



DIAKADI

REOPEN MANUAL

POST COVID-19 OPERATIONS PLAYBOOK



SUMMARY OVERVIEW

1

ENVIRONMENTAL CONTROL

2

DIAKADI RESERVE

3

ADJUSTMENTS TO SERVICES

4

NEW POLICIES & PROCEDURES

5

FAQ

6

APPENDIX



A NOTE FROM THE TEAM

To the entire DKB Community,

Just like every good comeback story, the post-quarantine reopening of DIAKADI Fitness started with an inventive strategy and has led to an impressive transformation of our brand with bar setting upgrades abound.

Our number one priority is to reopen our clean, inspired workout space in a way in which every coach and every one of our clients feels safe and excited to return to their favorite workout spot. In the weeks ahead, we will further develop and build upon the initial set of policies and procedures listed below in order to adhere to all upcoming local and state safety guidelines, while continuing to offer the ultimate customer experience to our home community of coaches and athletes.

During this incredible time, there are two powerful words for each of us to keep at the forefront of our minds: *Patience* and *Empathy*.

With each of us going through this process in our own unique way, maintaining a sense of patience and empathetic understanding will be key in keeping calm during the wide variety of challenging situations which lay ahead. We are asking that each one of our coaches, team members and clients please keep this in mind as we navigate ahead.

We got this.

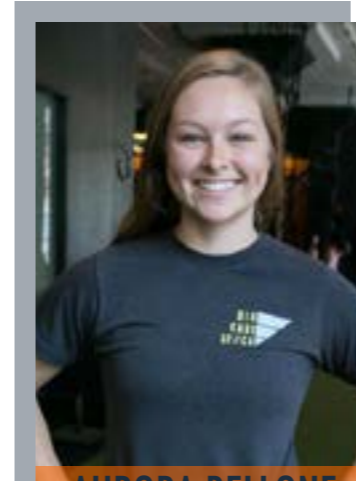
Billy, Mike, Aurora, Holly, Jasmina, Jason, John, and Tiana



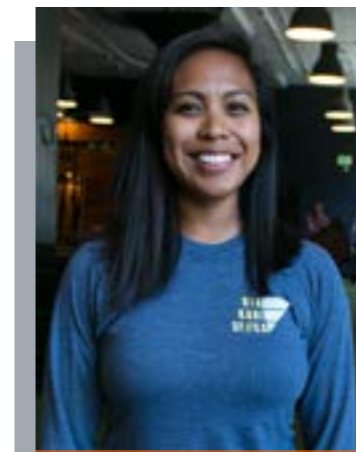
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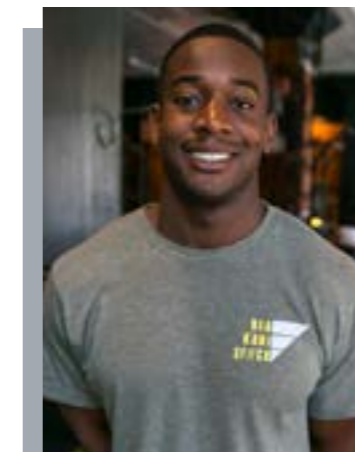
AURORA BELLONE



TIANA DOLORFINO



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FITNESS. PERFORMANCE. LIFE.

1 ENVIRONMENTAL CONTROL

2 DIAKADI RESERVE

3 ADJUSTMENTS TO SERVICES

4 NEW POLICIES & PROCEDURES

5 FAQ

6 APPENDIX

ENVIRONMENTAL CONTROL

PERSONNEL

Watch our new [SAFETY VIDEO](#) for an overview of updated facility protocol!

