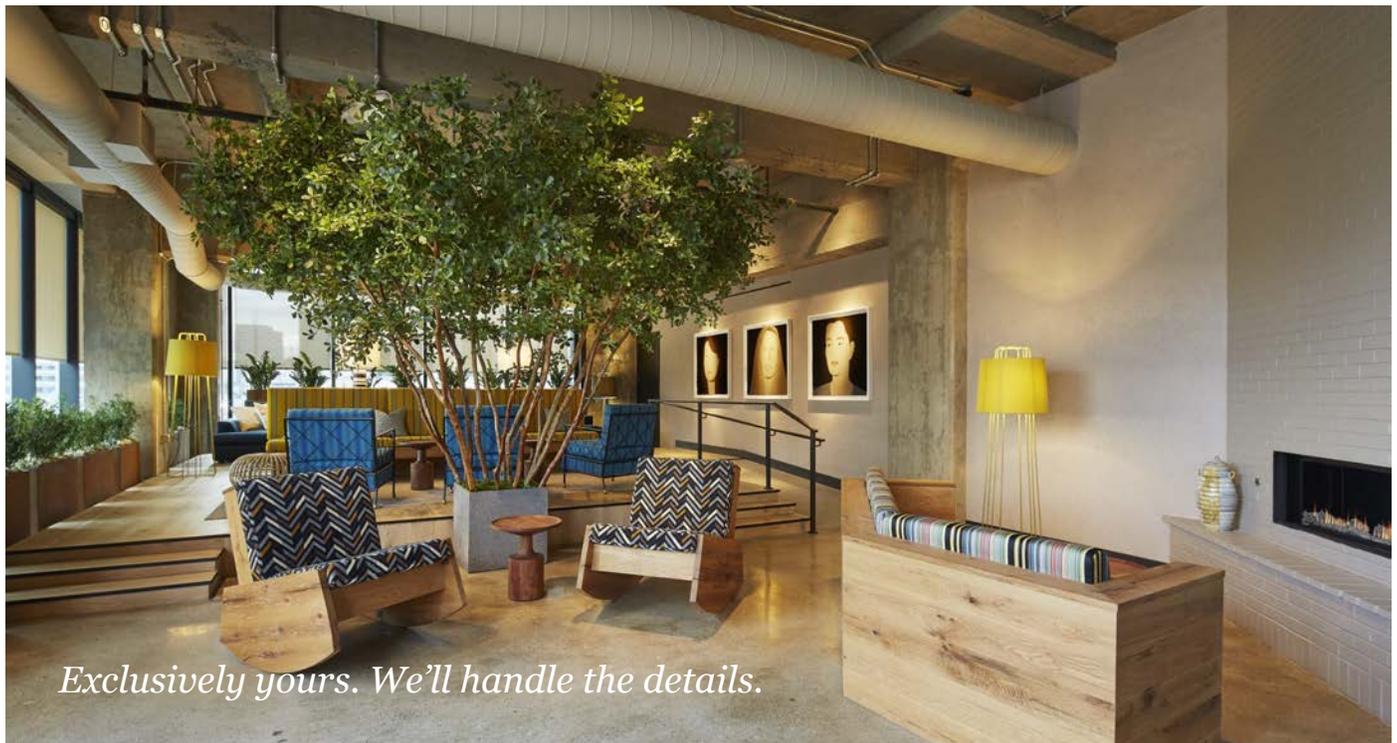
- Floor markings will be used to facilitate physical distancing in line.
- The Goods will begin offering Grab 'n Go food, immunity-boosting vitamins/supplements, FC-branded PPE and hand sanitizer.

THE TERRACE/BALCONY

- When applicable, the *Green / Yellow / Red* system will be utilized to designate available seating. Members will flag seating *red* to indicate cleaning required before next use.

THE DEN

- Capacity in The Den will be capped at three individuals.
- Members will flag seating *red* to indicate cleaning required before next use.
- Snacks will be available upon request.



