

# Club Operating Manual

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## Business Continuity

In the event of interruptions to club operations resulting in closure of facilities or the club completely, immediately call the [Central Support Contact](#)

## Club Standards

### Club Opening

- Clubs that operate a swimming pool will arrive 30 minutes prior to opening time to allow for preparation.
- Non swimming pool clubs, arrive 15 minutes prior to opening time to allow preparation.
- Walk to the main entrance and check for any signs of overnight issues, such as damaged locks, broken glass etc.
- [Open the front door shutters using a key or a fob](#) and enter the club, [Enter the building and disable the alarm](#) system.
- Scan into the club using the barcode on your app.
- Conduct [a walk through](#) (Club standards) in the club to ensure the club is secure and operational.
  - Turn on all club lighting and air conditioning. If you have external management system controlling your clubs, your lights and air conditioning will turn on automatically during operational times. If you don't have external management systems, they will need to be [turned on manually](#).
  - Power on the [computer systems](#) and verify the check-in and payment systems are functional ready to go.
  - Turn the [Steam Room](#) On
  - Turn the [Sauna On](#)
  - Inspect the [changing rooms](#), ensure they are clean and clear of any damage.
  - Check [CCTV](#) is operational
- Confirm at least 1 [responsible person](#) is on site before you open the doors to the public.
- Complete a [Pool Test](#) and the Pool Opening process.
- Ensure All team members are well presented & [in correct uniform](#) with names badges (inc. personal trainers & contracted cleaners)

### Club Closing

- Complete the [Daily Closing Checks](#)
  - Courtesy [Tannoy announcement](#) to make members aware of closing time.
  - Turn off [Steam Room](#) and [Sauna](#) 30 minutes to closing.
  - Ensure the club is clean, tidy and well presented, fridges stocked, and towels rolled.
  - Check fire escapes are clear.
  - Turn off all lighting, air conditioning, sound systems and TVs. If you have WEMS controlling your systems, your [lights](#), air conditioning and music system will turn off automatically. If you don't have WEMS you'll need to turn them off manually.
  - Turn off gym equipment – leave EVOLT on.
  - Turn off able via switches (not plug point)
- Complete Pool Safety Checks

- Complete end of day till [reconciliation](#)
- Turn off computer screens but leave the power on overnight to allow updates.
- Complete full building walk and ensure all internal doors and windows are secure.
- [Ensure all the staff and members have left the premises.](#)
- Enter alarm code [activate the system](#), wait for the confirmation, e.g. a beep or indicator light.

## Club Standard Checks

- Consistent high standards of health & safety and hygiene are always expected throughout the club, and it is the General Manager and Head of Department's (HOD) responsibility to ensure these standards are maintained. – [Club Standards Form](#)

## Site Access - Members

- Members accessing the club must go through reception.
- Members must scan in using their [Fitness First digital app](#).
- If the Member doesn't have the App, then membership card or personal details need to be provided and checked and attendance recorded.
- If membership access is restricted, e.g. unpaid fees, expired membership, staff must resolve the issue before granting access.
- Members are not allowed to wait inside the building until the club is opened.

## Site Access - Contractors and Studio Hire

- All contractors and studio hire users must [sign in](#) at the Reception Desk.
- If a maintenance contractor is on site, make the management team aware and have the contractor scan in via the [QR code](#) if they have one.

## Site Access - Guests

- All Guests must be registered on Gladstone.
- Guests are visiting the club for one of the following;
  - [Tour](#)
  - [Guest pass](#)
  - [PT Guest pass](#)
- If prebooked guests can be [scanned in](#) and photo taken
- If [walk-in](#) guests must be recorded via the dashboard.
- If this is a first visit to the club, a member of staff will deliver a tour of the facilities and highlight fitness zones.

## Site Access - Aggregators

- [Classpass](#), [Hussle](#), and [Wellness Hub](#) members must all be checked in at reception.

## Site Access - Swimming Lessons

- All swimming lessons non members must be registered via the club dashboard

## Security

- Ensure the intruder alarm is always fully operational.
- If any defects or issues are identified with the system, immediately log the issue with [Expansive](#).
- Keyholder Lists must be kept up to date any changes to keyholders must be recorded and Facilities helpdesk updated.
- Send the updated [keyholder list](#), in priority order (with 1 being the highest and 5 being the lowest priority), to the facilities helpdesk – [Facilitieshelpdesk@fitnessfirst.co.uk](mailto:Facilitieshelpdesk@fitnessfirst.co.uk)
- In the event of an alarm activation out of hours, the active keyholder will receive a notification via phone or SMS from the monitoring centre.
- When a keyholder receives an alarm notification, they must be accompanied before attending the Club.

## Reception Area (Zone 1)

- Reception must always have a single team member in attendance. Only during peak times or at the Managers specific request should there be more than one person in the Reception Area. The team member is responsible for (in priority order).
  - Mandatory health & Safety checks ([CCTV / Pool Bather Load](#)) / ([FOH Daily Essentials Form](#)) must be completed every 30minutes (15 minutes past the hour / 45 minutes past the hour) where required.
  - Meet & Greet Visitors
  - Maintain presentation standards in the [reception area](#)
  - Organise and [present towels](#) neatly in a consistent style.
  - Process any payment transactions
  - [Chillers & Food & beverage](#) range are fully stocked as per fridge planogram.
  - [Lost Property](#)
  - *Class booking system procedures to be drafted*

## Chargeable Items

- Towels - £2
  - Member secondary towel
  - Guest pass,
  - Corporate day pass
  - PT guest
  - Class Pass member
  - Hussle
  - Wellness Hub
- Locker Hire
- Padlocks
- [Daily Upgrade](#)

## Able Area (Zone 2)

- A member of the team must always be in attendance with [Able](#) during peak time hours. The team member is responsible for
  - Promoting ABLE
  - Supporting members using ABLE.
  - Delivering ABLE sessions

## Gym Floor Area (Zone 3)

- A member of the team must always be in attendance on the Gym floor during peak time hours. The team member is responsible for
  - Interactions with Club Members
  - [Maintaining Club Standards](#)
  - Cleaning
- Ensure the safety of members and guests - Refer to Normal Operating Procedures (NOP)

## Fitness Equipment Checks

- [Checks](#) must be completed once a week on any day that suit the club at the quietest time.
- If you believe a piece of equipment is unsafe, take it out of action immediately. Ensure the equipment can't be used by a member and is clearly marked as 'Out of Order' by using the correct company signage.
- [Log the issue](#)

## Spin Bike Instructor Check

- At the beginning of each spin bike class the instructor must ensure that all participants check their spin bike is fit for purpose by checking the seat, handlebars, brakes and straps.
- The instructor must record class numbers and attendance
- At the end of the spin class the instructor must request that seats, handlebars and any resistance is reset by participants.
- At the end of each class the instructor is required to record that checks have been completed along with any relevant comments.

## Studio Readiness

- [Studio](#) must always be clean, tidy & well presented.
- The air conditioning must be off when studio is not in use

## Changing Room Checks (Male/Female/Family)

- [The male, female and family changing rooms](#) are [checked](#) on an hourly basis.
- [\(Changing Room Check Form\)](#)

## Sauna Checks (as required)

- [Sauna Checks](#) are to be completed every 2 hours throughout the day and all checks are to be recorded clearly identifying the team member who completed each check. [\(Sauna Check Form\)](#)

*Full procedures can be found in the Health & Safety Manual*

## Steam Room Checks (as required)

- [Steam Room Checks](#) are to be completed every 2 hours throughout the day and all checks are to be recorded clearly identifying the team member who completed each check. ([Steam Room Check Form](#))

*Full procedures can be found in the Health & Safety Manual*

## Poolside Checks (as required)

- [Poolside checks](#) are to be completed every 30 minutes throughout the day (On the ½ hour and full hour) and all checks are to be recorded clearly identifying the team member who completed each check. ([Poolside Check Form](#))

*Full procedures can be found in the Health & Safety Manual*

## Club Management

- *Procedures to be drafted.*

### Fire Safety

- Fire Extinguishers (*Full Procedure can be found in Health & Safety Manual*)
- [Fire Alarm](#) (*Full Procedure can be found in Health & Safety Manual*)
- *Emergency Lighting*
- *Fire Exits*
- *Fire Evacuation*

### Cleaning Audit

- Audit must be completed monthly to ensure cleaning standards are maintained.

## Staff Rota (Digital Rota)

- Staff Rota must be created one month in advance for all employed staff
- Daily minimum Rota criteria must include
  - Two members of staff (including one [responsible person](#))

### Responsible Person

A responsible person will need to hold an in date First Aid At Work certificate and Emergency Water Responder training (with evidence of ongoing competency). They must also complete the following training modules on the learning management platform:

- Get to know your club
- Health & Safety Essentials
- Understanding COSHH and COSHH site assessment
- Procedures & Emergencies
- Risks & Responsibilities
- Fire Safety
- Lone Working
- Slips & Trips
- Manual Handling
- PPE
- Legionella Awareness

- GDPR

Wet sites will also need

- Pool Safety Procedures\*
- Pool Emergency Procedures
- Pool Technical procedures\*
- Pool Plant operator (External)
- Emergency Water rescue (external)

\*Spa clubs will get a version of this course specific to their facilities.

**All members of staff that are employed at a pool site must undertake Emergency Water Rescue every 12 weeks as part of their continuous professional development.**

**The responsible person in the club is ultimately responsible for the safety of the bathers on site.**

## Management Reports

- *Procedures to be drafted.*

## Inventory Management

- All equipment used or available for sale must be ordered via the appropriate system as follows.

Order Type	Frequency	System
Stationery	<i>Monthly</i>	<i>Redro</i>
Chemicals (Cleaning)	<i>Monthly</i>	<i>Redro</i>
General Club equipment	<i>As required</i>	<i>Redro</i>
Food & Beverage	<i>Weekly</i>	<i>Redro</i>
Pool testing Equipment	<i>As required</i>	<i>Redro</i>
Chemicals (Pool)	<i>Monthly</i>	<i>Google Form</i>
Towels	<i>Site Specific</i>	<i>Auto replenished</i>
Uniform	<i>As required</i>	<i>Google Form</i>
Small Gym Equipment	<i>As required</i>	<i>Expansive</i>
First Aid Kit supplies	<i>As required</i>	<i>Redro</i>

## Stock Count

- Drinks & Protein must be counted once per month and the stock count reported to head office.
- Pool Chemicals must be counted once per month and the stock count reported to head office.

## Deliveries

- All Deliveries received must be checked to ensure in good order, and that quantities are correct.
- All deliveries must be recorded on Internal Ordering system immediately upon receipt.
- All deliveries must be stored in the correct designated area.

## Facilities Management

- Any damage or defects identified with club facilities must be reported on Expansive immediately.
- Any issues out of standard office hours (Mon-Fri 9am-5pm) follow [Out of Hours Facilities Emergency reporting process](#)

## Lockers

### [Locker Hire](#)

- At certain clubs, we provide lockers for members to hire. This is a service that the member pays an additional fee for.
  - The Membership Experience Manager is responsible for the control and management of locker hire.
  - All lockers with a key lock are hire lockers, no others are to be hired.
  - At most Clubs there are two sizes of locker available for hire, large and small. Large lockers are those with hanger space, whilst small lockers are smaller in dimension.
  - Please ensure that you select the correct subscription rate (large or small) when hiring the locker.
  - All hire is paid monthly via DD. Lumpsum, or upfront payments are not available.
  - A £30 refundable deposit is required for all locker hires, this is taken at till along with the first month's payment and is refunded at the end of the hire period, providing that all outstanding fees have been paid, locker inspected, and key returned.
  - On a weekly basis, clubs will receive a report on locker hire. Use this report to weekly cross check any unauthorised use of locker hire and manage outstanding subscription payments.
  - All locker hire T&Cs are available on the website

### [Locker Audit](#)

To be drafted

### [Locker Chop](#)

- We do not allow members to keep belongings overnight in padlock lockers. When this is found to occur, club teams should perform a [Locker Chop](#) and empty all items from each locker. The items are then entered into Lost Property.

### [Lost Property](#)

- The Membership Experience Manager is responsible for control and management of Lost Property
- Items should be taken to Reception and logged on the [Lost Property Log](#)

## Sales & Service

### In Club Sales

- All trained team members can [join people](#) in club via the club dashboard
- All new members must be logged as an appointment or a walk-in prior to the joining process being followed.

### Booking able session

- Once member has been joined they must be [booked in](#) for their able session

### Referrals

### Corporate Sales

#### Non-Sub Corporate Memberships

- These are corporate accounts where employees pay individually via their direct debit and there is an agreed discount from the standard dd rate.
- They use a 4-digit code unique to their company which can be entered either in-club or via a direct link sent to them.

#### Full-Sub / Part-Sub Memberships

- These are companies on 12-month agreements. The membership payment comes directly from the employees pay and the company pays Corporate Billings directly. Employees need to go through their HR or designated company contact to complete an internal form or opt-in process. This is then sent to our Corporate Billings team to load the membership.
- These cannot be processed in club.

### Corporate Dashboard

- All corporate tools can be accessed from the same place - the Fitness First Internal Dashboard on any club device.
- [Corporate Walk In](#)
  - This is used for logging Corporate Walk-In leads. – Individuals who work for a company that has an existing corporate set up with us.
- [Corporate Enquiry](#)
  - This is used to submit a lead for a business who is interested in setting up a new corporate account with us.
  - The lead will go directly to the corporate team.
- [Corporate Join](#)
  - This is used to join a person who is entitled to a non-subsidised corporate discount.

- Either you or the employee will enter the company code with their benefit (must attach an ID for verification).
- **Corporate List**
  - A recently updated list of all Full Sub (FS), Part Sub (PS), and Non-Sub Corporate Accounts along with their code .
  - Check here first to see if an account is already set up.
  - If it's not listed, that means there is no setup in place.
- **Lead Tracker**
  - Displays all upcoming events and acts as a lead tracker.
  - This must be updated by Sales Managers each month with details of all events happening
  - Also includes a tab showing potential corporate accounts attached to your club, so you can always track their status and stay updated.
- **Open Day**
  - This is the same booking link used for any corporate event.
  - Send this to companies beforehand so they can book a slot for their employees in advance.
  - Each employee must be logged individually when booking.