- Before entry, all individuals will be required to complete a mandatory health declaration survey agreeing to stay home and not enter DIAKADI for a workout if:
 - I have a fever over 100.4.
 - I have a cough or difficulty breathing.
 - I have engaged in high risk activities (travel, large groups, etc) within the last 30 days.
 - I have had known contact with COVID-19 through individuals or locations within the last 30 days.
 - I have been advised by a medical professional to self quarantine due to a compromised immune system or otherwise.
 - I live with a high risk individual.
- No touch temperature measurement will be implemented for all staff and coaches upon entry. Health measurement guidelines will adhere to the CDC recommended 100.4F. All results will be kept confidential, as this is protected health information.
- Use of PPE face masks will be required of all staff, trainers, and clients while inside the facility. Face masks will be available for purchase in the DIAKADI ProShop.
- Every individual **MUST** sanitize and wash hands immediately upon entry as well as just prior to exit. Hands free hand sanitizer dispensers will be installed at every entrance.

SPACE USAGE

DIKADI is redesigning our 14,000 sq-ft facility to now include 17 private, reservable workout areas, allowing for over double the amount of physical distancing space between clients, as encouraged by the CDC.

Distinct floor markers will be used to label physical-distanced workout areas and assigned walkways will be established for easy traffic flow when entering and exiting reserved boxes.



Photos depict examples of reservable spaces

SPACE USAGE CONTINUED

EQUIPMENT USE

- Clearly marked 'workout areas' will allow client/trainer pairs to remain physically distanced from others at all times.
- Trainers will reserve a workout time and a floor for each client session. They will then be able to select their 'workout areas' throughout their session.
- Disinfected, small equipment pieces (dumbbells, kettlebells, med balls, etc.) will be available for checkout from the DCB (DIKADI Cleaning Bar). See DCB section for details.



CLEANING PROCEDURES

(DCB) DIAKADI CLEANING BAR

- Our new DCB system ensures EVERY piece of equipment is properly disinfected before being returned to communal stations for use by other members.
- All smaller equipment items such as dumbbells, kettlebells, medicine balls, etc., qualify as single-use and will be stored on communal racks.
- Trainers will be able to borrow equipment from these racks as needed by transporting items from the shared rack to their reserved training space.
- Once finished, all small equipment must be returned to the 'Discard Area' located inside the DIAKADI Cleaning Bar. Trainers may sanitize these pieces and return them to their proper shelf or a DIAKADI team member will assist with sanitizing and restocking.



- Between every individual client training session, DIAKADI trainers and staff will complete a 10 minute cleaning cycle of the workout space, in order to guarantee that the facility and all equipment is fully sanitized for each client.
- In addition to the DIAKADI Cleaning Bar, self service cleaning stations will be placed within every 1000ft of the facility and will be fully stocked with the following:
 - [EPA recommended](#) spray cleaner solution
 - Equipment wipes
 - Cleaning rags
 - Laundry basket
 - Hand sanitizer
 - Clear instruction sign
- Trainers and clients will be required to thoroughly wipe down all equipment before and after each use.
- In addition to continuous cleaning throughout the day, our team will complete a deep clean and disinfection of the facility every evening.

DIAKADI RESERVE

1 ENVIRONMENTAL CONTROL

2 DIAKADI RESERVE

3 ADJUSTMENTS TO SERVICES

4 NEW POLICIES & PROCEDURES

5 FAQ

6 APPENDIX

In order to safely maximize the capacity of our facility and best serve the needs of our community, all sessions must be booked in advanced using our new reservation system known as **DIAKADI Reserve**.

Our DIAKADI Reserve system will allow for constant control of the capacity of our facility, while monitoring our clients for contact-tracing and far exceeding the current requirements for physical distancing.

Clients and trainers will reserve a specific hour and floor for each session use. Trainers and clients will remain on their reserved floor throughout their session.

Trainers will be asked to submit reservation requests and Team DKB will work to build a schedule that maximizes our clients' ability to work out in an ideal time and space.

Regarding Cancellations

It is the responsibility of the trainer to notify DIAKADI in the event of a cancellation. Reservations cancelled less than 24 hours prior to a scheduled session will forfeit the full space rental reservation fee, unless the client or trainer is feeling sick. Especially during this time, trainers and clients will not be penalized if they are feeling sick and need to cancel their appointment.

For all new clients, trainers will set up their initial profile in GymMaster and then we will e-mail a list to clients of any necessary tasks that must be completed prior to their first session, such as completion of a new liability waiver and account billing updates.

