

10<sup>th</sup> March 2020

Dear Jab Gym Valued Customers,

### **CUSTOMER UPDATE ON CORONAVIRUS (COVID-19)**

According to the Ministry of Health (MOH), Brunei reported its first case of Covid-19 (coronavirus) yesterday on Monday, 9<sup>th</sup> March 2020. For more information, please refer to press release [HERE](#).

At Jab Gym, the safety of our team members and our customers is our highest priority. As such, Jab Gym is closely monitoring the development of coronavirus both in Brunei and globally. Please note the following measures which Jab Gym had undertaken in according with MOH and World Health Organisation (WHO) to minimize the spread of the coronavirus and taking proactive measures for both our customers and staff.

This includes proactive screening of both staff and customers at point of Entry (both on Ground Floor and at Jab Gym Entrance), We also enacted in place a set of standard operating procedures to ensure minimal risks of exposures and to contain potentially infectious diseases.

At Jab Gym, cleanliness and hygiene are of utmost importance. Whilst we have existing stringent sanitization process in place, Jab Gym management had reviewed and re-enforced our cleaning and sanitization procedures in accordance with the WHO guidelines to ensure that we have met the highest cleaning process possible. This include but not limited to:

- ✓ A thorough cleaning and disinfectant process every hour in high contact zones. E.g. Foyer, Tables, Benches.
- ✓ Hand Sanitisers are placed in various accessible areas to customers.
- ✓ All gloves, aqua bags and yoga mats are disinfected after each class using hospital grade disinfectants.

Customers are also advised to note the following changes effective from 11<sup>th</sup> March 2020 which may impact your experiences during sign in and before/after class. **As such, customers are advised to come in 30 mins earlier before classes due to the changes in check in and entry procedures.** The aim of these changes is to exercise preventative measures whilst ensuring minimal business disruptions:

#### **ENTRY & CHECKPOINTS**

##### ✓ **At Level 1 Entrance:**

- Entrance via Lift 1,2 & 3 only. Lift 5 & 6 will be shut off effective from 11<sup>th</sup> March 2020.
- All Visitors will have to fill up a log form declaring their Name, IC, Phone, Countries visited in the last 14 days recorded at ground level.
- Temperature will be monitored at entry point.
- Customers will be denied entry upon the following:
  - ✗ Temperature record higher than 37.5 degree.
  - ✗ Customers had previously been to restricted areas or Category A countries for the past 14 days.

##### ✓ **At Jab Gym Entrance:**

- All Visitors will have to fill up a log form declaring their Name, IC, Phone, Countries visited in the last 14 days recorded at reception upon arrival.
- Temperature will be monitored at entry point.
- Customers will be denied entry upon the following:
  - ✗ Temperature record higher than 37.5 degree.
  - ✗ Customers had previously been to restricted areas or Category A countries for the past 14 days.

#### **TOWELS/HAND TOWELS:**

- ✓ Stopping from 11<sup>th</sup> March 2020 onwards as an additional preventative measure

- ✓ Customers are advised to bring their own towels from a personal hygiene perspective.

As with any preventative measures, these changes are only effective in tandem with the collaborations from our customers. We would also like to request our customers to observe the following preventative measures by:

### **PERSONAL HYGIENE & GENERAL WELLBEING**

- ✓ Frequent Hand washing and Sanitization: Hand sanitizers have been placed in the following areas for your convenience:
  - Reception
  - Juice Bar
  - Lounge Area
  - Washrooms
  - Studio 1 & 2 (Please request from trainers before class).
- ✓ Clients are also advised on minimizing potential exposure by avoiding eliminate skin-to-skin contact, (e.g. replacing handshakes with smiles or nods instead).
- ✓ In case of symptoms suggestive to respiratory illness, customers are discouraged from attendance at Jab Gym but rather are encouraged to seek medical attention and share travel history with their health care provider. Please contact the Health Advice Line at 238 1380 or 238 1383 (during office hours) or Online Darussalam 123 (after office hours). The same advice applies for customers who may not appear to have symptoms but have come in close contact with family members or friends who display the aforesaid respiratory symptoms.
- ✓ People with symptoms of acute respiratory infection should also practice cough etiquette (maintain distance, cover coughs and sneezes with disposable tissues or clothing, and wash hands).

### **GYM EQUIPMENT USAGE**

- ✓ In-House Gloves: At Jab Gym, the Gloves are akin to a warrior's sword and as such will still be available from reception. In return, we ask our clients to be considered by mindful sanitizing of their hands before putting on the gloves. Additionally, it is highly advised for wraps to be cleaned regularly and fresh ones to be used every time.
- ✓ Water Fountain: At Jab Gym, hydration is part of our recovery offering. In return, we ask our customers to be mindful when utilizing our water fountains. Whilst the water fountain has been maintained to the highest standards, customers are advised to opt for mineral water purchases instead. Should you still favour the flavour of our water fountain, please allow the water to run for a few minutes prior to utilization and please avoid skin contact with water fountain (e.g. Drinking directly from fountain).
- ✓ Yoga Mats/Blocks: At Jab Gym, yoga is the yin in counterpart to Boxing's yang and as such, the mats and blocks are to tools necessary to actualize this holistic journey. Whilst these tools have been disinfected to the highest standards, we also advise our customers to sanitize all skin contact points prior to proceeding.

### **SELF ISOLATION**

- ✓ Please refer to MOH Travel Guidelines and Self Isolation Policy [HERE](#). Please note, Jab Gym will enforce the Self Isolation Policy on team members in accordance to MOH guidelines.
- ✓ We also ask of our customers to be socially responsible in collaborating with Jab Gym by adhering to the MOH Travel Guidelines and Self Isolation Policy.

We thank you for your kind co-operation and for more information, please visit Brunei Darussalam's Ministry of Health updates on Novel Coronavirus (2019-nCoV) [HERE](#).

Best Regards,

Jab Gym Management