#### ***Corporate Marketing Toolkit***

- Clubs can order marketing for authorised corporate events via the club marketing team.
- 

## **Fitness Operations**

### **Studio Hire**

*Procedures being drafted*

### **Group Exercise Instructor Onboarding**

*Procedures being drafted*

### **Group Exercise Instructor Payroll**

#### **Self Employed Freelance Instructors (Non-Staff)**

- The group exercise instructor payroll is the responsibility of the Fitness Manager to complete and must be checked monthly and signed off by the GM.
- The payroll sheet is sent out by GXI (Finance Department) once a month and is completed monthly. This means all classes taught from the 1st to the last day of each month.
- The form must be submitted via email back to gxiff@fitnessfirst.co.uk on the 2nd of each month for classes taught in the month prior
- Group Exercise Instructors must complete their invoice monthly and submit to the Fitness Manager only for them to add to the sheet, Do Not send to the GXI Team.
- Freelancers without Up To Date insurance will not get paid until valid insurance documents sent to the GXI Team. This will highlight in Red on the sheet, also it is the responsibility of the instructor to provide this, not the GXI team to chase.

### Group Exercise Instructors Employed by Fitness First (Staff)

- All employed team members who teach classes off shift must complete a [digital class invoice form](#) and submit the invoice to the Fitness Manager. (They are not entered into the GX payroll sheet).
- Staff invoices must state the class name, class date, class time and value and must be signed by the FM or GM. Ensure they are readable and in the full name of the instructor.
- Invoices must be submitted to [gxiff@fitnessfirst.co.uk](mailto:gxiff@fitnessfirst.co.uk) by the 2<sup>nd</sup> of each month for classes taught the previous month.
- Any classes taught on shift do not get paid for.
- All classes taught in the month 1st to the last day of the month, will be paid in the salary at the end of the following month, you must ensure these are not confused with non-staff, if they are missed off, they will not get paid until for next monthly payroll, no in between payments can be made.

## Class Booking System

*Procedures being drafted*

## Fitness Checks

### Fitness Equipment Faults

- All faulty fitness equipment must be reported via the Service Sport Hub.
- Once a job is logged service sport will attend within 3 working days.
- All faults related to [EVOLT](#) or [EGYM](#) must be reported on Expansive.

### Fitness Equipment Smalls Order / Replacements

- Any Small Equipment requests must be reported on Expansive.
- Requests will be reviewed and processed based on budget availability.
- This includes
  - Cable Attachments
  - Functional Equipment
  - Studio Equipment

## PT Management

*Procedures being drafted*

## Membership Services

### Debt Collection

- If a member [defaults](#) on their membership payment, they have 45 days to make the payment directly with us.
- After 45 days the debt will be passed onto an external company to collect the debt on our behalf.
- All members in debt will be passed on excluding

- Part Sub Corporate Members
- Full Sub Corporate Members
- Under 18s
- The members status will automatically update to reflect they have been sent to debt.

### Home Club Transfer

- A members home club is where they joined or where they have requested to be transferred to.
- Exceptions are as follows:
  - Club Closures; the central team will allocate a new home club based on past trends in attendance
  - If a member joined a higher tiered club for access purposes, clubs may then request the club to be changed to the one they joined at
  - Based on usage , if the member has regularly and exclusively been using that club for the last 90 days
  - Package change , if the member is upgrading or downgrading to another club
- Clubs should not send the members services team a request for member home club transfer based only on a perceived member preference for another club.
- The central team will also complete periodic reviews and transfer members based on clear and sustained changed in member behaviors.

### Accident Reporting, Investigation & Claims

- All incidents that occur must be logged on internal systems
- Documents will include.
  - An accident/incident check sheet
  - Accident/ incident report from
  - Witness statement
- Please refer to Health and Safety Manual for full processes and procedures.

The following topics are covered separately in the company handbook, please refer to the **company handbook** for any of the following.

- Duties and obligations
- Dress code
- Expenses
- Diversity, equity and inclusion policy
- Anti- harassment and bullying policy
- Timekeeping
- Sickness absence
- Attendance management
- Capability issues
- Disciplinary procedures
- Grievance procedure

- Holidays
- Whistleblowing
- Family related leave
- Flexible working
- CCTV systems policy
- Special leave
- Alcohol and drug abuse policy
- Smoking policy
- Retirement
- Social media policy
- It and communication systems policy
- Protection of the company's business
- Security of personal and company property
- Data protection
- Clear desk policy
- Health and safety
- Stress and wellbeing at work policy
- Bribery act policy
- Telephone policy
- References
- Gender identity policy
- Study leave
- Career break policy
- Generative artificial intelligence in the workplace
- Homeworking policy
- Adverse weather and travel disruption policy
- Bring your own device to work policy

## Health & Safety

Procedures specific to the mandatory Health & Safety requirements at our clubs are documented separately within the following manuals.

- **Normal Operating Procedures (NOP)**
- **Pool Technical Operating Procedures (PTOP)**
- **Emergency Action Procedures (EAP)**

## Normal Operating Procedures (NOP)

Refer to this manual for the following detailed procedures.

- Description of pool
- Pool drawing
- Management responsibilities
- management flow chart
- Responsible persons training
- Staff training
- Staff uniform

- Risk assessments
- Hazards
- Use of cameras and photography
- Changing rooms
- Control of access/admission
- Health declarations for non- members/ day passes
- Exclusions
- Pool supervision ratio
- Swimming lessons
- Family swim time
- Dealing with the public
- Pool Rules/ signage
- Emergency equipment at poolside
- First aid box and contents
- Defibrillator checks
- Water testing
- Panic alarm test
- Changing areas leading to pool hall
- Lone swimmer policy
- Area checks
- Physical pool checks
- CCTV Checks
- Prime
- Microbiological testing
- Pool hygiene for customers
- Pool closure
- Plant room opening procedures
- plant room closing procedures
- Test kits
- Personal Protective Equipment (PPE)

## Pool Safety Operating Procedures (PSOP)

Refer to this manual for the following detailed procedures.

- Staff structure and responsibilities
- Description of pool(s) and operation
- Normal operational procedures for the pool water, heating and ventilation plant
- Emergency Procedures for pool water, heating and ventilation plant
- Plant room operating procedures.

## Emergency Action Plan (EAP)

Refer to this manual for the following detailed procedures

- Emergency escalation plan
- Code Red procedure
- Pool Overcrowding

- Disorderly behaviour
- Assault
- Pool out of Parameter
- High and Low Free Chlorine Levels/pH levels
- Lack of Pool Water Clarity
- Emergency that requires evacuation
- Outbreak of Fire/ building evacuation/ Gas leak.
- Bomb Threat
- Finding a suspicious package in or outside of the building
- Lighting Failure
- Child found without an adult
- Missing Child/ Vulnerable person
- Electrical Failure
- Structural Damage
- Glass in the pool – PWTAG TN70
- Serious Injury to a Bather
- Blood & Vomit
- Solid Faeces
- Loose Faeces (Diarrhoea)
- Microbiological Testing and failures
- Empty pool/ reduced pool volume
- Chemical mixing/spill PWTAG technical note 5
- CCTV Failures
- Panic Alarm failures

## Club IT Systems – Glossary

### Able (EGYM)

EGYM is a fitness tech company offering smart workout solutions, including intelligent strength machines, personalised training plans, and digital tools for a connected, efficient training experience.

### Expansive

Internal system for managing facilities maintenance. This system is used to track all activities for both internal maintenance resources and 3<sup>rd</sup> Party Contractors assigned to a job.

### Fitness First App

The App is designed to enhance your fitness journey by providing a range of features that make managing memberships and work outs more convenient, Digital membership card, Class bookings, personal training booking, on demand workouts and progress tracker.

### Fitness First Website

Fitness First website provides all member facing information as well as including the internal /dashboard links for all other systems accessed by club teams

### Fitness First Class Booking System

Streamline system that book class and reserves spots in advance, up to seven days in advance by members. Internal dashboard we can make changes and templates up to a month. Managing booking system, you can view and manage upcoming class schedules, including the

### Gladstone

Gladstone is the core membership system holding details of all members and their current status. Tracks members profile, payments and account status. Automates renewal processes and handles membership tiers. Also provides tools for managing member onboarding and retention. Ensures secure and automated control over who can access the facilities. Tracks attendance, revenue, and member engagement metrics. Helps provide that hotel style approach to ensure visitor experience.

### iTrent

Human resource and payroll system, which includes employee's self-service (ESS). This allows staff to manage personal information, view payslips, update bank details and handle other employment related tasks, such as booking holidays. This can also be managed by management to access holiday authorisation, log sickness, view calendars and birthdays.

### Learn

Internally hosted learning management system – holds course content and a digital record of team member training and renewal/ refresher requirements.

## Microsoft 365

Used to manage all office-based activities and Virtual Teams communication.

## Monday.com (Sales tracking system)

Monday.com provides simple leads management to track the status of membership prospects through to full member subscription, at this stage the details are transferred to [Gladstone](#)

## Redro

Internal system for online ordering, purchasing, invoicing, and reporting, which is tailored for Fitness First needs, such as monitor and manage spending effectively to achieve budgetary goals.

## Prime

Digitised Health & Safety Checks

## PDQ Machine

A PDQ machine typically refers to a Point-of-Sale (POS) terminal used for processing payments quickly. In the context of the UK, PDQ machines are commonly used for credit and debit card payments. These machines usually have features like card swiping, contactless payments, and PIN entry, allowing customers to make purchases easily and swiftly.

## Tableau

Tableau is an internally hosted application that delivers business intelligence and management reporting.

## Club Maintenance - Glossary

### Wireless Energy Management System (WEMs)

Technology-driven system that uses sensors, smart devices, and wireless communication to monitor, control, and optimise energy consumption in a club. It manages key systems like lighting, HVAC, and occupancy-based controls, automatically turning them off or on based on usage patterns to enhance energy efficiency, reduce waste, and improve comfort. The system integrates devices such as occupancy sensors, smart thermostats, and energy meters, offering real-time data and automation.

### Heating, Ventilation, and Air Conditioning (HVAC)

HVAC Refers to the system used to regulate and maintain indoor environmental comfort. It includes the technology for heating, cooling, ventilation, and air filtration, ensuring optimal air quality and temperature control in the gym.

### Service Sport

Service Sport is a 3<sup>rd</sup> Party solution used for reporting and tracking all issues found with fitness equipment.

## WCS Portal

Is an external platform provided by WCS group. They are a company specialising in water treatment and hygiene services. They offer access to various services, including compliance management and reporting. You can access the portal via Fitness First dashboard.

## Club Standards – Processes

### Business Continuity

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Central Support Contact	Facility	Ad-Hoc	<p>Where an emergency situation arises, you must <u>inform your line manager immediately and contact the facilities helpdesk on 01942 219424.</u></p> <p><u>If out of hours contact the emergency out of hours number on 07795 841 496.</u></p>	Issue is reported and a decision will be taken regarding next steps	Duty manager		All interested parties are advised of the situation.	5 min

### Location: All Club

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Open Door Shutters	Facility	Opening, Continuous, Closing	Open the front door shutters using a key or a fob	Front door is open, if door cannot open report to facilities.	Duty manager	<a href="#">Expansive</a>	Door shutters must be opened ahead of club opening hours.	5 min
Fire Escapes Clear	Health & Safety	Opening, Continuous, Closing.	Conduct a walk-through check to ensure fire exits and escape routes are free of obstructions, such as rubbish or objects blocking the way.	If the route to the fire exit door is blocked, remove the items blocking the route.	Self		All fire exit routes are clear with no obstructions.	15 x 2 30 min

			<p>Go to all fire doors and push the push bars to open and close the doors to make sure they are operational and not being blocked.</p> <p>Ensure adequate lighting for the fire exits.</p> <p>Check pathways leading to the fire exits are unobstructed.</p>	<p>If the items cannot be removed, or doors can't be open or close advice the Duty Manager.</p>	Duty Manager	<p>Duty Manager to assist with removing items or plan for the items to be removed as quickly as possible.</p>		
WEM's	Automatic	Daily	<p>WEM's system automatically opens or closes energy-consuming systems, such as lighting and HVAC, based on, time schedules, and real-time data to optimise energy usage.</p>	<p>If lights are not turning on, check trip switches or if your club is operated by Wem's system, call Wem's help desk</p>	Self, Duty Manager	Wem's help desk	All lights are on.	5 min
All Lighting On	Presentation	Opening	<p>Do a gym walk through, go to each area of the gym and visually check if the lighting is on in all operation areas.</p>	<p>If switches have tripped, report to Duty Manager or if you club is run by Wem's system call or e-mail them.</p>	Assign Duty Manager	<p>Duty Manager to report fault on <a href="#">Expansive</a>.</p>		

Sound system on and playing at appropriate level	Presentation	Opening, Continuous	Do a gym walk through, check the music is on and playing through each speaker.  Check the volume is at an appropriate level in all areas of the gym.	Adjust the music volume setting, if no music is playing, reset the music control box.	Self		Music playing at an appropriate level.	1 min
				If a reset did not work, report the issue to the Duty Manager	Duty Manager	Duty Manager to report the issue on <a href="#">Expansive</a> .		
Staff Rota Correctly	H&S	Monthly / Daily	Log into <a href="#">Teams</a> , select the rota for the relevant month. Fill out each staff working hours for the day, week and month.  Follow clubs' operation guidelines to complete the club rota according to H+S requirement of the business	Once the rota is complete, double check the days and times are complete, which is health and safety compliant.	GM / Duty manager	Amend the rota if needed, make sure adequate staff are present during shifts as per health and safety requirement	If done successful check all responsible people are on shift. if not look for cover	1 hr
Disciplinary Investigations	Process	As Required	Carry out disciplinary Investigations when needed of the club or other clubs. Process in HR Manual	Follow HR process to organise and carry out Disciplinary Investigations meetings	GM / Duty manager	Follow HR process to organise and carry out Disciplinary Investigations meetings	Ad hoc	Ad hoc

Check Members have left	H+S	Closing	Carry out a gym floor walk through, check all operating areas such as gym floor, changing rooms, toilets, pool side, sauna, steam room, studio, and wet areas.	Club is empty of members	Self	Duty Manager / Site security to assist asking members to leave	Club is empty of members and safe to lock up	Up to 15 min post-closing
Tannoy to make members aware of closing	Presentation	Closing	Press button on the Tannoy and make an announcement to whole club, informing everyone that the club will be closing at the specific time.	Tannoy is made and members are aware the club is closing.	Self		Members are aware of the club closing.	2 min
				Tannoy does not function, and the announcement cannot be made, report this to the Duty Manager.  Members and guests will have to be asked to leave in person by staff.	Duty Manager	Duty Manager checks the Tannoy and report on Expansive if required.		

