

Skywood Climbing Gym

Operational Plan

Current Address: Shop 1, 1-3 Moore Rd, Freshwater

Proposed Address: 144 Old Pittwater Road, Brookvale

Website: www.skywoodclimbing.com

1. Introduction and Objectives

1.1 Purpose

This operational plan outlines the guidelines and procedures for managing Skywood Climbing Gym. It reflects our commitment to delivering a safe, clean and community-friendly bouldering environment. The document ensures that both members and staff uphold our standards in safety, and service quality.

1.2 Objectives

- **Safety and Maintenance:**
Ensure a safe environment through routine equipment inspections, regular maintenance of matting, and strict adherence to risk management protocols.
- **Training and Awareness:**
Provide safety training—including maintaining current first aid certifications and up-to-date Working with Children forms—and deliver comprehensive initial safety briefings (with a safety video and fall-practice demonstration) for new climbers.
- **Operational clarity:**
Establish clear operating hours, dedicated class schedules, and effective capacity management to guarantee a smooth member experience.
- **Community Engagement:**
Maintain open communication with local residents to address any concerns (if they are to arise)
- **Compliance:**
Adhere to local council regulations and industry best practices tailored for a bouldering facility.

1.3 Acknowledgement

A printed copy of this report is maintained on-site and is available for review by employees, members, regulatory authorities, and local council representatives. All staff are required to read and sign an acknowledgment confirming their understanding and commitment to these guidelines.

2. Operating Hours and Activities Schedule

2.1 Operating Hours

The bouldering indoor recreational facility currently operates on the following schedule (subject to seasonal adjustments and special events):

The bouldering indoor recreational facility will be in operation during the following hours:

- Monday to Friday: 6:00am - 10:00pm
- Saturday and Sunday: 9:00am - 10:00pm

2.2 Climbing, Route Setting, and Fitness Activities

- **Open Bouldering Sessions:**
New climbers must complete a mandatory safety briefing and watch a safety video before accessing the bouldering area. For those unfamiliar with falling techniques, a staff member will provide a brief demonstration and facilitate fall practice to build confidence and ensure proper technique.
- **Route Setting:**
On Tuesdays and Fridays, from 8:00 a.m. to 2:00 p.m., the gym is dedicated to route setting (Changing over of the climbs). During these hours the gym is closed to the public as to keep disruptions to a minimum.

3. Staff Training and Responsibilities

3.1 Training and Competency

- Every staff member is certified in first aid, with certifications maintained current at all times, and safe Working with Children forms are kept up to date.
- Comprehensive training includes emergency response procedures, equipment inspections, conducting safety briefings, and delivering fall practice demonstrations for new climbers.

3.2 Daily Responsibilities

- **Front Desk and Customer Service:**
Oversee member check-ins, manage membership validations, and ensure that new climbers have completed the required safety briefing and video presentation.
- **Floor Supervisors:**
Monitor bouldering area to enforce safety protocols, provide assistance with any safety or operational queries, and maintain overall discipline.

- **Maintenance Personnel:**

Twice each week (during the route setting time), staff perform comprehensive inspections to ensure that all climbing holds and fitness equipment remain in working order. Any issues are documented in a detailed maintenance log and addressed promptly.

4. Incident and Complaint Handling Process

4.1 Incident Reporting

- Every incident is immediately recorded in a detailed incident report. These reports include the date, time, a description of the event, immediate actions taken, and any follow-up measures implemented.
- The incident log is regularly reviewed by the facility manager to identify trends and facilitate continuous improvement in safety protocols.

4.2 Complaint Handling

- Complaints from members or neighbouring residents are to be documented.
- On-site resolution is pursued where possible, with follow-up correspondence within 24 hours.
- The facility manager liaises with local authorities when necessary.

4.3 Security Measures

- Security cameras are installed strategically throughout the facility. These assist in monitoring daily operations, reviewing incidents, and enhancing member safety.
 - Footage is securely stored and may be used for investigation purposes or to refine operational practices.
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5. Health, Safety, and Equipment Maintenance Protocols

5.1 Flooring and Impact Attenuation

- The bouldering area is equipped with matting that complies with standards (such as AS/NZS 4422:1996) to minimize injury risks from falls.
- Regular inspections and maintenance ensure that all mats and padded surfaces remain in working condition.