Exclusively yours. We'll handle the details.



The families and guests of our members will "stay" worry-free.

GUEST EXPERIENCE

- The Rooms will only be available for members and guests of members initially.
- Guests are asked to wear masks while in the hotel hallway, but masks can be removed once inside a hotel room.
- The Housekeeping and Dining-In teams will be required to wear masks/gloves at all times and keep physical distance from guests.
- Guests will receive an amenity packet upon arrival containing an FC mask and FC hand sanitizer.
- Guest amenity deliveries, laundry and dry cleaning services will be available using contactless delivery and pick-up systems.
- Amenities such as extra pillows/blankets, hangers, hairdryers, clock must be requested from Member Services. These amenities can be arranged before check-in.
- Full size bath amenities provided. Individual size amenities provided upon request.
- Dining-In menus will be available digitally.
- Dining-In orders will be covered and left on a table outside of the hotel room door. The guest will be notified to retrieve their order. Upon completion of the meal, guests will notify the front desk and leave the table in the hallway for collection.
- Complimentary, pre-packaged snacks will be provided in the room.
- Guests can opt-in/opt-out of in-room housekeeping service.
- The coffee bar will be available for member use!

CLEANING AND SANITIZING

- Rooms will require 24 hours of vacancy between booking for sanitation and renewed airflow.
- Thorough cleaning, electrostatic spraying and ionization will be utilized between each stay with particular attention paid to high-touch items including television remote controls, toilet seats/handles, all cabinets pulls, and light switches.
- All bed linen and laundry will be changed daily and washed at a high temperature. Used linen will be bagged in the guest room to eliminate excess contact while being transported. **Should the guest request housekeeping.
- Sanitizing wipes will be provided at the coffee bar for guest use.



GUEST EXPERIENCE

- All members and guests attending an event in The Ballroom, The Foyer or The Garden are required to complete the Fidler Club's Safe and Secure Entry process. See page 9. This includes completing a Health Declaration form, temperature check, and sanitization.
- PPE requirements will be discussed during the event planning stage and the host will be responsible for communicating guidelines to their guests.
- Services such as coat check and valet will be discussed during the event planning stage and the host will be responsible for communicating guidelines to their guests.
- Plated meals will be served by servers wearing masks and gloves.
- Buffet alternatives include either chef-attended stations or meals packaged in to-go containers for the safety of guests.
- Masks must be worn unless actively eating or drinking.

PHYSICAL DISTANCING

- Suggested seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows local/state mandated and CDC guidelines.
- Indoor events limited to 25 people; outdoor events limited to 50 people

CLEANING AND SANITIZING

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized.
- All doors, tables, chairs, light switches and other equipment will be sanitized after each group use.
- Clean and used linens to be transported in sealed single use plastic bags.
- All employees will wear masks, face shields, and gloves.

The image shows a dimly lit pub interior. A vibrant green tufted leather booth runs along the wall. In front of it are several wooden tables with black chairs. The wall is decorated with several framed black and white photographs of industrial scenes. A large framed abstract artwork is on the right wall. A single white globe pendant light hangs from the ceiling. The text 'THE TEAM JOURNEY' is overlaid in white, uppercase, sans-serif font. At the bottom, the name 'Fitzler Club' is written in a white, elegant cursive script.

THE TEAM
JOURNEY

Fitzler Club



Team. We're in this together.

TEAM MEMBER EXPERIENCE

- Teams will enter through the same Safe and Secure Entry process as members.
- All team members are required to wear masks.
- Team members arrival times will be staggered to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in.
- Employees are instructed to stay home if they do not feel well or are exhibiting any symptoms of COVID-19. Should an employee begin to exhibit symptoms while at work, they are to immediately notify their manager. Should a team member notice a coworker or member with a cough, shortness of breath, or other known symptoms of COVID-19, they are to notify their manager.
- Employees must disclose any travel plans to their manager for approval two weeks in advance of travel. Employee understands that they could be required to self-quarantine for two weeks upon return.
- Team member meals will be individually packaged.