TVs and displays on	Presentation	Opening, Continuous	Carry out a club walk around to visually check if the TVs, iPoints and screens are switched on and displaying content.	Turn on all manually powered screens. (Alternatively, if you're club is run by Wem's system)	Self		All TVs, iPoint's and screens are on and displaying content.	2 min
				If any TVs, iPoints, or screens do not power on or do not display content, check switches, trip switches or call / e-mail Wem's system. Report to the Duty Manager.	Duty Manager	Duty Manager to investigate further and if required report the issue on <a href="#">Expansive</a> .		
All Lighting Off	Presentation	Opening	Carry out a gym walk around, go to each area of the gym, and visually check if the lighting is off. Check gym floor, changing rooms, toilets, pool side, sauna, steam room, studio, and wet areas.	If lights are not turning off, and the club operates by Wem's system call or e-mail and report to Duty Manager.	Self	Duty manager to investigate and report to Wem's.	All lighting is off	1 min

TVs and displays off	Presentation	Closing	Carry out a gym walk through and check all TVs, iPoints and screens are switched off.	If TV are not turning off, and the club operates by Wem's system call or e-mail and report to Duty Manager.	Self	Duty manager to investigate and report to Wem's.	TVs, iPoints and screens are switched off.	2 min
Air conditioning functional, filters clean and set to 19 degrees.	Presentation / Facility	2 x daily	<p>Check AC controllers, press on and off to ensure only the units required at the correct times of use of operating.</p> <p>Switch off any AC units that are not in use.</p> <p>Lowest temperature is 19 degrees. Observe any error or info messages on displays screen.</p>	Switch on or off accordingly. Follow any on screen instructions to collect dust if required.	Self	Report Issues to Duty Manager	Optimal temperature control around clubs' various areas and energy cost effectiveness.	5 min
				Troubleshoot any on screen errors	Duty Manager	Log any faults on <a href="#">expansive</a>		

Expansive: Log in and update jobs (complete after full club walk)	Facility / Presentation / Health and Safety	Daily	Log on to expansive via Pc or mobile app and select new job work order, if you require a new job report.  Follow steps and select relevant job area.  To chase or review an existing job, log in and check comments from the Facilities team or Contractor.	Respond to comment, chase or escalate.	Duty Manager / GM	Leave notes on <a href="#">expansive</a> or call facilities help desk	All maintenance issues are monitored or escalated according to expansive notes.	30 min
Scanning: All essential pads scanned to drive and up to date	Health and Safety	Weekly	Log onto club's computer, select One Drive, view and open Club H&S folders and inspect if scans have been uploaded, by files.	If all scans attached, no outcome.	Self	Inform Duty Manager / GM if no scans uploaded or any missed.	All H&S related documents are scanned to the system leaving them safe and secure for future reference if required.	45 min
				If unable to log in to review scans consult Duty Manager or GM.	Duty Manager or GM	Inform IT helpdesk if issues accessing one drive folders		
Full building walk round ensures all	Health and Safety	Closing	Carry out a full club walk around; check all external doors are secured closed,	If doors are secure the alarm can be set.	Self		Doors secure. You can now set alarm	15 min around club closure.

external doors are closed			physically push and pull to confirm.	Doors wont secure	<a href="#">Helpdesk</a>	Doors wont secure. If this is a club malfunction, please call emergency phone. If this is building malfunction call building security.		However, staff cannot leave until doors are secured and alarm set.
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### Location: Reception – Zone 1

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
All team members well presented, correct uniform & name badges	Presentation	Continuous	Check uniform, Black half zip top or red t shirt, black shorts or tracksuit bottoms or smart business attire. Name badge	No, get correct uniform and badge	Self  Duty Manager	Duty manager to order uniform or name badges where applicable.	Team members in correct uniform with name badge	1 min

Intruder Alarm	Facilities	Opening & Closing	<p><b>When Opening:</b> Enter the building and disable the alarm by entering your unique code, and press enter.</p> <p>Your code will be set up by you and your GM.</p> <p><b>When Closing:</b> Set the alarm with your unique code, you have 60 seconds to vacate the club, to lock the main door. First you will hear a long beeping sound and then couple of beeping sound to confirm the alarm has been set.</p>	<p>Alarm is set.</p> <p>The alarm is not set.</p>	Self  Assign Duty Manager	<p>Report to Duty Manager</p> <p>Call CatchPoint (contractor) Liase with technician to fix. If not fixed over phone, report on <a href="#">expansive</a> for Callout</p>	<p>Alarm can now set.</p> <p>Contractor booked in to fix</p>	<p>2 min</p> <p>However, staff cannot leave club unless intruder alarm has been set.</p>
Out of Hours Intruder Alarm	Facilities	Daily	<p><b>Receive Notification:</b> Key holder gets alarm alert (phone/SMS) from the monitoring centre.</p> <p><b>Arrive Cautiously:</b> Approach the gym</p>	<p><b>False Alarm:</b> If a false alarm is confirmed, reset the alarm and report to the monitoring centre.</p> <p><b>Confirmed Incident:</b> If a security threat or break-in is</p>				<p>Confirm Safety: Do not enter until safety is confirmed.</p>

The Keyholding Company (Third Party Security Company)	Alarm Monitoring	Daily	<p>and check for signs of forced entry or damage to doors/windows.</p> <p><b>Enter Securely:</b> If safe, use security access (e.g., code,) to unlock the door.</p> <p>Check Alarm Interface, upon entry, check the alarm system to identify the triggered sensor and any details (e.g., window/door sensor).</p> <p>Do not dismiss the alarm without verification from the monitoring centre, especially for confirmed alarms.</p> <p>The Alarm Monitoring Company will contact The Key Holding Company directly to attend to the activation, and</p>	<p>verified, contact authorities immediately and follow security protocols.</p> <p>If no threat is detected, inform the monitoring centre and reset the system.</p>				
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			The Key Holding Company will use the club's key holder contact details to reach out if they need to make any calls.					
Fire Alarm	Health and Safety	Weekly	<p>Liase with building management if alarms are connected.</p> <p>Call Alarm Monitoring company to put on Test Mode.</p> <p>1 person to test Call Points by using the fire alarm key to set off the alarm.</p> <p>1 person at the fire panel alarm to turn off the sound signal, which is being received at Fire Panel, by putting in a code which is a 4 digits number, and silencing alarm and rest mode.</p>	If not working, Report to Duty Manager	Self  Assign Duty Manager	Duty Manager to investigate and if required report the fault on <a href="#">Expansive</a> .	<p>Alarms tested and working without fault.</p> <p>GM to fill out checks and remedies in Fire Logbook</p>	<p>2 min If club fire alarm is connected to building.</p> <p>10-15 min If club alarm needs to be tested separately.</p>

CCTV	Health and Safety	Daily	Check CCTV is operating, all cameras operational and screen is on. Playback can be achieved		Duty Manager	Report on <a href="#">expansive</a>	All working	1-2 min
CCTV Pool Check	Health & Safety	Every 30 Minutes	<p>Check that the CCTV image is clear &amp; covers the entire pool.</p> <p>Check how many bathers are in the pool and record the number. If there is only 1 bather, extra checks are required.</p> <p>Check that bathers are ok in the water.</p> <p>Check that reception is safe and clear of hazards.</p>	All bathers are safe and well, no unwanted behaviours occurring	Self	Responsible person/ self/ code red to be called	Members are safe and well	3 min
Defibrillator		Daily		Working ok	Self		Working fine	5 min

	Health and Safety		<p>Check defib is operational by the light flashing, on the top right-hand corner.</p> <p>Use test button or take out battery and re-insert to carry out Self-Test</p> <p>Check battery for expiry date on the back of the Defib.</p>	Escalate to Duty Manager	Duty Manager	Duty Manager to investigate and if required report the fault on <a href="#">Expansive</a> . New supplies can be ordered on Redro		
Towel Presentation	Presentation	Continuous	<p>Check that there are sufficient towels at reception for anticipated volume of member visits. Towels must be well presented and displayed “rolled” behind the reception desk.</p>	If insufficient towels at reception, replenish stock from Store as soon as practicable.	Self		Members have complimentary Towels available upon arrival	45 min for delivery- 10 mins per hour
				If insufficient stocks available, advise duty management.	Assign Duty Manager	Duty Manager contacts Towel provider to ensure delivery of Towels		

Hygiene Standards	Presentation Health and Safety	Opening, Continuous, Closing.	<p>Cleaning rota and schedules, provided by in house cleaners or external company.</p> <p>Regular cleaning of floor, surfaces, changing rooms, toilets, studio's, offices, reception, sauna, steam room and kitchen.</p> <p>Personal hygiene, easy access to water, soap, and wet wipes. Clean uniform.</p>	<p>Clean and tidy where appropriate.</p> <p>If cleaning is required, or items need to be removed report this to the Duty Manager.</p>	Self  Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary. Duty Manager makes arrangements to remove any unnecessary items.	The area is clean, tidy, and looks presentable.	5 min
External A-Frame	Presentation	Opening	Check that the external A-frame is not damaged, is clean and is displaying the correct marketing.	A-frame is clean and up to standard and is placed outside of the club.	Self		A-frame is not damaged, is clean and is displaying the correct marketing.	1 min

			Update A board poster when marketing team authorise to do so.	If damaged or not displaying the correct marketing, report this to the Duty Manager.	Assign Duty Manager	Duty Manager to report damage or incorrect poster to the marketing team.		
Fridges / F&B Range Fully Stocked Rotation	Presentation	Opening & Continuous	Check fridges are fully stocked.  Check all products are stocked, face them up with labels at front neatly.	Stock accordingly. Face up stock and rotate depending on best before date.	Self		Fridges and F&B offering looks attractive and stocked.	60 min
				Order stock on Redro.	Duty Manager			
Dashboards open	Presentation	Opening, continuous.	Check that all dashboards are open and ready to use, including Gladstone Class Pass, and Hussle.	Open required dashboard and login.	Self		All dashboards are open and ready to use.	2 min
				If any dashboard will not open or you do not have a login, report this to the Duty Manager.	Assign Duty Manager	Duty Manager to investigate and request login details if required.		

Reconciliation	FOH Operations	Daily	<p>On the PDQ machine, press menu, reports, input and enter password and print off Z read.</p> <p>On the POS screen on Gladstone, top right settings, click POS readings, terminal reading, counted totals, enter. Enter AMEX amount and card amount. Is this your final reading? Click Yes to finalise.</p>	<p>To generate a daily summary from the PDQ machine &amp; Gladstone highlighting total sales, payment methods, and any outstanding discrepancies.</p> <p>Once discrepancies are found, e.g. missing cards, incorrect balance, log onto discrepancy form and notify, management team.</p>	Self, duty manager, and staff	Communicate with GM or Duty Manager	<p>Handle any discrepancies secure documentation.</p> <p>Confirm payments from PDQ machine.</p> <p>Generate and store the daily summary report for auditing purposes</p>	10 min
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<a href="#">Locker Hire</a>	Facilities	Continuous	<p>Find member Gladstone 360 Contacts. Then, in the Memberships section, click Add</p> <p>The option you need to select in the list is 'Add On – Locker Hire'</p> <p>First, choosing the Locker Membership type (please note, these will differ by club)</p> <p>If the member doesn't already have bank details on their account, they will need to be added in this step too:</p> <p>Input locker number. Supply a key. Click Save and the Locker Hire Subscription is now added to the member's account.</p> <p>Take payment for the deposit and first months hire with the members through the till.</p>	Locker hired	Self	Duty Manager	Selected lockers are available to hire as additional service to members	5 minutes
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			The monthly DD will be charged on the same date one month later and recurring until they cancel. Please inform them of this.					
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Lost Property	Facilities	Continuous	<p>Lost property should be bagged, clearly labelled with the item number then stored in a secure and appropriate place.</p> <p>Valuable items, e.g., mobile phones, wallets, credit cards, watches. should be stored in the safe.</p> <p>Items are to be stored for 4 weeks from the date which they're logged. Items that have been stored for longer than 4 weeks must be disposed of.</p> <p>When items are disposed of, the sections for 'Disposal' must be completed on the Lost Property log</p>	Lost property logged	Self	Duty Manager		5 minutes
				Perishable items disposed of				

Daily Upgrade	FOH Operations	Daily	Use Gladstone to verify the member's eligibility for reciprocal access. Ensure the member pays the upgrade fee by card Remind the member of the expiration time of their access (e.g., 24 hours.	The staff ensures that all reciprocal gym users are verified correctly	Self & Team	Communicate with GM & Duty Managers		5 min
Contractor Sign In	Security	As Required	The visitor log must be printed and kept at reception > Ensure all fields are completed >Ensure contractor reads health and safety information on form	Attendance Recorded allow access	Self, duty manager, or staff	Communicate with GM, Duty Manager or facilities team	This will ensure that external contractors are properly logged, authorized, and compliant with Fitness First's safety and security requirements	10 min

QR Code	Facilities	Daily	<p>Place the QR code at a visible location in the reception area or near the plant rooms (or other designated entry point)</p> <p>The contractor scans the QR code using their smartphone or QR code scanner</p> <p>Reception or team will check the contractor's entry and confirm the visit before allowing access</p> <p>When work is completed, the contractor should notify reception or scan the QR code to log their exit if required</p> <p>Contractors exit the site, ensuring they follow all exit protocols and secure any areas they worked in</p>	Contractor attendance Recorded	Self, duty manager, or staff	Communicate with GM, Duty Manager or facilities team	This will ensure that external contractors are properly logged, authorized, and compliant with Fitness First's safety and security requirements	10 min
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Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Checking in Class pass	FOH Operations	Daily	<p>Open class pass dashboard every morning.  <a href="#">Partner Dashboard   ClassPass</a></p> <p>Log in using clubs' details.  On arrival ask them to provide name and time of booking.  Check their ID matches the names.  Click the tick to record attendance.  On first visit conduct tour.  If they are attending class, please ensure to record attendance on class booking system.  Charge £6 for padlock and £2 for towel hire if required.</p>	<p>Attendance Recorded Allow entry</p> <p>Attendance not recorded, direct member to class pass app to book session</p>	Self	Duty Manager		1 min
Hussle	FOH Operations	Daily	Go to partners.hussle.com to redeem passcode.	Attendance Recorded Allow entry	Self	FAQs section on help.hussle.com		1 min

