

Operations Statement

Introduction

This statement outlines the standard physical and operational arrangements for ensuring the safety and security of our employees and members.

The Gym provides a health and fitness use which is aimed at a different market to the current offer typically within the area. The Gym aims to increase access to health and fitness activities to a wide demographic to encourage improved health by providing a low cost and flexible option. On average 35% of The Gym's members have not been to a gym before with The Gym attempting to provide its facilities to a much wider market.

The Gym has built a successful business model operating 24 hour health and fitness uses for members of the surrounding local community, and therefore, has considerable experience in ensuring that their units operate efficiently and without disruption. The Gym are an experienced operator with over 240 gyms operating across the country at present, including operational premises on Faulkner Street and Hathersage Road, and at The Toast Rack, Old Trafford and Lime Square, all within the Greater Manchester area.

The Gym attracts clientele which are usually based locally, and are likely to go to the gym on foot. The majority of trips are undertaken as linked trips either on their way to and from home or work, or as part of utilising other services and facilities within the area.

Standard Detail

The Gym provides a high quality but low cost option for health and fitness activity. The operation includes a range of cardio-vascular (rowing, running, cycling, etc) and resistance (weights) equipment.

The nature of the operation limits the requirement for music to be played within the premises, with music limited as members prefer to use personal music players. Audio equipment is separated around the premises to avoid 'hotspots' of noise generation. Members cannot interfere with either the content or volume of the audio visual equipment which is controlled within staff only areas.

The proposed use will result in minimal deliveries and servicing as the use generates minimal waste and the only deliveries are limited to minimal vending products. As such the proposed use will have no harmful impact in relation to transport.

Access and Egress

Ensuring that a high level of security is provided throughout the operation is a principle objective of The Gym. Maintaining a friendly and welcoming environment and deterring any anti-social behaviour is a priority of both The Gym and to its members.

Access to the property is strictly controlled. Between the hours of 8am and 8pm the front door of the premises will be open and access will be afforded to the lobby. At this point a two door portal will be in operation which requires a personal entry code to be entered into a key pad and restricts access to one person at a time only. The pin code enables The Gym to record attendance within the premises. These full height glazed partitions and portals also provide a barrier to noise transmitting from the main body of the gym via the accesses.

Free standing computer terminals within the entrance area of the premises enable people to join up to The Gym or to manage any issues relating to existing membership and entry. Call points are located externally to enable any users to address issues directly.

Between 8pm and 8am the main front entrance door is locked and again pin code input is required to gain access to the premises to restrict access to the entire premises to members of The Gym only outside of core hours.

Our sites are accessed via a PIN and pod access system. Every member and employee is issued with a unique PIN number upon starting with The Gym Group. We operate a zero-tolerance policy on sharing PIN numbers and memberships will be revoked if we are alerted to unauthorised access.

All fire escape doors are secured via mag logs which automatically disengaged when the fire alarm is triggered, they can also be overridden manually via green break glass points. Our monitoring team are able to release and secure all access doors remotely. This enables access to be provided to emergency services.

The areas of the gym, including the lobby are monitored by the operational team and remote monitoring team. The lobby area is directly overlooked by the main body of the gym, with the partition and connecting doors/pods fully glazed. This also provides natural surveillance and acts as a deterrent to any potential attempts to access or occupy this area without authorisation. Any unauthorised access or occupation of this area would be picked up by the operational or remote monitoring team as part of their observations or routine patrols.

Closed Circuit Television [CCTV] and Monitoring

Our sites operate 24 hours a day, 7 days a week. We install high-specification CCTV across all of our sites which capture live images at all times. Our monitoring team will routinely patrol our gyms 3 times per hour to identify and report any security breaches or safety issues to our operational teams, or if serious in nature; directly to the emergency services. Our operational teams can request additional remote monitoring on an ad hoc basis as they feel necessary.

We have Emergency Action Plans which are agreed with our operational and remote monitoring teams, which support efficient decision making. These are reviewed annually in conjunction with key internal stakeholders.