1	ENVIRONMENTAL CONTROL
2	DIAKADI RESERVE
3	ADJUSTMENTS TO SERVICES
4	NEW POLICIES & PROCEDURES
5	FAQ
6	APPENDIX

SERVICE ADJUSTMENTS

Front Desk

With the help of the 'DIKADI Reserve' program, clients will be assisted at check-in by our front desk team. This new system will replace our previous manual check-in process, guaranteeing a no touch entry process.

Clients are welcome to enter at 10 minutes before their reserved session time. We ask that clients stay in their cars or physically distanced on the sidewalk until their entry time.

Personal Belongings

Ideally, we ask that clients limit belongings to include only one small bag that they can keep with them within their assigned workout space. If they must bring in additional belongings, a limited number of lockers will be made available and clearly marked to maintain physical distancing.

Locker Rooms

We will be suspending all use of showers and shared toiletries to protect the health of our community. Restrooms and sinks will also be designated to allow for physical distancing.

Water Bottles & Fountain Use

Cups and bottles will be required for use of all water fountains. Disposable cups will be available for clients at the front desk.

Open Gym

Open gym services will be adjusted based on capacity needs for our client-trainer sessions and will also be handled using our DIKADI Reserve system. Stay tuned for more details.

1 ENVIRONMENTAL CONTROL

2 DIAKADI RESERVE

3 ADJUSTMENTS TO SERVICES

4 NEW POLICIES & PROCEDURES

5 FAQ

6 APPENDIX

POLICIES & PROCEDURES

- **Liability Forms**
All trainers AND clients will be required to sign updated liability waivers prior to resuming training in our facility. All new signature forms will be sent to clients for e-signature prior to their first session in order to guarantee a seamless first session.
- **Billing**
Trainers will continue to be billed on Fridays for all reserved sessions that are not cancelled 24 hours prior to their scheduled time.
- **COVID-19 Positive Case Protocol**
DIAKADI will strictly follow all San Francisco government guidelines on notification and quarantine if any staff member, trainer or client tests positive for COVID. See a complete list of those guidelines [HERE](#).
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-

1

ENVIRONMENTAL CONTROL

2

DIAKADI RESERVE

3

ADJUSTMENTS TO SERVICES

4

NEW POLICIES & PROCEDURES

5

FAQ

6

APPENDIX



FAQ

ENVIRONMENTAL CONTROL

- What safety precautions are being taken for persons entering the DIAKADI facility?

Before entry, all individuals will be required to complete a mandatory health declaration survey in order to determine whether or not they are safe to come in to a workout at our facility. Clients will be required to notify DIAKADI if they test positive for COVID-19 within 14 days of their last visit to our facility, so that we can inform our community.

Every individual **MUST** sanitize their hands upon entry and exit using the no-touch hand sanitizer dispensers located at every entrance. We also recommend that individuals wash their hands on entry and exit.

- Will temperature checks be taken upon entry to DIAKADI?

Daily no-touch temperature measurement will be required for all staff and coaches upon entry. Health measurement guidelines will adhere to the CDC recommended 100.4°F.

- What PPE (Personal Protective Equipment) is required to enter DIAKADI?

Staff, trainers, and clients will be required to wear face-coverings while inside the facility. Face masks will also be available for purchase in the DIAKADI ProShop.

CLEANING

- How is DIAKADI cleaning the gym equipment after each trainer + client session?

A combination of our DIAKADI Reserve appointment system and our DIAKADI Cleaning Bar (DCB), will guarantee that every piece of equipment is properly cleaned and fully disinfected between each client session.

Large pieces of equipment (i.e. squat racks, barbells and cable systems) should be fully wiped down and disinfected by trainers after every use by client-trainer pairs, before leaving each workout area.

Smaller pieces of equipment (i.e. dumbbells, medicine balls, etc) will be stored in a clean equipment zone called the DIAKADI Cleaning Bar (DCB). As trainers need these pieces for the workouts, they will take clean equipment pieces back to their private workout space for use with their client. After they have finished their set with these small pieces, the DIAKADI Cleaning Bar (DCB) ensures that EVERY piece of equipment is properly cleaned between clients by spraying down and disinfecting each piece with an EPA approved cleaning product, allowing product to dry with proper 'dwell time' to kill all bacteria and viruses, and wiping down before returning onto an 'available equipment' rack.