			<p>The Hussle member will provide an 8-digit code every time they arrive.</p> <p>For monthly passes the code will stay the same. Day pass codes will change.</p> <p>Monthly passes will require you to type your club's name.</p> <p>Check ID .</p> <p>On first visit conduct tour</p> <p>Charge £6 for padlock and £2 for towel hire if required.</p>	<p>Error messages will instruct the reason for codes not working.</p>		Helpdesk@hussle.com		
Well Hub (formally	FOH Operations	Daily	Well Hub member logs into their app. Select location.	Attendance Recorded Allow entry	Self	Duty Manager		

known as GymPass)			Click to check in. This generates a barcode and allows them to scan in on the gladstone system. Ensure photo is taken. On first visit conduct tour Charge £6 for padlock and £2 for towel hire if required.	If not working manually search and record attendance				
Swim Guest	FOH Operations	Daily	Click on “swim guest” on the dashboard > Complete fields	Attendance recorded allow entry	Self	HOD / GM		5 minutes
<b>Activity</b>	<b>Category</b>	<b>Frequency</b>	<b>Process</b>	<b>Outcome</b>	<b>Assign</b>	<b>Escalation</b>	<b>Conclusion</b>	<b>Time</b>
Home Club Changes	FOH Operations	As Required	If the club is a different tier, then	Home Club Change	Self	GM	Membership services may	5 minutes

			complete a package change form on dashboard. Make member aware of new membership minimum term they will be entering. If the club is the same tier, then an email to membership services	Change Rejected			reject club change if terms are not met	
Debt Collection	FOH Operations	As Required	Within 45 days clubs can take the payment via the check in screen on Gladstone. Click on sales, filter and then add to basket. During the DD run this option will not be available. Once the account has been passed on, the member must communicate with the debt agency directly (Taurus)	Debt paid – status will go back live	Self	Membership Services		
				Debt unpaid- Will go to Taurus				

## Location: ABLE – Zone 2

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Add ABLE NFC Pass to phone wallet	Equipment	During onboarding	Open FF App and click 'unlock smart workouts'	Member will have access to the NFC technology required.	Self	Able app support in FF App	The ability to use Able machines is now enabled.	1 min
Log into Wellness Hub	Equipment	During onboarding	Use NFC on phone to log in to wellness hub by tapping phone on the reader.	Logged in to hub and it now asks if you wish to generate training programme or go to main dashboard for Bio Age stats.	Self	Communicate with Duty Manager / GM if unable to log in. Seek IT helpdesk support if persists.	Logged in to wellness hub can now progress to further data capture for training plan generation.	1 min
Answer questions on training experience, goals and muscle groups.	Equipment	During onboarding	Data input, preferred muscle groups to work or not work, experience levels and listing goals and training frequency and duration.	AI generates training plan to follow.	Self	Communicate with Duty Manager / GM for any troubleshooting.	Refining data for the training plan.	3 min

Body Scan on Able	Equipment	During onboarding	Data Input – DOB, scans your height and directs to EVOLT Scan	Wellness Hub now knows your dimensions and DOB ready to collate data from EVOLT Body Analysis scan.	Self	Communicate with Duty Manager / GM for any troubleshooting.	Able hub has details of height etc to work with and now requires your Evolt scan result.	5 min
Evolt Body Analysis Scan	Equipment	During onboarding	Stand on EVOLT when prompted and follow instructions on screen to get weight and mass etc statistics.	Full body analysis captured and collated with	Self	Communicate with Duty Manager / GM for any troubleshooting.	All data is now captured to feed back to the wellness hub	5 min
Complete set up on Wellness Hub	Equipment	During onboarding	Log back in to wellness hub to complete body analysis section within 5 minutes of completing the above EVOLT scan.	Training programme is in process and will be completed after the strength tests below are completed.	Self	Communicate with Duty Manager / GM for any troubleshooting.	All data is now captured, just awaiting the 1 rep max strength tests to the prescribe weights for the AI generated training plan.	1 min

Test range of motion & Strength Test	Equipment	During onboarding	Use all 5 Able resistance machines to complete 3 reps of the 1 rep max strength test.	Training plan can now be finalised and sent to members app by trainer.	Self		You will now have a test outcome / score recorded for your strength, which also feeds into the overall Bip Age score.	25 min
Adjust Kit in 'Trainer Mode'	Equipment	During onboarding	Log in as a 'Trainer' to make micro adjustments to kit to suit member if required	Minor adjustments will be made to make the position most comfortable.	Self	Use trainer mode from another staff if you do not have trainer rights activated.	Machine should feel optimal to ensure safe posture to work out.	5 min
Flexibility Test	Equipment	During onboarding	Follow onscreen instructions to assess flexibility.	Flexibility data is now captured.	Self		More data captured to contribute to the overall Bio Age Score.	10 min
Press 'Generate Training Programme'	Equipment	During onboarding	AI led, prompts to answer a set of questions and data input including strength tests and body analysis.		Self	Communicate with Duty Manager / GM for any troubleshooting.	Prepares the wellness hub to begin the process of generating the bespoke training plan.	1 min

### Location: Gym Floor – Zone 3

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Power to all Gym Equipment	Presentation	Opening	Check that all powered Gym equipment is switched on	If equipment is not powered on, turn on all equipment.	Self		Powered Gym Equipment is ready for day	5 min
				If any piece of equipment will not power on, report to the Duty Manager	Duty Manager	Investigate and report on Expansive if required.		
Dumbbells	Presentation	Opening, Continuous, Closing.	Dumbbells to be racked in order of size	If Dumbbells not in use are not racked in order of size, place dumbbells on the racks correctly	Self		Dumbbells are correctly presented for members use	120 min
Disks	Presentation	Opening Continuous Closing	Disks to be racked in order of size	If Disks not in use are not racked in order of size, place disks on the racks correctly	Self		Disks are correctly presented for members use	120 min

All Gym Equipment turned off	Presentation	Closing	Switch off all treadmills and any electrical gym equipment off	Switch off all treadmills and any electrical gym equipment off. Leave EVOLT on	Self		All gym equipment turned off	10 min
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## Location: Poolside

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening, Continuous, Closing.	Check that the poolside floor looks presentable, pool equipment tidied away, floors clean with no marks or stains.	Tidy away pool equipment which is not use. Pick up any litter.	Self		The area is clean, tidy, and looks presentable.	1 min every 60 mins.
				If the poolside floor requires cleaning, report it to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary.		
Pool side Check	Health and Safety	Every 30 minutes	Full walk around poolside Ensure all users are safe and responsive Ensure no swimmers are in distress Ensure no trip hazards Ensure area is safe and clean	If any members in distress / unresponsive hit panic button				
				Identify any hazards				
Pool test completed	Health and Safety	Opening, continuous, closing.	Complete a pool test prior to the club opening, and continuously at specified times throughout the day.	Log pool test results on pool test check sheet.	Self		Pool test complete prior to club	150 min

		Spa/ plunge test	Times can be found on pool test check sheet. Only team members who have completed their pool plantroom training course and learn modules are trained to take pool tests. Full process available in PSO	If the pool test has results outside of acceptable parameters, report to the Duty Manager.	Assign Duty Manager	Duty Manager to investigate and retest. Follow pool out of parameters guidelines from PSOP	opening, safe to use.	
Panic alarms tested and working without fault	Health and Safety	Opening	One team member to press panic button. Second team member Check the panic alarm call point signal is being received at reception.	Panic alarm call point signal has been received at reception.	Self		Panic alarms tested and working without fault, safe to open facility.	5 min
				If the panic alarm call point signal has not been received at reception, report this to the Duty Manager.	Assign Duty Manager	Duty Manager to investigate and if required report the fault on <a href="#">Expansive</a> .		
Pool Sites: All plant room duties complete	Health and Safety	Opening, Continuous.	Check weekly essentials document.	Review if all tasks assigned to said day of the week been completed and signed?	Self	Report any missed checks / tasks to Duty manager / GM	All pool plant duties completed on schedule to maintain optimal pool operations.	60 min

### Location: Changing Room (Male /Female) Disabled Toilets / Disabled Shower

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening Continuous Closing	Check the vanity area, benches, floor are clear of rubbish. Locker doors are to be closed. Check that the floor is clean and clear of marks and dirt.	Pick up any rubbish.	Self		The area is clean, tidy, and looks presentable.	3 min per hour, per changing rooms...  6 mins total x 15 hours. 90 mins
Lockers: clean, in good state of repair and has a hanger.	Presentation	Opening, Continuous, Closing.	Visually inspect inside locker and door, replace hanger where required		Self		Lockers are clean, in good condition and has a hanger.	30 min male and female.
Hairdryers present, functioning without fault and filters are clean.	Presentation Health and Safety	Daily	Visually inspect all hair dryers in both male & female changing areas removing any build-up of dust on filters. Switch hair dryer on and off to ensure full functionality.	Hairdryers ready for member use.	Self		Hair Dryers function effectively and safely.	10 min male and female
				If defunct switch off spur.	Duty Manager / GM	Switch off spur of any faulty hair dryers. Log issue for CMT on <a href="#">expansive</a>		

Locker Chop	Presentation	Weekly , More if required	Outside of club opening hours, with 2 members of staff present use bolt cutters to cut the padlocks of any lockers that have not been emptied. Use locker chop sheets to log items removed. Store contents with lost property.	Locker contents removed and placed in lost property	Self / Duty Manager /		Lockers are freed up for member use	30 mins
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## Location: Sauna

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Sauna is power on and ready for opening including lighting	Presentation	Opening	Check that the sauna is powered on prior to the club opening, also check that the sauna lighting is on.	Turn on the sauna isolation switch, turn on the sauna control panel.	Self		The sauna is powered on and ready for club open.	1 min
				If the sauna and or sauna panel does not power on, report to Duty Manager.	Assign Duty Manager	Duty Manager to investigate and if required report fault on <a href="#">Expansive</a> .		
Clean, tidy, and well presented.	Presentation	Opening Continuous Closing	Check the sauna is clear of combustibles. Check that the benches and floor are clean and clear of marks and dirt.	All combustibles removed.	Self		The area is clean, tidy, and looks presentable.	2 min every 2 hours
				If the sauna floor requires cleaning, report it to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary.		
Member Safety	Health & safety	Every 2 hours	Check inside by opening the door and speaking to the members. If someone is in the facility but does not respond, approach the member to confirm that they are ok.	Members safe	Self			

Power off 30 mins prior to closing	Health and Safety	Closing	Turn the sauna off at source		Self		Sauna turned off and cooling down to clean	1 min
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### Location: Steam Room

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Steam room is power on and ready for opening	Presentation	Opening	Check that the steam room is powered on prior to the club opening.	Turn on the steam room isolation switch, turn on the steam room control panel.	Self		The steam room is powered on and ready for club open.	1 min
				If the steam room and or steam room panel does not power on, report to Duty Manager.	Assign Duty Manager	Duty Manager to investigate and if required report fault on Expansive.		
Clean, tidy, and well presented.	Presentation	Opening Continuous Closing	Check the steam room is clear of rubbish. Check that the seating and floor are clean and clear of marks and dirt.	All rubbish removed.	Self		The area is clean, tidy, and looks presentable.	2 min every 2 hours
				If the steam room seats and floor require cleaning, report it to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary.		

Member Safety	Health & safety	Every 2 hours	Check inside by opening the door and speaking to the members. If someone is in the facility but does not respond, approach the member to confirm that they are ok.	Members safe	Self			
Power off 30 mins prior to closing		Closing	Turn the steam room off at source		Self		Steam room turned off and cooling down to clean	1 min
All Lighting Off	Presentation	Closing	Check that all necessary lighting in Steam room is off by turning the isolation switch.	Lighting is off	Self	N/A	All steam room lights are off.	1 min

### Location: Back Office

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening, Continuous, Closing.	<p>Check that the office desks, tables, chairs, work tops and floors are clear of debris and clean without any marks or stains. Dust, wipe down desk, shelves, and phones.</p> <p>Organise desks, ensure papers and supplies are stored neatly and safe.</p> <p>Empty bins, vacuum</p>	Tidy where appropriate.	Self		The area is clean, tidy, and looks presentable.	5 min
				If cleaning is required, report this to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary.		

Dashboards open	Presentation	Opening, continuous.	Check that all dashboards are open and ready to use, including Gladstone and Class Pass.	Open required dashboard and login.	Self		All dashboards are open and ready to use.	2 min
				If any dashboard will not open or you do not have a login, report this to the Duty Manager.	Assign Duty Manager	Duty Manager to investigate and request login details if required.		

Location: Plant Rooms

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
	Presentation	Opening, Continuous,		Tidy where appropriate.	Self	Duty Manager to speak to	The area is clean, tidy, and	5 min

Clean, tidy, and well presented.		Closing.	Check the plant room is clear and tidy with all items stored appropriately.	If cleaning is required, or items need to be removed report this to the Duty Manager.	Duty Manager	cleaners on site to clean where necessary. Duty Manager makes arrangements to remove any unnecessary items.	looks presentable.	
Chemicals	Storage	Daily	<p>All chemicals must be stored in containers that are elevated off the floor or inside cages that are raised from the floor.</p> <p>Cages storing chemicals must be secured with locks or padlocks to prevent unauthorized access</p> <p>Chemicals should be arranged so that their labels are clearly visible for easy identification and accessibility.</p> <p>Ensure a minimum distance of 1 to 2 meters between incompatible chemicals (e.g., Chlorine and Acid).</p>	<p>The plant room should be locked when not in use to prevent unauthorised access and ensure safety.</p> <p>By following these procedures, the risk of chemical reactions, leaks, and contamination is minimised.</p> <p>Chemical storage will be organized and accessible, ensuring proper handling and identification</p>			<p>The implementation of this chemical storage process ensures the safe, efficient, and compliant management of chemicals in the plant room</p> <p>It helps maintain workplace safety, protect employees, and reduce the likelihood of accidents caused by improper chemical storage or handling</p>	

			All chemical containers and bags must be tightly sealed to prevent leaks or evaporation of contents.					
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### Location: Kitchen / Staff Room

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening, Continuous, Closing.	Check the kitchen is clean and tidy.	Clean and tidy where appropriate.	Self		The area is clean, tidy, and looks presentable.	5 min
			Remove all rubbish of counter tops.  Put away small appliances, tensile and unnecessary items.  Wash dishes and dry put away clean dishes.  Clean surfaces and wipe down.  Close cabinet doors  Sweep and mop and empty the bins.	If cleaning is required, or items need to be removed report this to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary. Duty Manager makes arrangements to remove any unnecessary items.		

