



From the desk of Terry Wilson

A letter to our Wilson's employees and members

March 23, 2020

As one of the owners and President of Wilson's Fitness, the time feels right to share a few of the thoughts that have weighed heavily on my heart over the last few days. There are many misunderstandings and misinterpretations of our company's recent communication with our employees. To our community of employees and members, I wanted to share with you.

To clarify

I, like other business-owners, make difficult decisions regarding operations and staffing. Closing our three locations and cancelling member income creates no revenue to support fixed costs or payroll. It was never our intent to continue to collect membership fees and not pay our employees.

All employees will be paid through March 18th 2020 when we closed. Our core team of directors continues to work, practicing social distancing, and preparing for our future re-open. Like other businesses in the country, we are for the proposed federal stimulus plan to provide wage assistance for all employees from date of closure to reopen. No one has been fired. You will see everyone's faces when we return. Furthermore, I have spoken with our insurance company, and all who were insured continue to be.

In hindsight, our recent equipment and facility upgrades may have come at an inopportune time, but we didn't know then what we know today about COVID-19's impact.

As James shared earlier, all monthly memberships will automatically freeze and there will be no electronic debit on the 7th for our monthly members. We will unfreeze monthly memberships when we are cleared to re-open. There is no need for any further action on your part. We will add time back to our annual members' accounts, so they receive the full value of their memberships.

When our doors re-open to the Columbia community, we will have deep cleaned and disinfected our facilities and equipment, and enhanced our online content including virtual classes and training opportunities.

To every single Wilson's employee

To our directors, personal trainers, sales associates, fitness instructors, maintenance technicians, lifeguards, playcenter and desk attendants: you are *essential* to this community.

I am so proud of the work you do to provide our membership a second-to-none fitness experience. I am proud of you every day, but the past 48 hours have made me prouder than I could have imagined. Together, *you* and your teammates have rallied together during an uncertain time. You have shown that the best teams stand together behind a shared purpose—our shared mission to enhance our members' wellbeing. You are important; your work is important; your contributions to the community are important. Thank you for demonstrating the very best of what it means to be a part of something bigger than ourselves. I am confident we will *all* soon return to the work of changing lives through wellness. Like you, I cannot wait.

When we founded Wilson's Fitness in 1982, we believed one thing would always set us apart from other fitness centers: personal connection. Neighbors connecting with neighbors at a locally owned fitness facility has been at the core of our mission since day one. We will get through this difficult time together—as a community. Thank you for supporting our employees and their families for so long.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry Wilson". The signature is stylized and cursive.

Terry Wilson