- What solutions, sprays, wipes will DIAKADI be using? Where can I find a cleaning station at DIAKADI?

DIAKADI is using ClearGear disinfectant cleaner, which is listed on the EPA's list of disinfectants which will kill the Coronavirus. Cleaning stations will be spaced every 1000 feet throughout the facility and will be stocked with ClearGear cleaning solutions and materials. (See [Page 11](#) for full details).

- What is the daily + weekly cleaning schedule at DIAKADI?

Each reserved private space will be cleaned and disinfected between every client before and after their session. With our new DCB system, we guarantee no shared equipment. Our team will complete a deep clean and disinfection of the facility every evening.

- As a trainer and client, what am I responsible to do when cleaning up before and after each training session?

Team DIAKADI will ensure that all small pieces of equipment are cleaned and disinfected in our DCB. Trainers and Team DIAKADI will also do a thorough and complete wipe down of ALL surfaces and equipment within each reserved private space between every client session. As an additional level of cleanliness, we recommend and appreciate all clients and trainers to wipe down all equipment before and after their use.

SPACE USAGE

- What is DIAKADI doing to ensure safe distancing while training?

We are redesigning our 14,000 sq-ft facility to now include 17 private, reservable workout areas allowing for over double the amount of physical distancing space between clients, as encouraged by the CDC.

Distinct floor markers will be used to label physically distanced workout areas and assigned walkways will be established for physically distanced traffic when entering and exiting reserved boxes.

- What equipment will I have access to?

All trainers and clients will have the ability to move between private workout areas and use any equipment as long as they wipe down ALL equipment before they exit a workout area/box. In addition to the large equipment stationed in each workout area, disinfected, small equipment pieces (such as dumbbells, kettlebells, med balls, etc.) will be available for checkout from the DCB.

(See 'DIAKADI Cleaning Bar' on [Page 10](#)).

- Will I have access to the facility before and after my scheduled workout session to warm-up/cool-down and stretch/foam roll?

Entry to DIAKADI will be available 10 minutes prior to your scheduled session time. Each client's reserved workout space will include ample space for a warm-up and cool-down, with various small tools available for use from the DCB. Training sessions will end after 50 minutes in order to allow for ample cleaning time before the next client arrives. There will be no access to a shared warm-up and cool-down area. Also, there will be limited cardio machines available for use during your scheduled 50 minute session.

DIAKADI RESERVE (SCHEDULING & RESERVATIONS)

- How do I schedule a training session with my trainer?

Using our new reservation system, DIAKADI Reserve, trainers will be asked to submit a reservation request for a specific, private area of the gym for use during each training session.

- How will DIAKADI be practicing social distancing during training sessions?

Each client's private reserved area will serve as a protected zone where only the trainer and client will be allowed. Marked walkways within the facility will allow for smooth, socially distanced traffic flow. Our DIAKADI Reserve System will allow for constant control of the capacity of our facility and exceed the current requirements for 6' physical distancing by at least double the distance.

- How long will training sessions be?

50 minutes training sessions will be available, allowing for thorough 10 minute cleaning cycles between sessions.

- My client can't make our training session. What is the cancellation policy?

It is the responsibility of the trainer to notify DIAKADI in the event of a cancellation. Reservations canceled less than 24 hours prior to a scheduled session will forfeit the full space rental reservation fee, unless the trainer or client is feeling sick in any way. Especially during this time, trainers and clients will not be penalized if they are feeling sick and therefore need to cancel their appointment.

SERVICE ADJUSTMENTS

- Will I be able to take a shower after my workout?

We will be suspending the use of showers and shared toiletries to protect the health of our community.

- Am I allowed to bring in my personal belongings during my training session (gym bag, gym towel, yoga mat, mini bands, other gym equipment, water bottle)? Where can I store these items?