Location: CMT / Cleaners Cupboards & Storage

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening, Continuous, Closing.	Check the CMT room, cleaning cupboard and any storage areas are clean, tidy and well presented.	Clean and tidy where appropriate.	Self		The area is clean, tidy, and looks presentable.	5 min
				If cleaning is required, or items need to be removed report this to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary. Duty Manager makes arrangements to remove any unnecessary items.		

## Location: Studio

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Clean, tidy, and well presented.	Presentation	Opening, Continuous, Closing.	<p>Declutter – Remove any items left behind, and log in lost property.</p> <p>Dust and wipe surfaces, wipe down all high-touch surfaces like doorknobs, light switches and handles.</p> <p>Clean equipment, yoga mats, weights, resistance bands or any other equipment.</p> <p>Use a disinfectant spray or wipes for equipment.</p> <p>Clean mirrors, spray glass cleaner mirrors without streaks.</p> <p>Empty bins and replace with new fresh bags.</p> <p>Sweep / vacuum floors remove dust. Pay attention to corners and under equipment.</p> <p>Mop the floor and allow to dry completely to prevent slipping.</p> <p>Clean vents and vacuum as dust can accumulate.</p> <p>Ensure equipment is in the right place and the studio looks tidy.</p> <p>After each class wipe, surface, clean equipment and remove rubbish.</p> <p>Daily deep clean floors, mirrors and vents.</p>	Clean and tidy where appropriate.	Self		The area is clean, tidy, and looks presentable.	5 min
				If cleaning is required, or items need to be removed report this to the Duty Manager.	Duty Manager	Duty Manager to speak to cleaners on site to clean where necessary. Duty Manager makes arrangements to remove any unnecessary items.		

## Staff Team Meetings

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Team meeting  Internal/ External meeting	Group, Individual Team Huddles	Weekly, bi-weekly & monthly	<p>A team meeting begins with an agenda being shared beforehand, ensuring that all members are prepared.</p> <p>The meeting starts with a brief overview of the key topics, followed by a discussion on each point.</p> <p>Decisions are made collaboratively, and action items are assigned with clear deadlines.</p>	<p>To provide feedback, discuss performance and align goals with the team.</p> <p>On going staff development, planning future training, and recognising team accomplishments.</p> <p>The meeting ends with a recap of the discussed points, a review of action items, and a clear understanding.</p>	Self/ duty manager	Communicate with GM or Duty Manager	<p>Clear lines of communication understanding and over views of goals and receiving feedback.</p> <p>End with clear actions and deadlines</p>	5 min to 5 hrs

### Clean King Rota, contracted 3<sup>rd</sup> party cleaning

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Cleaning Rota	Presentation	Monthly	Cleaning Hours agreed by Head Office. Hours of cover required agreed with GM and Clean King Area Manager. Clean king to supply clubs with rota.	Rotas are clear, and cleaning responsibilities are defined for each cleaner.	Self, CK manager, duty managers	Communicate with GM & CK manager	Ensure the rota is clear and visible to (GMs) and key staff detailing each cleaner's responsibilities.	
Audits	Presentation	Monthly	CK Area Manager schedules the monthly audit and communicates dates to the GM in advance. The audit is performed, with areas evaluated based on FF specifications and marked red or green for pass or fail.	Audit Pass	General Manager	Clean King Area Manager		<b>1 hour</b>
				Audit Fail – Redo within 72 hours				

## Towel Inventory

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Scheduling	Facilities	Weekly	<p>Communicate with the towel supplier to set up a regular delivery schedule</p> <p>Confirm the quantity and delivery time, ensuring storage space is available</p>	Ensure consistent towel delivery and proper inventory management.	Self & Team	Communicate with GM or Duty managers and supplier	Regular communication and confirmation with the towel supplier ensure timely and accurate deliveries, minimizing stock shortages.	30 min

Delivery	Facilities	Weekly	<p>Upon delivery, verify the quantity of towels delivered and picked up, by counting the amount like for like.</p> <p>Sign off the delivery to confirm the correct number of towels has been delivered and picked up. (include your name, date, and time).</p> <p>Regularly check the inventory to ensure enough clean towels are available for gym members.</p>	Ensure the correct quantity and quality of towels are delivered and logged correctly.	Self	Duty Manager	Daily inventory checks ensure towels are always available for gym members and maintain quality control by removing damaged or unusable towels.	30 min
Towel hire	FOH Operations	Daily	<p>Members wishing to have more than one towel, must pay for towel hire, £2 fee.</p> <p>Aggregators pay £2 towel hire. Ensure the fee is processed through Gladstone POS before issuing the towel.</p>	Towel free is processed	Self	Duty Manager	The system allows for seamless towel hire management and ensures the £2 fee is collected appropriately and logged.	1 min

Dirty & Damage	Facilities	Daily	<p>Towels that arrive dirty or damaged must be immediately set aside and cannot be given gym members.</p> <p>Damaged towels should be flagged for replacement via e-mail to the supplier, ensuring members only receive clean, usable towels.</p>	Towels are returned	Self	Duty Manager	A clear process for handling and reporting damaged or dirty towels ensures that only clean, usable towels are available to members, maintaining gym standards.	5 min
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## Stock Count

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Count	Facilities	Monthly	<p>Use stock count sheet sent to clubs from procurement</p> <p>Complete full accurate count of all stock in Fridges, Reception and stock rooms</p> <p>Transfer data onto googleform sent from head office on 1<sup>st</sup> of each month.</p>	All counts will be sent to head office to calculate F+B income	MEM	Communicate with GM or procurement (facilities team)	<p>Track the usage and condition of stock to ensure there are no shortages or overstocking.</p> <p>Ensure the operational workflow for ordering is efficient, from identifying stock needs to managing inventory and controlling costs.</p>	1 hr 30 min

## Stock Order

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Ordering	Facilities	Weekly, Biweekly & monthly	The team member logs into the internal purchasing system. Select supplier. Select items. Place order.	<p>Purchasing team reviews and approves the stock request.</p> <p>If the budget or need is questionable adjustments may be requested.</p>	Self, Duty manager s & staff	Communicate with GM or Duty Managers	The successful implementation of the stock ordering process results in a well-organised, cost-efficient, and responsive inventory management system.	20 - 30 min
Receive & Inspect	Purchasing	As required	<p>The team member logs into the internal purchasing system redro..</p> <p>Select book goods in.</p> <p>Amend date range to search current period.</p> <p>Select the corresponding order.</p> <p>Cross check goods delivered with order.</p> <p>Amend any discrepancies and click book good in.</p>	<p>Validate stock request against budget.</p> <p>verify stock upon delivery.</p>	Self	Duty Manager	This ensures deliveries are managed correctly and stock levels are accurate	20-30 min

## Membership Sales

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Registering Walk in	Sales	Daily	Select “walk in” on data collection section of dashboard >complete required fields Call sales trained team member to conduct tour	Attendance recorded. Their info will transfer to gladstone and Monday.com	Self	SM and GM		5 mins
Registering Appointment	Sales	Daily	Scan barcode at reception > Persons details will be pulled into Gladstone If person doesn’t have their barcode use search function on Gladstone> Search with their email address provided > select record attendance Call sales trained team member to conduct tour	Attendance recorded	Self	SM and GM		5 mins
Club Tour	Sales	Daily	Greet at reception >Identify if person is a walk in or an appointment and record attendance accordingly> Conduct needs analysis> Complete a personalized tour>Conduct price presentation> Overcome any objections	Prospect Joins	Sales Trained staff	SM and GM		15mins
				Prospect doesn’t join log reason on Monday.com				

Joining Member in Club	Sales	Daily	<p>Ensure person has been logged as a walk in or appointment and that process has been followed.</p> <p>On the home club dashboard select join tile &gt; select club &gt; enter start date &gt; select membership type &gt; select direct debit or paid in full &gt; select premium or not &gt; enter data &gt; ensure member reads and click Health pledge and T+C &gt; enter payment details &gt; direct to app store to download First App &gt; Scroll to able session and book in</p>	Member Joined	Sales Trained Staff	SM and GM		15 mins
Booking able session	Sales	Daily	<p>Download FF app &gt; Login with the details provided when joined &gt; Select "workouts" tab on bottom of screen &gt; Select "Book able Sessions" &gt; Select time and date</p>	Appointment will show in outlook	Self	HOD and GM	Able session booked	3 mins

Personal Trainer Guest Pass	FOH Operations	As Required	Select PT Guest on dashboard> Enter clients and PT's relevant information on form attached> Client must read and agree to health declaration> Once the client's details are loaded on the dashboard, their details will appear on Gladstone>take photo for profile > To take payment "select" PT Guest, on (Gladstone POS)>process payment on PDQ> Issue PDQ receipt and till receipt	Personal Training Client may enter with Personal Trainer	Self	Duty Manager	PT guest Pass Processed	5 min
Registering Guest Pass	Sales	As Required	Pre Purchased Guest Pass and Premium Guest Pass. Scan barcode at reception > Persons details will be pulled into Gladstone If person doesn't have their barcode use search function on Gladstone> Search with their email address provided > select record attendance > take photo on gladstone > tour guest	Attendance recorded	Self	SM and GM	Guest Pass Processed	5 mins

			Purchase Guest Pass at reception. Select “paid guest” on dashboard> Select gym>Select date>Complete data capture > Read and accept terms and conditions and health questionnaire > Complete payment > Take photo on gladstone > Tour guest					

## Corporate Sales

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Completing a non sub corporate joiner	Corporate	As Required	Confirm the company is listed as a non-sub account using the Corporate List.	Member joined	Self	GM or Corporate Team	The membership is set up at the discounted corporate rate and runs on a 12-month/ 6 month contract paid by the individual	15 mins
			<p>Provide the employee with the link to join or guide them through the join process in-club.</p> <p>Ensure the 4-digit corporate code is entered correctly during sign-up.</p> <p>Remind them to upload proof of employment within 14 days (ID or work email).</p>	<p>If ID is not uploaded within 14 days the membership will revert to full price</p>				
Part or Full sub corporate joiner	Corporate	As Required	Confirm the company is on a full-sub or part-sub agreement using the Corporate List.	Their company will submit the completed opt-in form to the	Self	GM or Corporate Team	The employee will receive confirmation once their membership is live. The	5 mins

			Instruct the employee to contact their HR or internal wellness team.	Corporate Billings team.  The membership will be created and activated by Corporate Billings.			company is billed directly (full-sub) or shares cost with the employee (part-sub) as per the agreement terms. Renewal or changes are managed near the contract end date.	
Corporate Walk ins	Corporate	Daily	Click the red “CLICK HERE” button on the Corporate Walk-In tile > Complete the form with guest details - name, contact info, and company name > Submit the form  This creates a lead in Gladstone  It also logs the guest in Monday.com for internal visibility	Accurate capture of walk-in leads for follow-up actions and future tracking	Self & Sales manager	GM and Corporate team	To ensure the efficient handling of corporate inquiries, membership administration, account management, and invoicing, providing a seamless experience for corporate clients.	5 min

			If they join later, their profile will already be active and linked					
Corporate Enquiry	Corporate	Daily	Click on the Corporate Enquiry tile on the in club dashboard > Complete the form with as much detail as possible: Company name, Contact person Number of employees, Nature of the enquiry > Submit the form - this sends the lead to the corporate business team, who will take it forward	<p>The enquiry is picked up by the corporate team</p> <p>A follow-up call or meeting is arranged with the company to explore partnership options</p> <p>If it converts, the club may be assigned to manage the ongoing relationship</p> <p>All updates will be shared via the corporate team which you will be able to see on the lead tracker under</p>	Self & Sales manager	GM and Corporate team	All clubs must follow this process to ensure consistency and effective management of corporate leads and events.	10 mins

				the tab 'Corporate Tracker'				
Corporate Join	Corporate	Daily	Click on the Corporate Join tile on the in club dashboard > Complete the online joining form > Enter their company's 4-digit discount code (which you will find in the 'Corporate List' on the dashboard) > Proceed with the membership set-up as you would for any normal joiner > Inform them they will need to upload proof of employment (ID, staff email, etc.) on the member platform within 14 days - otherwise, their rate will revert to standard pricing	Creation of a new Non-Subsidized Corporate account with verified employee benefits	Self & Sales manager	GM and Corporate team		5 mins
Corporate List	FOH Operations	Daily	Click on the Corporate List on the in club dashboard any existing Full Subsidised (FS), Part Subsidised (PS), or Non-Subsidised corporate accounts before setting up a new account >	Company located	Self & Sales manager	GM and Corporate team		3 mins

			search or scroll for the company	Company not located – no corporate set up				
Lead Tracker	Corporate	Weekly	Click on the lead tracker on the club dashboard > Select the correct month for the event you have booked > complete all fields	Allows full line of site of all club events	Sales Manager or GM	GM and Corporate Team	After event complete number attended	5 mins
Open Day	Corporate	As Required	Send this link to your contact that you are arranging the event with.  Encourage to complete in advance.  If required to register on the day then click on the open day tab on the in club dashboard > Complete fields > take photo for gladstone> Tour corporate guest	Guest is registered on system and can enjoy complimentary day pass.  Charge £2 for towel	Self and Sale Manager	GM and Corporate Team	Sales Manager to follow up on lead following visit	5 mins

