

Dear Staff,

Welcome back! I hope you have been settling back into our WW Studios as we finally reopen In-Person Workshops.

You have stepped up to the plate in a time of so many unknowns – and for that I want to say thank you. Your willingness to return to work as we navigate our new business structure is much appreciated, and the time you have put in to be retrained on a whim has not gone unnoticed. Without you, it would not be possible to open our Studio doors.

I also want to thank you for your tremendous efforts in launching our Virtual Workshops this year. The fact that we were able to get this new line business up and running so quickly shows the cooperation and dedication of our wonderful Staff. Members have loved the Virtual Workshops because of your continued support.

As you know, our Studios are reopening with new policies and procedures to increase safety measures. Masks, social distancing, and limited capacities have become the new norm. Because of your willingness to enforce and adhere to these new standards, we want to be sure you are compensated fairly for working In-Person Workshops.

Given the current limited sizes of In-Person Workshops, we realize that a commission-based salary structure is not in your best interest at this time. Therefore, we are implementing a new, temporary pay scale for the time being. We anticipate following this pay scale until we are able to remove the capacity caps on our Workshops.

Please review the attached pay scale. If you have any questions or concerns, reach out to your Area Manager.

I can't thank you enough for all of your hard work and support. I wish you and your family well as we continue to trek through this year together.

Sincerely,

Hannan

Dear Staff:

I want to start off by saying *I miss you*. Throughout the past several weeks, I hope you have had a chance to slow down and enjoy some of the simpler things in life – such as the summer weather that is finally upon us. For those of you who have undergone challenges or experienced loss during these complicated times, please know that we are here for you.

I also want you to know that your health and safety is our top priority. We have been working diligently to create a plan for reopening with enhanced safety standards that adhere to CDC guidelines. Above all, we want you and our members to feel safe in our Studios, which is something we have always strived for. In order to achieve this, soon we will begin **reopening our Studios in phases**.

Phase 1 will begin with 11 Studios offering limited drop-in hours. Each Studio will be open 2-3 days per week for members to weigh in and shop. As we are still navigating local ordinances, we do not yet have

a definitive date for Phase 1 of reopening. However, we *hope* to begin drop-in hours during the week of June 8th.

Phase 2 will consist of expanding drop-in hours to additional Studios.

Phase 3 will reopen our in-person Workshops. We will be continuing with select Virtual Workshops during Phase 3, as well.

Certainly, these are unprecedented times and we do not know what the future holds. We can only anticipate our members' needs and hope to be there for them in a way that makes them feel safe and supported. We also recognize that some of you may not be comfortable returning to work in the Studios.

Due to all of this uncertainty and the need to continue our Virtual Workshops, we will be reopening with new Workshop schedules and teams. Additionally, we will be re-staffing our Open Center and Location Coordinator positions.

In March of 2020 our business evolved. Virtual Workshops have given us the ability to connect with members in a new and convenient setting. Combining Virtual Workshops and in-person Workshops will require our Staff to have a comprehensive skillset from here on out.

Regarding your position, we would like you to consider the following expectations (along with the guidelines already laid out in our employee handbook):

- Willing to wear gloves and a mask
- Ability to complete online trainings regarding Studio practices and Virtual Workshops
- Ability to complete WWI's health and safety eLearning
- Ownership of a smartphone/computer/tablet with internet access and ability to view digital WWG communications such as the Connector and Workshop Guides
- Active use of the WW app
- Proficiency in Microsoft Office and web-based applications
- Ability to work a minimum of 4 Workshops per week (including Virtual)
- Willing to adhere to WW employee policies as noted in the handbook such as the WW weight policy

I know this is a lot to take in – this year has changed so much for all of us. We hope to come out of this with a positive attitude and sense of strength so we can continue to support our members.

Thank you for your dedication to WW. Take care and stay well.

Please reach out to your Area Manager with questions or concerns.

Love and Air Hugs,

Robin