Due to physical distancing, there will be a limited number of lockers available for use, so we are asking clients to bring as little with them as possible, ideally keeping their personal items with them inside their reserved workout area. Every reserved space will include a clean, sanitized set of bath and hand size towels for use by clients during their workout.

- Will I have access to the filtered water fountains to fill up my water bottle? If I forgot a water bottle, will DIAKADI have cups provided?

Cups and bottles will be required for use at all water fountains. DIAKADI will have disposable cups available and bottles of water will be available for purchase.

- I have 'Open Gym' Access. Will I still be allowed to use this?

Open gym services will be adjusted based on capacity needs for our client-trainer sessions and will also be handled using our DIAKADI Reserve system. Stay tuned for more details.

- I'd like to schedule a session with a bodyworker/massage therapist. Will this service be allowed?

At this time, DIAKADI will continue to watch for local government mandates regarding bodyworker/massage therapist sessions. Stay tuned for updated details.

- Will there be small sweat towels available for use during my session? How are these towels being cleaned and disinfected?

Every reserved space will include a fresh set of bath and hand size towels for use by clients during their workout. These towels will be sanitized and washed with bleach between each use.

- Will the DIAKADI hours of operation remain the same as before?

Please monitor our website [HERE](#) to stay up to date on all facility and open gym hours.

POLICIES & PROCEDURES

- How do I sign the UPDATED liability waiver prior to my scheduled training session?

All trainers AND clients will be required to sign our updated liability waivers prior to resuming training at our facility. All new signature forms will be sent to clients for e-signature prior to their first session in order to guarantee a seamless first session. (See 'Liability Forms' on [Page 17](#)).

- As a DIAKADI Trainer, what will I need to have completed before submitting client session reservation requests?

Trainers will need the following completed:

- All certifications, insurance and CPR are current and submitted.
- Signing our updated liability waiver form
- Signing the 'DIAKADI Cleaning Agreement' which details all new policies and procedures regarding space and equipment use
- Successful completion and a passing score on our new 'Policy and Procedure Test' to ensure concise understanding of all updated reservation, equipment, and cleaning systems
- Attendance at a pre-opening space usage training session the week prior to opening for client sessions
- Current billing information on file with DIAKADI

YOU GOT THIS.



APPENDIX

In order to keep everyone safely distanced during operations, the space has been divided into sections indicated by colored floor markings. The following guide will aid in navigating the new layout.

BLUE BOX - THE DIAKADI CLEANING BAR



A DIAKADI Cleaning Bar is located on each floor and houses all small equipment available for check-out by clients/trainers during their sessions for use in their orange reserved workout box. The DIAKADI Cleaning Bar helps to guarantee that every single piece of small equipment is cleaned and sanitized between every use.

ORANGE BOXES - SINGLE USE EQUIPMENT



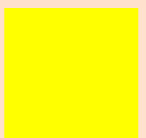
Private, reservable workout boxes. Trainers have three types of spaces to choose from: Squat Rack, Cable System, or Turf.

RED BOXES - SINGLE USE EQUIPMENT



In addition to the 12' x 12' private orange workout boxes, large single use equipment is located in private red boxes and available by one client/trainer pair at a time. As long as no other client/trainer is inside these red single use equipment boxes, they are available for any client/trainer to use during their session.

YELLOW LANES - WALKWAYS THROUGHOUT THE GYM



Clients/Trainers can use all yellow marked pathways in order to safely move throughout the facility while maintaining physical distancing.

SINGLE-USE EQUIPMENT LIST

SUITE 200 (UPSTAIRS)

- + Pull-up Machine
- + Up-right Row Machine
- + Leg Press

- + Pilates Reformer
- + Cardio
- + Power Tower
- + Boxing Room

- + Back Extension
- + Lat Pulldown
- + Fly Machine

- + GHD
- + Hamstring Machine

- + Cable Machine (Split into 2)

SUITE 100 (DOWNSTAIRS)

- + Cardio
- + (4) Keiser Machines

SUITE 200



SPACE 201



SPACE 202



SPACE 203



SPACE 204

SUITE 200



SPACE 205



SPACE 206



SPACE 207



SPACE 208

SUITE 100



SUITE 100



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