## Fitness Operations

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Studio Hire One Off	Fitness Operations	As Required	Upload Required Documents to Teams Studio Hire Group Process Payment through Gladstone “non member profile” under “studio hire” button.		GM and HODs			10 mins
Studio Hire Regular	Fitness Operations	Monthly	Complete Studio Hire Agreement and upload to teams > Upload all required documentation > By the second week of the month send <a href="#">Studio Hire invoice</a> to Angela Crawford		GM and HODs			10 mins
Group Exercise Payroll Freelance Instructors	Fitness Operations	Monthly	Select your club from the drop down in cell C5.> Enter the class name in cell C14 > Enter the time of the class using the format 9.15 (not 9:15) > Enter the value of the class payment, do not use £ sign > Using the drop down arrow select the name of the instructor	Instructor will get paid on 10 <sup>th</sup> to 12 <sup>th</sup> of month	Fitness Manager	General Manager / GXI Finance Dept		2hours

			For new instructors select the name as NEW GXI( NOT ON LIST) This will highlight the next cell in red > Manually input the instructors full name here.					
Group Exercise Payroll Freelance Instructors	Fitness Operations	Monthly	<p>Select your club from the drop down in cell C5.&gt; Enter the class name in cell C14 &gt; Enter the time of the class using the format 9.15 (not 9:15) &gt; Enter the value of the class payment, do not use £ sign &gt; Using the drop down arrow select the name of the instructor</p> <p>For new instructors select the name as NEW GXI( NOT ON LIST) This will highlight the next cell in red &gt; Manually input the instructors full name here. Instructor to complete <a href="#">group exercise instructor invoice</a> &gt; Submit to FM &gt; Once signed and approved FM to send to <a href="mailto:gxiff@fitnessfirst.co.uk">gxiff@fitnessfirst.co.uk</a> by the 2<sup>nd</sup> of the following month</p>	<p>If insurance or onboarding documents haven't been sent then instructor wont get paid</p> <p>Employee will get paid in following months payroll</p>	Fitness Manager	General Manager / GXI Finance Dept		2hours

## Facilities

Activity	Category	Frequency	Process	Outcome	Assign	Escalation	Conclusion	Time
Log Jobs on Expansive	Facilities	Daily	<p>Log onto Expansive and select “add new work order”.</p> <p>Use drop downs to select correct type of fault.</p> <p>Contractor or CMT must be selected for the relevant fault.</p> <p>A priority must be assigned by site based on the severity of fault i.e. H&amp;S, Business Critical etc</p> <p>Complete detailed description and add photos of fault</p>	<p>Work Order is triaged by Facility Helpdesk helping to assign the relevant SLA to complete the work order</p> <p>Critical and high-impact work orders will be addressed immediately ensuring that safety and operations are not compromised.</p>	GM and HODs	<p>Add comment on work order</p> <p>Call designated facility co-ordinator</p> <p>Email Facility Manager UK</p>	Job number reference	5 min
Report a Fitness Equipment Fault	Fitness Equipment	Daily	<p>Log Fault directly on Service Sport Hub  <a href="https://myhub.servicesport.com/4447">https://myhub.servicesport.com/4447</a></p>	Faults logged with Service sport so they can prioritise	GM and HODs	Add comment on Service Sport Job	Contractor attends site Job complete. Update ticket and close job	5 min

			<p>Assign correct Service Sport Asset Number for each job logged</p> <p>Attach Photos/Video's to help explain fault be logged</p> <p>Escalate Service Sport Jobs by adding notes on each specific job</p>	resources and actions effectively to carry out repair as quickly as possible		<p>Contact Divisional Head of Operations</p> <p>Contact Facility Manager UK</p>	<p>Contractor attends, does not repair. Update ticket and don't close job</p> <p>Contractor does not attend. Update ticket to chase</p>	
Reporting a Fault with EVOLT Scale	Fitness Equipment	Daily	<p>Log into Expansive</p> <p>Add New Work Order and select Service Type &gt; Gym Equipment &gt; EGYM and EVOLT &gt; EVOLT Machine</p> <p>Complete Description of fault and attach Photos/Video's to help explain fault be logged</p> <p>To escalate EVOLT work orders add comment on the expansive work order</p>	Fault will be triaged and either resolved through Facility Helpdesk expertise or sent through to EVOLT Support.	GM and HODs	<p>Add comment To Expansive Work Order</p> <p>Contact Facility Helpdesk Co Ordinator</p> <p>Contact Facility Manager UK</p>	Job Closed	5 Mins

Reporting a Fault with EGYM Equipment	Fitness Equipment	Daily	<p>Log into Expansive</p> <p>Add New Work Order and select Service Type &gt; Gym Equipment &gt; EGYM and EVOLT &gt; EGYM Machine &gt; EGYM 'Machine Name'</p> <p>Select Correct Asset from the dropdown</p> <p>Complete Description of fault and attach Photos/Video's to help explain fault be logged</p> <p>To escalate EGYM work orders add comment on the expansive work order</p>	<p>Fault will be reported with EGYM Support.</p> <p>Expansive work order will be updated through comments relating to part deliveries and engineers attendances</p>	GM and HODs	<p>Add comment To Expansive Work Order</p> <p>Contact Facility Helpdesk Co Ordinator</p> <p>Contact Facility Manager UK</p>	Job Closed	
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Request Replacements for Gym Floor or Studio Small Fitness Equipment	Fitness	Daily	<p>Log onto Expansive and select “Add New Work Order”</p> <p>Select Service Type Gym Equipment &gt; Gym Equipment Smalls Order &gt; Gym Floor Items or Studio Items</p> <p>Select Request Type Contractor</p> <p>Select Priority Fitness Equipment</p> <p>Add a description of what equipment you require and why. Add Photos to support any damage to existing equipment</p>	<p>Equipment Request is triaged by Facility Helpdesk pending availability of budget.</p> <p>If approved order will be processed with relevant supplier for delivery direct to site</p>	GM and Fitness Manager	<p>Add comment on work order</p> <p>Call designated facility co-ordinator</p> <p>Email Facility Manager UK</p>	Work Order Closed	

# Facilities Emergency Procedure



## Facilities Emergency Procedure

Certain faults to facilities within club are treated as an emergency due to their impact upon the business.

### WHAT IS?

- No hot water/water supply
- Leaks/flooding
- Blocked internal drains/plumbing
- No power/lighting to part of the building
- Security risks (external doors/glazing)
- Fire & intruder alarm faults
- Lift entrapments
- Poolside CCTV only

### WHAT IS NOT?

- Air conditioning/AHU
- Audio/TV's
- Gym equipment
- Pests control
- Sauna/Steam rooms
- IT faults
  - e.g. computers/phones/tills (please follow IT emergency procedure)
- CCTV in areas other than poolside

For all other emergencies e.g. fire, gas leak, total power failure and all poolside related emergencies, please follow the appropriate Emergency Action Plan (EAP).

For all non-emergency issues, please raise these on Expansive.



# Facilities Emergency Procedure

## What to do in an emergency

If after troubleshooting you're unable to resolve the problem, please take the following steps.

1. Club team member phones the Facilities Emergency Phone.  
The call handler will support you with further troubleshooting over the phone if necessary. If unsuccessful, they will escalate to a contractor for emergency attendance, keep the club informed of the timeline and share the contractor contact info if necessary.
2. Club team member phones their Divisional Head of Operations (HoOps) to inform them.  
If necessary, the HoOps will contact other depts. to inform them and request support.
3. Club team member raises a workorder on Expansive and include as much detail on issue as possible.

**Note:** All emergencies must be reported to the Facilities Emergency Phone and HoOps via a phone call only.

## Useful telephone numbers

Facilities Emergency Phone: 07795 841496 (manned 24hrs by a member of the FF Facilities Helpdesk Team)  
Catchpoint: 08448 791217 (emergency out of office hours issues only)  
Missing Link: 01257 473445 (emergency OOH IT issues only)  
WEMS Smart Support: 08452 411960 (in Hours: Mon to Fri 7am-10pm and Sat & Sun 7am-8pm)  
03452 220141 (out of Hours: Mon to Fri 10pm- 7am and Sat & Sun 8pm-8am)



# Facilities Emergency Procedure

## **Emergencies that may require a facility closure**

In emergencies where you believe part, or all, of the club should be closed, e.g., No electrical power/lighting, flood, blocked drains, no running water, swimming pool out of parameters etc. Please follow the below steps.

In addition to following the emergency procedure:

Club team member phones their Divisional Head of Operations (HoOps) to request closure

1. HoOps phones Head of Facilities & Compliance to determine course of action
2. HoOps makes decision on whether to remain open or to close
3. HoOps informs Senior Leadership Team and requests appropriate support
4. HoOps phones club team to confirm course of action



# Facilities Emergency Procedure

## Troubleshooting

### Gas Leak

- If you suspect smell of gas, isolate the supply immediately at the main supply
- Call the Cadent emergency national gas board – **0800 111 999**
- Ensure you call the facilities emergency phone to make the team aware

### No Hot Water

- Check the boilers for any faults – reset if required
- If faults do not clear after a reset, check to see if the fire alarm has been activated by checking the fire panel - reset if required
- Check the emergency shut off valve for the boilers – reset if required
- If a contractor is required, please call the facilities emergency phone

### No Water Supply

- Check to see if there has been a water disruption in your area – check with neighbouring buildings
- Check the sentinel tap has running water
- Check your cold-water storage tanks have water in them – if applicable
- Check your Cold-Water Booster pumps are working – if applicable reset any faults
- If a contractor is required, please call the facilities emergency phone

### Leaks

- Identify the cause of the leak & isolate if you can immediately – such as pipework or AC units
- Is it raining outside? Could water be coming in from the roof? – contact the landlord's agent directly if applicable

### Blocked Internal Drains

- Please **DO NOT** use drain unblocking chemicals
- Have you tried to resolve the issue in the first instance?
- Check your drain pump control panel for any faults – if applicable reset if required
- If a contractor is required, please call the facilities emergency phone

### No Electrical Power/Lighting

- Check to see if there has been a local power cut within the area
- Contact WEMS – if applicable
- Check the distribution board to see if the trip switch for the affected area has tripped off – switch back on
- If a contractor is required, please call the facilities emergency phone

### Security

- External doors/windows that pose a security risk that you are unable to temporary secure until the next working day
- Please call the facilities emergency phone so a contractor can be arranged

### Alarm Faults

- Activations that cannot be reset or isolated please call the Catchpoint OOH team

### Lift Entrapments

- Please call the facilities emergency phone so a contractor can be arranged to release the person/s trapped

## Club Marketing Toolkit

### Corporate Marketing Tool Kit Update.

The new Corporate marketing tool kit has been designed to attract new and existing corporate clients, focusing on inviting businesses into our **clubs** to meet the team, experience our fitness products, and become part of our fitness community.

At Fitness First we deliver truly authentic fitness experiences through **able, Personal Training, classes, workouts.**

This pack outlines the marketing toolkits available to clubs, along with the process for approving and ordering items.



## London Corporate Focus Clubs

The following clubs have been identified for additional support and will therefore have access to the corporate marketing assets featured in the deck to support bespoke events and outreach activities.

- Baker Street
- Bishopsgate
- Cottons
- Fenchurch Street
- Liverpool Street
- Marylebone
- Queen Victoria Street
- Thomas More Square



# Wellness Wednesday

## What is Wellness Wednesday?

Wellness Wednesday is an event designed to give our corporate partners a midweek energy boost. It's a fantastic opportunity for businesses to bring their teams together for a bespoke group class or to explore Fitness First in their own way.

## Club Availability

Available at all Fitness First clubs.

## Marketing Assets Will Include:

- Partner logo (optional)
- Date
- Location
- "What is Wellness Wednesday?" description
- Able, classes, Train Your Way, and personal support
- Booking instructions – via QR code or click-through button

## Format:

Digital posters suitable for TV screens and internal intranets (portrait and landscape), plus a physical A4 poster.

## Corporate Tracker Dashboard

Once the event has been agreed, clubs must enter the details into the Corporate Tracker.



# Wellness Event

## What is Wellness Event?

A wellness event is no different from a Wellness Wednesday, except that it takes place on a different day of the week.

## Club Availability

Available at all Fitness First clubs.

## Marketing Assets Will Include:

- Partner logo (optional)
- Date
- Location
- Able, classes, Train Your Way, and personal support
- Booking instructions – via QR code or click-through button

## Format:

Digital posters suitable for TV screens and internal intranets (portrait and landscape), plus a physical A4 poster.

## Corporate Dashboard Tracker

Once the event has been agreed, clubs must enter the details into the Corporate Tracker.

**Fitness First**  
your personal best

Corporate Logo Here

# Wellness Event

at Fitness First Enter Club Name Here

00th Month

Fitness First Corporate Solutions

**I am Class**  
Enjoy access to a wide range of classes designed with your training in mind.

**able**  
Smart fitness technology helping you set goals, build habits and see progress.

**Personalised Support**  
Push beyond your limits with our expert Personal Trainers who know how to help you succeed.

**Train Your Way**  
The gym floor is yours, whether it's strength, cardio or functional training.

Bookings must be made 7 days prior to your visit.

[BOOK NOW](#)

## Wellness Event (Bespoke)

### What is a bespoke Wellness Event?

A bespoke Wellness Event is reserved for our largest corporate partners, including both existing clients and potential new opportunities. As this type of event requires additional resources (and associated costs) and more detailed planning, it must be approved by Hassam or Suzanne.

### Club Availability

- London Corporate focus club only.

### Marketing Assets Will Include:

- Partner logo (optional)
- Date
- Location
- Bespoke fitness experience.
- Booking instructions – via QR code or click-through button

### Format:

Digital posters suitable for TV screens and internal intranets (portrait and landscape), plus a physical A4 poster.

### Corporate Dashboard Tracker

Once the event has been agreed, clubs must enter the details into the Corporate Tracker.



## Your Fitness First Benefit

### What is your Fitness First benefit?

After reaching an agreement with a new corporate partner, the following assets will be made available to help promote the partnership.

#### Club Availability

- Available at all Fitness First clubs.

