

# Spectrum House Gym Management Plan

Last updated 16 April 2020

## Hours of Operation

The fitness studio at Spectrum House will run classes outside of normal office hours, to minimise disruption to tenants who typically work in their offices Monday to Friday between 9.30am and 5.30pm.

As such, the studio classes will begin according to the following schedule:

- Monday to Friday
  - 6am, 6.50am, 7.40am and 8.20am; 12.30pm; 5.30pm, 6.20pm and 7.10pm
- Saturday:
  - 8am, 9.10am, 10.20am and 11.30am
- Sunday:
  - 10am and 11am

Only studio staff will have the code for the security gate to the Mews area of Spectrum House. Staff will only open that gate 20 minutes before the first class of each day, and close the gate as soon as possible after the last evening class each day, to ensure customers are not congregating outside the studio that may cause nuisance to local residents.

## Management of the Studio

Management of the fitness studio includes the Studio Owner (Paul McGrory) and Head Trainer (David Templer). The Head Trainer reports to the Studio Owner. They are fully responsible for the studio operations and customer servicing.

Responsibilities are split as follows:

- Studio Owner is ultimately responsible for everything related to the studio. He is responsible for all financial, legal, regulatory, policy and compliance matters, as well as customer sales and marketing, complaints resolution, escalations and disciplinary matters
- Head Trainer is responsible for managing the team of Trainers to deliver exercise classes, including managing customers who have booked into classes to ensure their safety, to coach them in specific exercise techniques, and manage the customer flow into and out of classes. He will also be responsible for operating within policy and procedure requirements, including noise management and security of the premises

## Management Procedures

Attached as a separate document is the Code of Conduct for the fitness studio, to which all staff need to comply with. This includes a number of operational requirements.

Customers arriving at the studio to participate in classes must have pre-booked for that class through the studio's App or website. Customers who have not pre-booked will be turned away and unable to participate (pre-booking includes full registration and agreeing to Terms & Conditions, plus signing waivers of liability should they injure themselves). Customers arriving at the studio must be signed in through the App, and a count of customers before each class will control this requirement.

After each class, the studio staff will ensure customers efficiently leave the premises with minimum noise and disruption to local residents, with Social Media and Email messaging and communications to promote 'car-free' travel, promoting running and cycling to/from the studio, etc, as part of a healthy lifestyle that positively contributes to a clean environment.

Staff will exclude (and potentially ban) any members from your Studio if they pose a safety risk to staff, themselves or other Members or Guests to the Studio, or risk causing nuisance to neighbours and residents. This may, for example, occur where a Member or Guest does not follow instructions of our staff, behaves recklessly or acts inappropriately. Such exclusion may be temporary or permanent in nature depending on the risk that presents out of such behaviour. If a person is excluded from your Studio, we will keep a record of this (including the reason for the exclusion).

The studio has the right to terminate a member's contract, as per clause 14 of the attached Membership Terms & Conditions:

"F45 has the right to immediately terminate a Member's contract if that member behaves in a way that risks the health, safety or security of other members or staff, conduct that could be damaging to the F45 brand, significantly disturbs local residents and neighbours (for example, through noisy or inappropriate behaviour), or continuously cancels classes outside of the permitted time or turns up late to booked classes. Should this happen, F45 will contact the member to inform them of this decision. The membership fee will be refunded on a pro-rata basis, from the date of termination to the end of the current payment period."

### **Security**

The studio is fitted with a security alarm and CCTV security cameras. In the case of alarm activation, the Studio Owner and/or Head Trainer will investigate the cause of the problem.

Staff who are closing each evening, and then opening in the morning, will need to ensure the alarm is set every night and deactivated first thing in the morning.

The CCTV Security Cameras are positioned so they are capable of recording the external entrance, internal reception area and entire workout area. Security Cameras are prohibited in bathrooms and changing rooms. The CCTV system provides playback capabilities by recording up to a week's worth of content on the hard disk drive, should it be needed to review an incident or provide to related stakeholders (police, landlord, etc).

Finally, an emergency contact number list (ie, Fire, Police, Electrical, Gas etc..) is easily available in the staff room, the case of an emergency at the Studio.

### **Safety**

Staff must keep the Studio clean, tidy and undamaged at all times. They must ensure that the Studio, including the toilets, is cleaned regularly and maintained in a manner that is reflective of the high standards of the building and neighbourhood.

Staff must continuously monitor the Studio for any potential or actual hazards and take steps to eliminate or reduce these hazards or take other appropriate steps in a timely manner. If any hazards are identified then staff must contact the Studio Owner as soon as possible.