PHYSICAL DISTANCING

- Team members will have access to the lockers before their shift begins, during breaks and at the end of their shift. No congregating in the locker area will be permitted and proper distancing is required.
- *Green / Yellow / Red* will be utilized in the team break room. Tables will be limited to one person per table and there will be a maximum capacity of 8 people in the room at any given time.
- Team member meetings will be conducted virtually or in areas that allow for appropriate physical distancing.
- Team members for whom it is not essential to be onsite are encouraged to work from home, at the discretion of their supervisor.

CLEANING AND SANITIZING

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every team member will be provided a mask and required to wear that mask at all times while at the Club except while eating. Gloves will be provided to team members whose responsibilities require them as determined by medical experts including food service, housekeeping, public area attendants and security officers in direct contact with guests.
- Team members must wash/sanitize their hands every 30 minutes.
- All back of house spaces will be cleaned and sanitized with the same frequency as member spaces.
- All team members must sanitize their work space once per hour - reception desk, hostess stand, server station, etc.
- All shared equipment must be sanitized after each use. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Club.
- Signage will be posted throughout the back of the house to:
 - Remind team members of the proper way to handle and dispose of masks, use gloves, wash hands and avoid touching their faces.
 - Remind team members of appropriate distancing.
- Team members are encouraged to bring their own reusable drink containers.

TEAM MEMBER TRAINING AND MESSAGING

- Team members will be trained on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Operations and Security.
- Team members have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 in the Club to local health officials. We will be ready to support our members and our team and follow appropriate actions recommended by local officials.
- Team members will be trained on how best to communicate new protocols to members. Prompt and honest communication is critical with a focus on the “why.”
- Our team members at the Safe and Secure Entry are the gatekeepers at the Club who will be responsible for implementing the safe entry process. If guests decline to complete the Health Declaration Form or to adhere to any of our other entry requirements, they will be politely turned away. A guest may be upset in the moment, but it is absolutely the right thing to do to protect our community. Our team members will be equipped with appropriate messaging to speak with members with empathy as these are emotional conversations.



Upon discovery that Fitler Club has been exposed to a person who is probable or confirmed to be infected with COVID-19, the Club will carry out the following protocols:

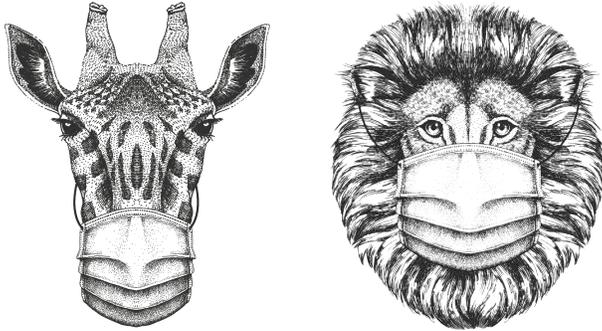
Areas visited by the probable or infected individual will be closed off for as long as is practical prior to allow for a thorough cleaning and disinfection by the Fitler Club Housekeeping Team.

Ventilation fans will be used to increase air circulation.

Members, visitors, team members and vendors will be notified as quickly as possible of the exposure and Fitler Club will provide as much detail as possible while remaining consistent with confidentiality laws.

Team members who were in close contact (defined as within approximately six feet for about 10 minutes) with the probable or infected person will be directed to adhere to CDC guidance on possible workplace exposure.





LET'S DO THIS. TOGETHER.

Fitler Forward is a partnership with our members, their guests, our employees and our vendors. It's going to take commitment from all of us to do this the right way.

*Socializing will look different upon returning to the Club, but we are committed to continuously adapt to the ever-changing needs that this situation presents in order to best serve our **members**. You are the heart and soul of Fitler Club and we look forward to welcoming you back.*



Fitler Club

Third Draft 9/04/2020 We are closely monitoring government policy changes, CDC guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate.