#### Marketing assets will include:

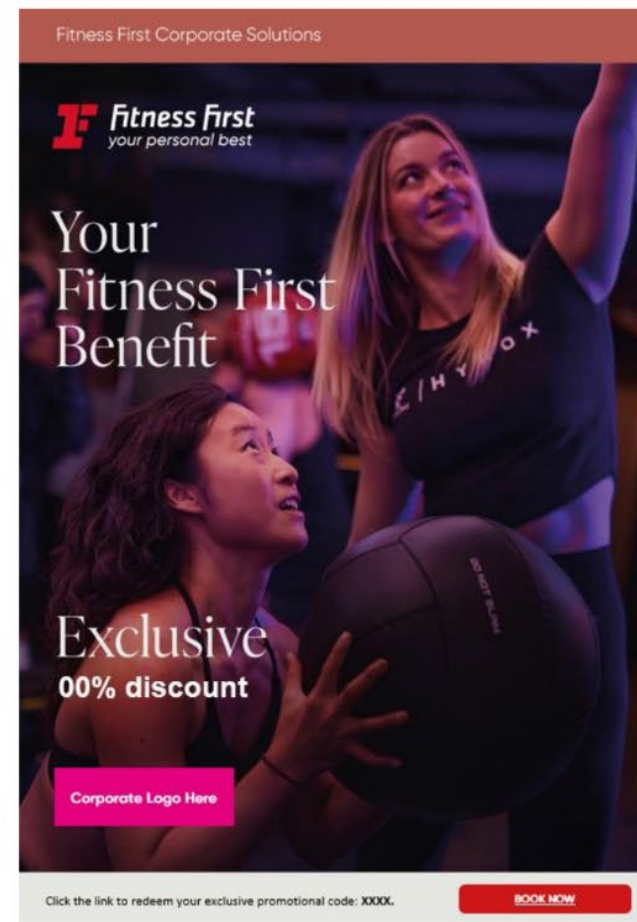
- Company name/logo.
- Exclusive discount.
- Promo code (non-sub only)
- How to Join – via the QR code or click-through button

The assets will feature different calls to action depending on the agreement type. Examples include:

- **Non-sub:** Display the discount code – redeem via QR code or click-through button.
- **Full or part-sub:** Direct employees to speak with their HR department to access the membership.

#### Format:

Digital posters suitable for TV screens and internal intranets (portrait and landscape), plus a physical A4 poster.



## Event Corporate Tool Kit

### What is your Fitness First benefit?

Outreach events provide the perfect opportunity for Fitness First to offer expert advice and must always be attended by a fitness professional to represent our expertise.

To support the selected London Corporate Focus Clubs, the following toolkit has been developed to enable a professional and consistent approach to Corporate Outreach, in line with our brand standards..

### Club Availability

- London Corporate focus club only.
- Event toolkit available late June 2025.

### Included in the toolkit

To help build brand recall through office-based items, club teams will have access to new Fitness First merchandise and equipment.

- Mobile event pop-up display.
- Desktop notepad, sticky notes and pens.
- Tote bags.
- Corporate leaflets

As this type of event requires additional resources (and associated costs) and more detailed planning, it must be approved by Hassam or Suzanne

### Corporate Dashboard Tracker

Once the event has been agreed, clubs must enter the details into the Corporate Tracker.



## Digital Corporate Packs

To support the need to keep existing partnerships engaged with updates on Fitness First products and services, and to help open the door to potential new partnerships, the following digital packs will be managed by Suzanne, & Hassan.

### **Fitness First Update – staying connected.**

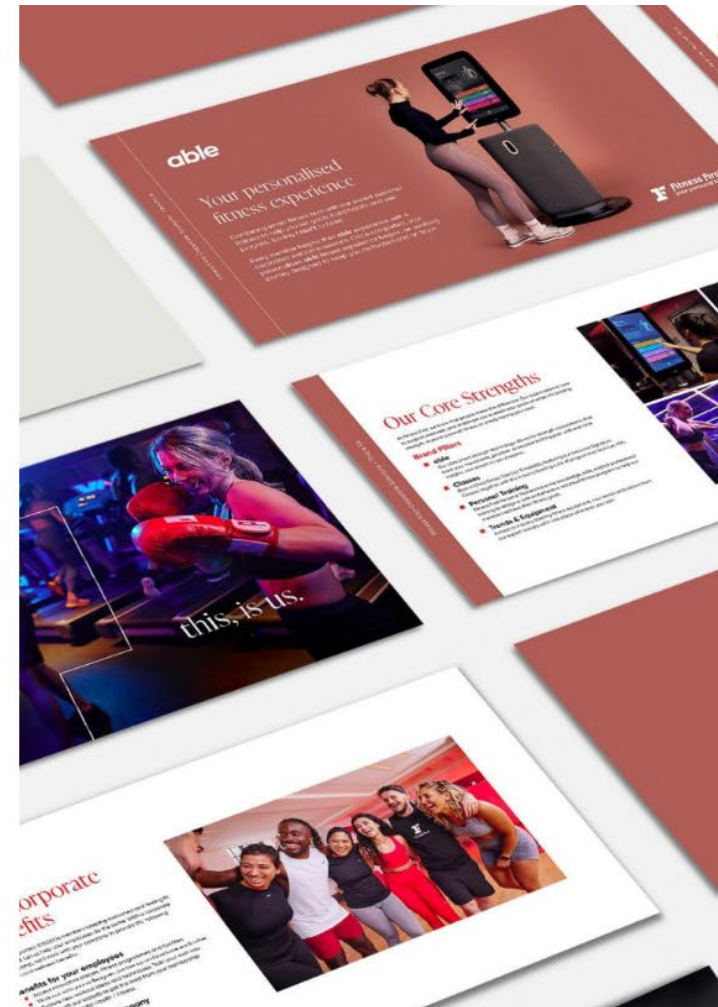
The email has been designed to highlight all the exciting products and services we offer as part of your corporate package, including able, HealthHero, member benefits, and Wellness Wednesday.

### **Fitness First – First Contact**

This pack provides businesses with a quick overview of our corporate solutions to help initiate a conversation about a potential partnership

### **Fitness First – Full Corporate Solutions**

This presentation deck covers a wide range of topics to provide new and existing partners with a comprehensive overview of who we are and what we offer.



# Requesting Corporate Marketing Support

## Corporate Marketing Support Requests

When requesting corporate marketing support, please complete the standard marketing brief and submit it via the club marketing email address: [club.marketing@fitnessfirst.co.uk](mailto:club.marketing@fitnessfirst.co.uk).

Please ensure that items designed specifically for *London Focus Clubs* are **not** requested by any clubs outside the agreed list.

In addition, any items that require approval from Hassan or Suzanne must be approved **prior to submitting** the marketing brief. This will help to prevent delays and reduce the risk of requests being declined.

## When completing a brief, please include the following information:

- Request Title (*Wellness Wednesday, Corporate benefit*)
- Club Name
- Date Issued & Asset Deadline (please allow a minimum of 2 weeks' notice)
- Brief Issued By (your name)

## Request Overview


- Details of the corporate account, including the company name and number of employees.
- Type of activity planned.
- Bespoke Fitness event details (if relevant)

## Type of Asset Required

- Digital assets.
- Physical POS.

## Include Supporting Materials

- Company logos.
- Promo codes.


**Marketing Brief**

Please complete the brief sheet with as much detail as possible. Once complete, please send it to [club.marketing@fitnessfirst.co.uk](mailto:club.marketing@fitnessfirst.co.uk). A minimum of two weeks' notice is required for all requests.

---

Request Title:

Club:

Date Issued:

Asset Deadline:

Brief Issued By:

---

**Request Overview**

Please provide a clear and detailed overview of your request. This should include the nature of the campaign or communication, the objective, and the type of assets required (e.g. local marketing opportunity, corporate campaign, etc.).

---

**Type of Asset Required (delete as appropriate):**

- Physical POS
- Digital Poster
- Email
- Social
- Club TV Advert
- Other

---


Please note: We cannot guarantee that all requests will be approved. However, all briefs will be reviewed and discussed with the relevant department heads, and we will provide as much support as possible.

**Important Notes:**

- When requesting physical POS support, please attach a photo of the proposed installation location.
- For any assets intended for external use, please include exact dimensions and specifications.

Forms

Front of House Essentials Form



### FOH DAILY ESSENTIALS

**ESSENTIAL CHECK LIST BELOW**

- Check the CCTV monitors for bather safety, ensuring the whole swimming area of the pool can be seen via the cameras
- Check images are clear to identify a bather in difficulty, unusual behaviour such as someone face down in the water or holding breath for a long time and general misbehaviour
- Scan the images carefully to provide an accurate record of the number of bathers
- Reset timer for next check
- Check reception floor is dry, a wet floor sign is in place when required and dry mop if necessary, then record "Y/N" in the Reception column
- In the comments box, please state if you have completed any pro-active or re-active measures as the result of both checks

BATHER SAFETY AND RECEPTION CHECKS						
TIME	POOL BATHER LOAD	RECEPTION FLOOR SAFE Y/N	COMMENTS	PRINT NAME		
06:15						
06:45						
07:15						
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21:15						
MEMBERSHIP SERVICES		0330 055 7197	CLUB SERVICES	0208 618 3103 - OPTION 3	PT SERVICES	0208 618 3103 - OPTION 1

## Operations Daily Essentials Pad



### OPERATIONAL DAILY ESSENTIALS

ALL COVID MEASURES ARE IN PLACE

SITE		AM/DM	
		PM/DM	

#### POOL AND SPA TESTING

Pool acceptable parameters: 1.5PPM - 3.0PPM. Combined chlorine: should never be more than half of the free chlorine (DPD1) & never more than 1 (no matter what the level of free chlorine may be). pH 7.2-7.6  
Results outside of acceptable parameters require retest within 60mins. The pool must be closed if dpd1 <0.5PPM or >6.0PPM

Swimming Pool Water Tests should only be conducted by a trained member of the team. The team member must have completed the Pool Plant Operations Course.

	DATE:	DPD1	DPD3	COMBINED CH	PH	CLARITY 1-10	TEMP	AIR TEMP	STANDARDISE IF NEEDED	FURTHER CORRECTIVE ACTION	SIGN
DAY:	6:00 (07:30 Weekend)										
	Retest time										
	9:00 (10:30 Weekend)										
	Retest time										
	12:00 (13:30 Weekend)										
	Retest time										
	15:00 (16:30 Weekend)										
	Retest time										
	18:00 (19:30 Weekend)										
	Retest time										
DAY:	21:00 (Closed weekend)										
	Retest time										
DAY:	6:00 (07:30 If weekend)										
	Retest time										
	9:00 (10:30 If weekend)										
	Retest time										
	12:00 (13:30 If weekend)										
	Retest time										
	15:00 (16:30 If weekend)										
	Retest time										
	18:00 (19:30 If weekend)										
	Retest time										
DAY:	21:00 (Closed if weekend)										
	Retest time										
DAY:	6:00 (07:30 Weekend)										
	Retest time										
	9:00 (10:30 Weekend)										
	Retest time										
	12:00 (13:30 Weekend)										
	Retest time										
	15:00 (16:30 Weekend)										
	Retest time										
	18:00 (19:30 Weekend)										
	Retest time										
DAY:	21:00 (Closed weekend)										
	Retest time										
GM	Test time										
	Retest time										
		General manager cross checks minimum 2 per week				Comments:		Delete as appropriate Pool Spa1 Spa2			

## 30 Minute Pool Spa Check Form



### 30 MINUTE POOL/SPA CHECKS

ALL COVID MEASURES ARE IN PLACE

WC	/	/
SITE		

H&S AREAS TO BE CHECKED			
ALL USERS ARE SAFE	SUITABLE BATHER LOAD	SPA / POOL STEPS SAFE AND CLEAR	POOL STEPS FIXED TO WALL AND FREE FROM HAZARDS
ALL CHILDREN ARE SUPERVISED	BOTTOM OF POOL CHECKED	ALL WALKWAYS / POOL AREA FREE FROM OBSTRUCTION	WET FLOOR SIGNS IN PLACE IF NEEDED
ALL GRIDS / SPA GRATING ARE SECURE	CHECK INSIDE STEAM ROOM	POOLSIDE SHOWERS OPERATIONAL	SLIP RESISTANCE MATTING OUTSIDE STEAM ROOM IS CLEAN AND IN GOOD CONDITION WITH NO SIGNS OF WEAR
FIRE EXITS CLEAR AND SAFE	FLOORS CLEAN AND SAFE	STEAM ROOM DOOR OPERATIONAL	

WC	GM SIGNATURE																												
TIME	MONDAY			SIGN	TUESDAY			SIGN	WEDNESDAY			SIGN	THURSDAY			SIGN	FRIDAY			SIGN	SATURDAY			SIGN	SUNDAY			SIGN	TIME
	POOL	SPA			POOL	SPA			POOL	SPA			POOL	SPA			POOL	SPA			POOL	SPA			POOL	SPA			
06:30		1	2			1	2			1	2			1	2			1	2			1	2			1	2	06:30	
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A4\_30MPSIC\_2020.indd

## Sauna Check Form



# SAUNA CHECK

ALL COVID MEASURES ARE IN PLACE

SITE	
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OPENING CHECKS	CHECKS TO BE COMPLETED EVERY 2 HOURS	CLOSING CHECKS
IS THE SAUNA FREE FROM COMBUSTIBLE MATERIALS, SUCH AS TOWELS, NEWSPAPERS AND CUPS - PARTICULARLY IN THE VICINITY OF THE HEATING UNIT?	ARE THE MAIN SAUNA CABIN AND GRILLE OVER THE HEATER FREE FROM COMBUSTIBLE MATERIALS, EG TOWELS, NEWSPAPERS, PLASTIC BOTTLES?	IS THE SAUNA FREE FROM COMBUSTIBLE MATERIALS, SUCH AS TOWELS, NEWSPAPERS AND CUPS - PARTICULARLY IN THE VICINITY OF THE HEATING UNIT?
IS THE TIMBER IN THE VICINITY OF THE HEATER AND THE LIGHT FITTINGS FREE FROM SIGNS OF SCORCHING? ANY OTHER EVIDENCE OF OVERHEATING?	ARE ALL MOVABLE BENCHES CORRECTLY POSITIONED, SECURE AND CLEAR OF THE HEATER?	ARE THE THERMOSTAT UNITS SECURE AND FREE FROM SIGNS OF TAMPERING?
IS THE HEATING UNIT GUARD (WHERE FITTED) IN PLACE AND SECURE?	IS THE FLOOR CLEAR OF HAZARDS, EG SLIPPING AND CUTS?	ARE ALL MOVABLE BENCHES CORRECTLY POSITIONED AND CLEAR OF THE HEATER?
ARE THE THERMOSTAT UNITS SECURE AND FREE FROM SIGNS OF TAMPERING?	ARE USERS SAFE - NO GLASS BOTTLES OR INAPPROPRIATE BEHAVIOUR?	IS THE TIMBER IN THE VICINITY OF THE HEATER AND THE LIGHT FITTINGS FREE FROM SIGNS OF SCORCHING AND OTHER EVIDENCE OF OVERHEATING?
ARE THE HIGH TEMPERATURES LIMIT SWITCHES FREE FROM SIGNS OF TAMPERING?	THERMOSTAT UNITS ARE SECURE AND FREE FROM SIGNS OF TAMPERING?	IS THE POWER SUPPLY SWITCHED OFF? IS THE HEAT TIMER SET TO THE 'OFF' POSITION?
ARE ALL MOVABLE BENCHES CORRECTLY POSITIONED AND CLEAR OF THE HEATER?		HAS THE SAUNA DOOR BEEN LEFT OPEN?

