



## **COVID-19 STANDARD OPERATING PROCEDURES**

### **TAYLORMADE CANADA FITTING EXPERIENCES**

#### **PURPOSE**

TaylorMade Canada has established Standard Operating Procedures for all Fitting Experiences across Canada. To ensure TaylorMade's protection protocols can be followed, events should not be multi-vendor in nature and will be held by invitation only, in a one-one setting, with minimal walk-up traffic.

#### **SCOPE**

All employees providing fitting experiences in the field will be responsible for following these standard operating procedures (SOP).

#### **FITTING EXPERIENCE SOP**

##### **PRE-BOOKING REQUIREMENTS**

1. All customers must acknowledge and adhere to TaylorMade's safety protocols in place for the prevention of COVID-19. Likewise, TaylorMade employees are required to follow all safety protocols implemented by the host facility. In case there is a conflict of protocol, the TaylorMade employee will comply with the stricter of requirements. If unable to resolve the conflict, the TaylorMade employee must reach out to his/her manager for guidance prior to scheduling an event.
2. Full support from the golf professional and/or golf course staff members during fitting days is required to control traffic and adhere to our social distancing protocols.

##### **SCHEDULING INDIVIDUAL FITTING EXPERIENCES**

1. TaylorMade's myFittingExp fitting application must be used for signing up members/customers for all TaylorMade private fitting days.
2. Only individual one-on-one fittings will be scheduled, with enough time before and after each fitting to set-up & sanitize equipment.

##### **FITTING DAY SET-UP**

1. Upon entering a worksite, employees are required to perform a visual inspection to ensure the facility is abiding by their health & safety regulations, within their respective provincial bylaws.
2. The Proshop/Golf Pro is to be contacted to coordinate the exact setup area for the scheduled private fittings. Once area is determined TaylorMade's representative will unpack all fitting gear and begin range set-up in this area.
3. Boundary tape with stakes is to be positioned around the range setup to reduce any unnecessary contact of fitting equipment throughout the private fitting day. At no time during setup will guests or members be permitted to touch any equipment.
4. A warmup area is to be set up and marked off with tee dividers in case any fit arrives early.



5. A separate staff bag is to be placed at the front of the fitting set up where all used/handled clubs will be placed after each use. All equipment in this bag will be sanitized between fittings and/or during the player's interview/warm up.
6. A sanitization station is to be set-up to include hand sanitizer, disposable gloves, disposable masks (for customer), disinfectant wipes, and disinfectant spray. All products will be disinfected before and after each consumer interaction.

#### DURING THE FITTING DAY

1. A golf professional and/or staff member must be present on the range at all times during the private fitting day to assist our TaylorMade representative in controlling traffic and making sure guests and members are adhering to social distancing.
2. All guest/consumers will be instructed to arrive no more than 15 minutes before their scheduled fitting appointment. There will be a marked warm up station for only the upcoming consumer to hit a few balls.
3. Walk-ups will be addressed by TaylorMade's Fitter and/or Professional staff while keeping their physical distance of 2 meters at all times. They will be communicated any available fitting time slots. If there's no availability, communication will be provided to the guest on how they can get fit in the near future.
4. All consumers will be educated on the precautionary measures TaylorMade is taking and protocols that will be followed during the fitting experience to ensure the customer's safety. The consumer will also be offered a disposable mask, although it is up to the consumer if he/she chooses to wear one.
5. The TM Rep will ask the consumer the following questions:
  - a. Are you experiencing any symptoms related to COVID-19, including a fever, cough, or breathing difficulty?
  - b. Have you travelled outside of Canada in the last 14 days?
  - c. Have you come into contact with a person tested positive for COVID-19 in the last 14 days?

Begin the one-on-one fitting if the consumer answers 'no' to all the questions. If there are any signs of symptoms or the consumer answers 'yes' to any of the questions, we would ask for the support of the golf professional on site to kindly reschedule their fitting for a future date.

6. Fitters will use a new pair of disposable gloves for each fitting session. Gloves must be removed and discarded in a lined garbage can immediately after each use; hand hygiene must be performed before & after each use.
7. When conducting the fitting, Fitters will always grasp clubs by the head when handing off the club, letting the guest grasp the club by the grip. The Fitter will always maintain a physical distance of 2 meters by extending their arm out with only holding the club by clubhead with the grip closest to the consumer. The consumer will pass all clubs back to the fitting using the same method they received it (grasping the grip).
8. An iPad stand will hold and display an iPad for consumer to view their fitting data at their convenience without any physical touching. The iPad will be wiped down with an alcohol wipe after each fitting session.



9. All used clubs during a fitting will be placed in the 'need to sanitize staff bag' and will be sanitized between fittings and/or during the player's interview/warm up.

#### FITTING DAY TEARDOWN

1. At the end of all appointments, the TaylorMade representative will sanitize all range setup before packing up.
2. A summary of specs will be sent to the respective staff professional via myFittingExp so they are able to follow up with their members on placing an order for the equipment they were fit for.

#### **PERSONAL PROTECTIVE EQUIPMENT**

PPE will be provided to all employees and must be used correctly; instruction on their use, cleaning & disposal will be provided and must be followed.

#### GLOVES

- Disposable gloves must be worn at fitting experiences.
- Must be discarded immediately after each use; hand hygiene must then also be performed.

#### FACE COVERINGS

- Reusable/washable face coverings must be worn by all employees at hosted fitting events.
- Customers will be encouraged to wear disposable face coverings and will be provided to them.

#### **ILLNESS**

- It is critical that, if you have any symptom of COVID-19 (fever, cough or difficulty breathing), or even mild symptoms, you should stay home to avoid spreading illness to others.
- If you develop even mild symptoms while at an event, separate yourself from others and go home, avoiding use of public transit (e.g. buses, train, taxi) if possible.
- Inform your manager and HR of the situation
- If you think you might have COVID-19, use a **self-assessment tool** to find out what to do.
- Contact your local Public Health Authority and follow their advice.