



# FITTING EXPERIENCE

## PROCEDURES

The health and safety of our customers and Experiential Team are of utmost importance. We are intensely focused on keeping our customers and employees safe while working at your facility. The following information represents TaylorMade's current practices regarding the recommended operations of its hosted events, where and when permitted by law, during this time of the unprecedented COVID-19 pandemic..

- Face Coverings/Masks
  - The CDC advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. TaylorMade currently requires the use of face coverings for employees at all fitting experiences. Customers attending fitting experiences will be encouraged but not required to wear face coverings (**not supplied by TaylorMade**).
  - Cloth face coverings should:
    1. Fit snugly but comfortably against the side of the face
    2. Be secured with ties or ear loops
    3. Include multiple layers of fabric
    4. Allow for breathing without restriction
    5. Be able to be laundered and machine dried without damage or change to shape
    6. Not have loose ends that could subject the employee to risk of being caught in machinery
- Gloves
  - Gloves are recommended for the TaylorMade fitting teams in instances where handling or hand-offs of product are involved at fitting experiences.
- Non-TM Facilities
  - When hosting events at non-TaylorMade facilities, such as fitting experiences, TaylorMade employees are still responsible for ensuring that necessary safety protections are in place. TaylorMade Experiential Team must respect any and all safety guidelines dictated by the host facility.
  - Fitting experience attendees should be informed of the safety protocols that will govern their experience, minimizing any confusion and easing any concerns. In signing up for a fitting experience, customers should be asked to acknowledge and respect our safety protocols as part of their participation. Ideally this will be communicated at the time of registration and with the buy-in of the host course. So that TaylorMade protection protocols can be ensured, events should preferably not be multi-vendor in nature. It is recommended that events be held by invitation only, in a one-one setting, with minimal walk-up traffic. See example communication materials for advance notice to accounts and member/customer sign-up language.

- Workspace: Fitting Experiences
  - In conducting a fitting experience, employees must take care to ensure that social distancing objectives are met. This may include spacing customers/members with at least one hitting bay or a gap between them. Experiential Fitters/Fitting Technicians should always maintain a 6 foot distance from guests and other golfers.
  - When conducting the fitting, Fitters/Technicians should always grasp clubs by the head when handing off the club, letting the guest grasp the club by the grip.
  
- Specific Fitting Experience Disinfection Measures
  - Between each guest, all clubs should be completely wiped down. Sufficient time should be preserved between sessions to allow for a thorough cleaning to be conducted.
  
- Sanitization Kit
  - Every custom fitter will be equipped with a sanitization kit to thoroughly clean every component of their workstation before, during and after fittings.
  - The Sanitization Kit includes:
    1. 5-gallon buckets – Fitters must keep this filled with warm water to be used in conjunction with disinfectant solution to clean all fitting components.
    2. Disinfectant Solution – Industrial strength disinfectant solution
    3. Scrub Brushes
    4. Towels – Towels will be swapped out and cleaned following each session
    5. Disinfectant Wipes
    6. Hand Sanitizer Bottles/Stations
    7. Face Coverings
    8. Latex Gloves
    9. Signage – Dictates social distancing measures and policies & procedures