Public Announcement Systems

All our sites have public announcement systems which enable our remote monitoring teams to communicate with staff and members on site at all times.

Help Points and what3words

Help points are installed throughout our sites which provide a direct connection to our remote monitoring team. This is accompanied by a what3words location identifier to support emergency services in locating the gym. Bus stop signage is used to support way finding to help points.

First Aid

An automatic or semi-automatic defibrillator and first aid kit is provided in public domain for use by employees or members who injure themselves or become unwell whilst using the gym. These are monitored and maintained by our operational teams daily. Bus stop signage and Safety Station backing boards are used to support way finding.

Operational Arrangements

Lone Working

Any employee that is required to lone work as part of their role will undertake a Lone Worker Risk Assessment on consultation with their Line Manager to assess there are any other factors which may pose additional risk if they were to work alone.

Emergency Action Plans & Safe Havens

Each operational team has access to Emergency Action Plans which provide run books for several emergency situations and help support decision making when the site is physically

supervised. The plans include run books for dealing violent and aggressive, and other criminal situations.

The plans define “safe havens” as a back of house area where the door can be secured, and help mustered. All of our Manager offices and staff rooms are secured by a PIN coded locking mechanism.

Security Checks

Our monitoring team will carry out security checks daily to follow up on any suspicious activity, during these checks they will review the following against CCTV footage:

- Multiple daily logins of the same PIN number to ensure the PIN hasn’t been shared.
- Access being gained via PIN immediately after one another.
- More than 1 person sharing a pod.

Once a suspicious activity has been confirmed a stop-at-gates function is applied to prevent the member entering the gym to enable the operational team to follow up with the offender.

Inspection and Testing of Life Protection Equipment

Our operational teams carry out routine inspections and testing of all of our life protection equipment, including:

- Fire alarm tests
- Emergency lighting tests
- Defibrillator inspections and tests
- Help point tests
- Public announcement system tests
- First aid kit inspections and replenishment
- Emergency escape route inspections

These inspections and tests are recorded on our digital health and safety management system.

Member Information Provision and Assessment

Members are informed at various stages of their journey of our operating model and the arrangements that are in place to support their health and safety.

Every site has various touch points where members can re-inform themselves including:

- Digital media screens which regularly cycle safety messaging.
- Regular announcements which stream over our public announcement system.
- Information kiosks which have access to the website, and in sites that don't have kiosks; a QR code which takes you directly to the website.
- Marketing collateral, including an A4 totem which provides details of arrangements to ensure their safety which is placed in front of the pods by the operational team.

During their join journey a prospect is required to agree to a medical declaration and disclose whether they have any disabilities or health conditions which may increase the risk to their health or wellbeing. If they identify as having either a disability or a health condition, they are required to undertake a mandatory induction and consult a member of the operational team prior to their first visit to complete a Health Assessment, and where required a Personal Emergency Evacuation Plan (PEEP) before access to the gym is enabled. This enables us to make recommendations to the member on the best time of day to use the gym and agree any reasonable adjustments which may need to be made to support them whilst using the gym.

Members under the age of 18 are required to undertake a mandatory induction before access to the gym is enabled.

First Responders

Our operational teams including General Managers, Assistant General Managers and Fitness Trainers are Emergency First Aid at Work trained and act as first response for any medical emergencies.

Our remote monitoring team also act as first responders and can provide members with support through help points and the public announcement system. Once alerted to an incident they will monitor the site continuously until resolved. Where required, they will alert the emergency services and will provide access when they arrive on site.

If there is an incident identified by remote supervision, our remote monitoring team will notify the operational teams. Once informed the operational team will liaise with the emergency services and / or secure the site if required.

Incident Reporting

Following an incident, the operations and remote monitoring teams will share a digital incident report summarising the incident and steps taken. This allows us to track incident trends but also follow up on more serious incidents and escalate as required.