W/C															
TIME	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		TIME
	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	
6:00 AM (OPENING)															6:00 AM (OPENING)
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4:00 PM															4:00 PM
6:00 PM															6:00 PM
8:00 PM															8:00 PM
10:00 PM (CLOSING)															10:00 PM (CLOSING)
ACTION															

W/C															
TIME	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		TIME
	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	SAFE? (YES/NO)	SIGN	
6:00 AM (OPENING)															6:00 AM (OPENING)
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12:00 PM															12:00 PM
2:00 PM															2:00 PM
4:00 PM															4:00 PM
6:00 PM															6:00 PM
8:00 PM															8:00 PM
10:00 PM (CLOSING)															10:00 PM (CLOSING)
ACTION															

# Changing Room Check Form

## MALE CHANGING ROOM CHECK

ALL COVID MEASURES ARE IN PLACE



HAS AREAS TO BE CHECKED							
FLOORS SAFE AND FREE FROM ANY HAZARDS WET FLOORS SIGN IN PLACE WHERE AND WHEN NEEDED / SUNBED CLEAN				BINS EMPTY AND CLEAN		HAIR DRYERS SAFE AND FIT FOR USE WITH FILTER PRESENT	
TOILETS ARE PRESENTABLE, TOILETS ROLLS FULLY STOCKED				FAMILY CHANGING ROOM SAFE FOR USE AND CLEAN		ALL LOCKERS CLOSED AND OPERATIONAL	

WC	TIME	MON	TUES	WED	THUR	FRI	SAT	SUN
	6:00 AM							
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	8:00 AM							
	9:00 AM							
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	4:00 PM							
	5:00 PM							
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	8:00 PM							
	9:00 PM							
	10:00 PM							
GM Signature								

WC	TIME	MON	TUES	WED	THUR	FRI	SAT	SUN
	6:00 AM							
	7:00 AM							
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	10:00 PM							
GM Signature								

## FEMALE CHANGING ROOM CHECK

ALL COVID MEASURES ARE IN PLACE



HAS AREAS TO BE CHECKED							
FLOORS SAFE AND FREE FROM ANY HAZARDS WET FLOORS SIGN IN PLACE WHERE AND WHEN NEEDED / SUNBED CLEAN				BINS EMPTY AND CLEAN		HAIR DRYERS SAFE AND FIT FOR USE WITH FILTER PRESENT	
TOILETS ARE PRESENTABLE, TOILETS ROLLS FULLY STOCKED				FAMILY CHANGING ROOM SAFE FOR USE AND CLEAN		ALL LOCKERS CLOSED AND OPERATIONAL	

WC	TIME	MON	TUES	WED	THUR	FRI	SAT	SUN
	6:00 AM							
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GM Signature								

WC	TIME	MON	TUES	WED	THUR	FRI	SAT	SUN
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	10:00 PM							
GM Signature								

## Steam Room Check Form

### STEAM ROOM CHECK (USED IN SITES WITHOUT POOLS)

ALL COVID MEASURES ARE IN PLACE

SITE



OPENING CHECKS	CHECKS TO BE COMPLETED EVERY 2 HOURS	CLOSING CHECKS
Has the steam room been turned on?	Is the steam room still turned on and not tripped out?	Has the steam room been turned off?
Is the set point set at 46°C?	Is the steam room hygiene at an acceptable standard?	Is the steam room hygiene at an acceptable standard ready for tomorrow?
Is the steam room hygiene at an acceptable standard?	Is the steam room safe to remain open?	Is the steam room safe & ready to open tomorrow?
Is the steam room safe to open?	Does the steam outlet have a heat guard securely fitted?	Does the steam outlet have a heat guard securely fitted?
Does the steam outlet have a heat guard securely fitted?	Is the door and door frame in good condition and the door hasn't dropped.	Is the door and door frame in good condition and the door hasn't dropped?
Is the door and door frame in good condition and the door hasn't dropped?	Is all lighting working?	Has all lighting been switched off?
Is all lighting working?	Door must be opened and ask all members is everybody ok and wait for a response to ensure they are conscious.	

WC															
TIME	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		TIME
	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	
6:00 / OPENING															6:00
08:00															08:00
10:00															10:00
12:00															12:00
14:00															14:00
16:00															16:00
18:00															18:00
20:00															20:00
22:00 / CLOSE															22:00
ACTIONS															

WC															
TIME	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY		SATURDAY		SUNDAY		TIME
	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	SAFE Y/N	SIGN	
6:00 / OPENING															6:00
08:00															08:00
10:00															10:00
12:00															12:00
14:00															14:00
16:00															16:00
18:00															18:00
20:00															20:00
22:00 / CLOSE															22:00
ACTIONS															

AA\_REC\_2020\_4

## Locker Chop Sheet



### Locker Chop Sheet

It's really important that we keep an accurate record of any contents removed from lockers - it can be a source of real member distress. Here are the guidelines for removing locker items:

#### Locker Items:

- Perishables (food, drinks etc) - Please dispose of
- General items (clothes etc): Keep for 4 weeks. If not collected then dispose of
- Valuables (watches/phones etc): Keep for 4 weeks. If not collected take to Police station

#### What to do:

- Designate appropriate time and ensure two members of the team perform the job
- List and log all contents on this sheet with both team member signatures (The member must sign this when they collect their belongings)
- Bag and store contents in a secure place, clearly labeled with the locker number and member's name if known, plus the location of the stored items detailed on this sheet
- Please contact the member to inform them that their belongings need to be collected and will be stored for a maximum of 4 weeks before disposal. Plus update the Member Notes with your correspondence

Date	M/F	Locker Number	Contents Description	Team Names (x2)	Team Signatures (x2)	Photo Taken? (Y/N)	Logged in Lost Property? (Y/N)

Lost Property Sheet



Lost Property Log

Follow steps as outlined in Lost Property Management and ensure all sections of the log below are completed.

Log In					Collection			Disposal	
Date	Item Number	Staff Name	Description	Storage Location of Item	Date	Member Full Name	Signature	Date	Staff Name

## Site Visitor Sign In Sheet



## Site Visitor Sign In.

[illegible]

**Contractors.**

It is essential that you understand your responsibilities under the health and safety at work act before undertaking any work on site.

To take reasonable care to yourself and others whilst working on site.

- > Be aware of your nearest fire exit on site.
- > Co-operate fully with staff in order to comply with your legal obligations.
- > Do not interfere with or misuse anything provided in the interest of safety.
- > Adhere to a strict no smoking policy on site.
- > Prior to leaving the building inform the most senior manager on site that work has been completed and sign out on this document

## All Visitors

All Visitors to the site must adhere to the policies of Fitness First.

- > Visitors must remain with the person that they are visiting at all times.
- > Any accidents, injuries or incidents must be reported to the appropriate personnel
- > Co-operate fully with staff in order to comply with your legal obligations.
- > Visitors are responsible for their personal belongings and should keep them secure whilst on site.
- > Adhere to a strict no smoking policy on site.
- > Visitors are not permitted to use the facilities unless the appropriate health declaration and disclaimers have been signed and agreed.



## Club Standards Form

DAILY CLUB STANDARDS		Opening (name):	
Club:		Closing (name):	
Date:		AM Walk round (name):	
		PM Walk round (name):	
OPENING CHECKS To be completed before opening to members		AM Yes/No	PM Yes/No
All lighting on			
Fire escapes/means of escape clear			
Sound system on and music at correct levels			
Club clean, tidy, well presented			
TVs/Displays on			
Dashboard's open (ClassPass / Gladstone etc)			
Power to all gym equipment			
Sauna and Steam Room power on and ready for opening			
All panic buttons tested			
Pool sites: Water tested and safe to open poolside			
CLUB WALKROUND AM completed before 11.30am and PM before 4.30pm		AM Yes/No	PM Yes/No
All team members well presented & in correct uniform with names badges (inc. PTs & Contract Cleaners)			
Intruder alarm without fault			
Fire alarm without fault			
CCTV functioning and (if pool club) checks documented			
Essential pad duties all completed in full with no gaps			
De-fib checked to ensure working and supplies are present.			
Towels: Rolled, well presented and sufficient stocks to last until next delivery			
All equipment and facilities are working and in good state of repair, and safe for use. If not, placed out of order with signage, moved to back of house where possible.			
All powered equipment on gym floor in line and no trailing cables showing.			
Hygiene standards: All areas throughout club tidy, clean and well presented. Special attention to changing rooms, toilets, shower areas. If not, make note ready to direct cleaners and correct			
Gym floor standards - all dumbbells and disks re-racked in order, and small equipment stored correctly			
Music volume adjusted accordingly for peak time traffic			
Back of House areas (Plant rooms, Offices etc.): Tidy, clean and well-presented and lights off (when not used). No combustible items stored within 1m of ignition source. Doors closed and locked when not occupied.			
All dispensers (gym wipes, toilet rolls, soaps, blue shoes etc.) without fault and product available			
Hairdryers present, functioning and without fault, filters clean.			
Lockers: Clean, in good state of repair, with a hanger and not being used overnight			
Studios: Well presented, setup for next class (1hr before class due to start)			
Chillers and F&B range fully stocked			
Air Conditioning functional, filters clean and set no lower than 19°C / switched off when not needed.			
Pool Sites: All plant room duties complete			
Scanning: All essential pads scanned to drive and up to date			
Expansive: login and update jobs (complete after full club walk round)			
CLOSING CHECKS To be completed after closing time		AM Yes/No	PM Yes/No
Courtesy tannoy announcement to make members aware of closure time			
Sauna and Steam Room power off 30mins before closing			
Gym floor standards - all dumbbells and disks re-racked in order, and small equipment stored correctly			
Club clean, tidy, well presented			
All areas checked to ensure members have left			
Fire escapes/means of escape clear			
All lighting off			
Air Con switched off			
Sound system and music off			
TVs/Displays off			
All gym equipment off			
Final building walk around ensuring all fire doors are secure			

## Keyholders Form

Fitness Club Key holder information	
Branch No:	
Address:	
Telephone No:	
Club Manager:	
<b>General Manager Key Holder 1</b>	<b>Key Holder 5</b>
Name	Name
Home Tel No:	Home Tel No:
Mobile:	Mobile Tel No:
<b>Key Holder 2</b>	<b>Keyholder to be deleted</b>
Name	Name
Home Tel No:	Home Tel No:
Mobile Tel No:	Mobile Tel No:
<b>Key Holder 3</b>	<b>Keyholder to be deleted</b>
Name	Name
Home Tel No:	Home Tel No:
Mobile Tel No:	Mobile Tel No:
<b>Key Holder 4</b>	<b>Keyholder to be deleted</b>
Name	Name
Home Tel No:	Home Tel No:
Mobile Tel No:	Mobile Tel No:
<b>Head of Operations (North or South)</b>	
Name	
Mobile Telephone Number	
All fields must be filled in where possible. Please attach these amendments to an email and send to <a href="mailto:g.williams@fitnessfirst.com">g.williams@fitnessfirst.com</a>	

## Group Exercise Instructor Invoice



### Group Exercise Instructor Invoice

Instructor Name:

Instructor Address:

Instructor Email Address

Vat Number (if applicable):

Contact Number:

Club	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	32nd	33rd	34th	35th	36th	37th	38th	39th	40th	41st	42nd	43rd	44th	45th	46th	47th	48th	49th	50th	51st	52nd	53rd	54th	55th	56th	57th	58th	59th	60th	61st	62nd	63rd	64th	65th	66th	67th	68th	69th	70th	71st	72nd	73rd	74th	75th	76th	77th	78th	79th	80th	81st	82nd	83rd	84th	85th	86th	87th	88th	89th	90th	91st	92nd	93rd	94th	95th	96th	97th	98th	99th	100th
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	13th	14th	15th	16th	17th	18th	19th	20th	21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th	31st	32nd	33rd	34th	35th	36th	37th	38th	39th	40th	41st	42nd	43rd	44th	45th	46th	47th	48th	49th	50th	51st	52nd	53rd	54th	55th	56th	57th	58th	59th	60th	61st	62nd	63rd	64th	65th	66th	67th	68th	69th	70th	71st	72nd	73rd	74th	75th	76th	77th	78th	79th	80th	81st	82nd	83rd	84th	85th	86th	87th	88th	89th	90th	91st	92nd	93rd	94th	95th	96th	97th	98th	99th	100th	

Invoice Period Month:

Date	Time	Class	Class Numbers	Own/cover	Rate	Signed
Total authorized by GM/GXM/FM:					£	

## Studio Hire Invoice



Fitness First Clubs Ltd  
 Wheelco Place  
 Enfield Ind Est  
 Enfield Street  
 Pemberton  
 Wigan  
 WN5 8DB

### Studio Hire Invoice Request

Bill to Name/Company:

Billing Address:

Billing Email Address:

Billing Contact Tel No:

Reason for Studio Hire	Date & Time of Hire	Name of Studio Hired	Cost to be Invoiced (including VAT)
Total to be Invoiced			£0.00

Requester Name:

Name of Club:

Club Contact Email:

**Complete all sections and forward to [a.crawford@fitnessfirst.co.uk](mailto:a.crawford@fitnessfirst.co.uk) to raise invoice**

Registered Office - Wheelco Place, Enfield Ind Est, Enfield St, Pemberton, Wigan, WN5 8DB, Co Reg No 03207791, VAT Reg No 253 2621 20