Any equipment that is broken, damaged, chipped or faded must be replaced immediately.

If, at any time, the Studio is in an unsafe condition or may otherwise be hazardous to persons attending the Studio, staff must take all appropriate actions to immediately rectify those issues including, if necessary, suspending the conduct of the Training Programs from the Studio until the issue has been addressed and it is safe for members to attend Training Programs in the Studio.

### **Complaints Procedures**

The Studio Owner is ultimately responsible for ensuring any complaints related to the studio are effectively managed to a satisfactory conclusion, in a timely fashion.

That includes ensuring related stakeholders have been consulted as early as possible, proper procedures (legal, regulatory or policy) have been complied with, and has been recorded in the studio's system. Agreed resolution action plans, timelines and follow-up must also be discussed with stakeholders and recorded in the studio's system.

If the Studio Owner is not present or available, the Head Trainer has delegated responsibility for dealing with complaints where appropriate and ensuring they are properly logged. But he must ultimately escalate or update the Studio Owner of all complaints at the earliest opportunity, so that the Studio Owner can finally approve or personally deal with the agreed resolution processes for each individual complaint.

For all complaints, the Studio Owner (or Head Trainer) will contact the person who raised the issue as soon as possible to understand the complaint and ensure that person knows it has been properly received and being dealt with. This initial contact must be within at least 48 hours of that complaint being received by the studio.

### **Measures to Protect the Amenity of Local Residents**

'Local Residents' are defined as tenants of Spectrum House and local residents in the neighbourhood housing or apartment buildings.

The Studio Owner is ultimately responsible for setting policies, procedures and guidelines for the fitness studio staff, suppliers and customers to comply with.

The policies relating to Local Residents are:

- **Signage:** prominent signs are placed inside and outside the studio to ask customers to be respectful of local residents.
- **Noise Control:** music, voices and other noises emanating from within the studio must not be heard above the underlying background noise levels within 5 meters of the studio, thereby protecting Spectrum House tenants and nearby residents. The Studio Owner or Head Trainer will regularly (minimum 2 times per week) check the decibel level of noise emanating from the studio during a class to ensure compliance with the above requirement
- **Crowd Control:** studio staff will manage incoming and outgoing customers to ensure they do not cause loud noises or disturbances that might disrupt local residents, including pointing out the signs to be respectful to local residents. Staff have the immediate authority to ban and exclude a customer from any class (for reasons set out above under Management Procedures), and ensure they leave the premises with the minimum disturbance to other members or local residents
- **Community Services:** where possible, the fitness studio team will participate, contribute or organise activities to support community services, eg avoid single-use

- plastics, use and promotion of environmentally friendly products, local events that help pick up rubbish / plastic, etc
- Healthy Lifestyle:** promote a healthy lifestyle to customers through marketing, product use and behaviours. This includes fitness classes, social media promotion of activities to promote healthy, wellness, mental wellbeing, etc. This specifically includes promotion of using non-car methods to travel to / from the studio (walking, running, bicycles and public transport preferred)

**Commitment to being Car-Free**

On a quarterly basis, promote car-free travel to and from classes so that members are actively encouraged to walk, run, cycle or take public transport to Spectrum House for their classes. As a fitness business, we want to promote healthy travel and environmentally friendly activities. Staff must encourage members in this way at all times, and will endorse this through personal behaviour.

Staff will regularly check for any cars parked in the Mews area of Spectrum House have the appropriate parking permit. If not, they will call the Building Management to take appropriate action. This is to discourage studio customers from driving to the studio and trying to park at the building.

The fitness studio will not apply for any parking permits in the local neighbourhood, either for their staff or for their customers attending their classes. The Studio Owner will be accountable for ensuring compliance with this.

**Ensuring Compliance with Council Requests and Planning Permission Conditions**

Per above, the Studio Owner will be personally responsible, and liable, for ensuring full compliance with the conditions related to the Council planning permission. He is also fully responsible for working with the landlord on any requests from the Council in relation to the studio.

This includes designing and implementing policies, procedures and controls to ensure governance and compliance with these (and other) requirements.

Any complaints about non-conformity to these conditions or controls will be escalated to the Studio Owner, for his stakeholder engagement and effective remediation.

Staff will be trained in these policies, procedures and controls, and any non-conformity by the Studio staff or customers must be recorded, with remediation plans documented with suitable changes to controls being implemented, where necessary.



Member T&Cs



Code of Conduct (Jan 2020)



Social Media Plan (Jan 2020)