



OPERATIONAL MANAGEMENT PLAN

ENLIVEN COACHING

UNIT 12 / 20-22 CROSS STREET BROOKVALE

1. HOURS OF OPERATION

Monday to Friday: 5:30am – 8:00pm

Saturday: 7:00am – 12:00pm

Sunday: Closed

2. CLASS SIZE & OPERATION

- Each class to have a maximum of 20 participants, spread out to observe safe social distancing requirements.
- Each class will have two coaches to stop shouting and yelling also to focus on one on one coaching for a more sound controlled environment.
- There will be no use of slamming deadballs, dropping equipment or throwing equipment in classes.
- All classes will have signs close by reminding clients not to drop any weights.
- Open gym participants and PTs are limited to 3-6 people on the free weights side of the gym.

3. COACHES

- All coaches will be trained in controlling noise and writing sessions that are within our sound control guidelines. All sessions will be approved by head coach before undertaking the classes.
- Coaches to service training machines regularly to minimise noise.

4. FLOORING

- Aerobic flooring 8mm thick rubber
- Lifting flooring 50mm thick rubber on top of 15mm rubber

5. ACOUSTIC

- Observe at all times the recommendations of the acoustic Report prepared by Rodney Stevens Acoustics Report, Ref No. R190629R0, Revision 3, dated 24 October 2022. The recommendations are as follows:-
 - All external doors to have self-closing mechanism to allow for self-closing. All external doors to be full acoustic perimeter seals.
 - Acoustic curtains on the northern window to be closed during the morning and evening class.
 - The PA is to be used for background music only and to have a maximum output of 70 dB at the centre of the room. All speakers are to face internally.
 - PA system is to have an electronic limiter with a maximum output of 65 dBA SPL during the morning and evening shoulder period
 - Signs should also be posted at exit doors reminding patrons to leave the premises in an orderly and quiet manner when leaving the Gym.
 - Roller door to be closed during the extended hours
 - Maximum of 20 patrons inside the premises
 - Flooring to be as follows:
 - Lifting platforms are 50mms thick on top of 15mm rubber
 - Aerobic flooring to be 8mm thick rubber (additional 50mm foam mats are to be used under all weighted equipment during class)
 - Rooftop car park is not to be utilised during the 5:30am-7am trading hours. It is understood that the rooftop car park is for the use of the entire commercial complex. The patrons of the gym will only be using the carpark during the daytime and evening periods

6. COVID-19 SAFETY PLAN

At all times, the operator shall observe and implement the NSW government's Covid 19 Safety Plan.

7. PARKING

Eight (8) parking spaces are allocated to the subject unit and shall be used by patrons except during quiet hours.

8. WASTE GENERATION

The gym has a waste minimization policy. This includes a direction to patrons to that no single use plastic containers shall be brought into the premises. The activity may generate small amounts of personal waste. The operators will subscribe to a weekly commercial waste service.

9. COMPLAINTS HANDLING

A legible notice shall be placed in a conspicuous location on or near the front entry door containing the contact details of the operator including an after-hours emergency contact telephone number.

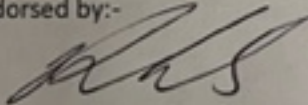
As part of the overall training of staff, instructions on how to deal with any complaints made by residents or businesses in the area are to be provided by the operator.

Any complaint received by a staff member from a resident or business is to be referred to the operator to deal with the complaint.

The complaint is to be logged into the Complaints Register.

Any solution offered by the resident or business as to how the complaint should be resolved should be discussed. The Operator shall be pro-active by asking the resident or business if the solution offered to the complaint is satisfactory.

Endorsed by:-



[NAME OF OPERATOR]

10-10-2022

Date: [DATE OF ENDORSEMENT]