5.2 Cleaning and Sanitization

- On the route setting days, the climbing holds are removed from the wall and cleaned with a sanitising solution and pressure washer before being used again. This ensures cleanliness and helps with the longevity of the holds.
- The facility undergoes standard cleaning daily, including vacuuming of all floor surfaces and mopping of the non-matted floor surfaces. with deep cleaning performed on Monday, Wednesday, and Thursday mornings.

5.3 Emergency Preparedness and First Aid

- Emergency exits are clearly marked, and evacuation protocols are executed according to strata guidance and recommendations.
 - In the case that an ambulance is called, the staff are trained in first aid experience, and the entrance is kept clear to give easy access to the paramedics. If the injured person is unable to move from the matting, the area around them is closed off to avoid any movement.
 - A standardized incident response procedure is followed: staff provide first aid as needed, secure the area, and complete an incident report.
 - First aid kits are accessible throughout the facility, and all staff are trained to administer immediate care.
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6. Noise Management and Acoustic Controls

- **Operational Noise Levels:**
During normal business hours, noise levels (mostly music volume) are kept to a low level, keeping a nice environment for the customers, and not impacting the local businesses.
 - **Acoustic Considerations:**
While the current location has installed soundproofing doors and windows to not impact local residents, there are no close by residences to 144 Old Pittwater Road, and so the main consideration is during business hours. We will happily liaise with local businesses and have never had any issues in this regard.
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7. Detailed Class Scheduling and Capacity Management

- **Open Sessions:**
Open bouldering sessions are available on a first-come, first-served basis without a booking system. We have typically never exceeded any capacity, however if it were to change, we would change to a booking system. No gym in Sydney currently operates with a booking system.
- **Scheduled Classes:**
A variety of classes are offered for youths, first-time climbers, and private coaching sessions. These classes must be booked through the Skywood Climbing Gym website.

- **Capacity Management:**

Class schedules are designed to ensure that session capacity remains within safe and manageable limits, allowing staff to maintain stringent safety supervision.

8. Community Engagement and Member Code of Conduct

8.1 Community Engagement

- Skywood Climbing Gym is dedicated to strong community relations. We maintain open lines of communication with local residents to promptly address any concerns.
- *Note:* While our current location has housing immediately adjacent on one side and mixed commercial uses within the strata, our facility has passed a full acoustic test.

8.2 Member Code of Conduct and Age Requirements

- Members must follow all safety instructions, including watching the mandatory safety video, participating in the initial safety briefing, and adhering to proper fall and climbing procedures.
 - Proper use of the bouldering and fitness areas is required, and members are encouraged to immediately report any safety or equipment concerns.
 - The facility has a minimum age of 12 for climbing. Exceptions may be made for individuals on recognized youth teams with significant climbing experience.
 - Respectful behaviour is mandatory to ensure a positive environment for all users.
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9. Operations Review and Continuous Improvement

9.1 Regular Reviews

- This Operations Report is reviewed annually by the facility manager, with input from staff and members to ensure continuous improvement in operational practices.

9.2 Continuous Improvement Initiatives

- Regular staff briefings and training sessions help keep safety protocols current and effective.
- Investments in upgraded equipment, improved padded flooring, and enhanced safety measures are implemented based on the analysis of incident reports and routine risk assessments.

10. Route Setting Procedures

10.1 Training and Personnel

- Every routesetter has successfully completed comprehensive training in tool management and safety protocols.
- The gym employs a Head Setter with over 10 years of routesetting experience to oversee the process.
- Routine route-setting days involve 2 to 3 setters.

10.2 Equipment and Safety Management

- **Hold Attachment:**
All holds must be attached using a minimum of two fixings to prevent spinning and ensure secure placement. Screw and fixture integrity are checked and replaced regularly.
- **Personal Protective Equipment (PPE):**
Safety glasses, ear protection, and closed-toed shoes are mandatory while operating tools.
- **Ladder Safety:**
Ladders used during route setting are equipped with an additional brace at the bottom for extra stability on softer mats.
- General ladder safety applies, such as minimum points of contact and not climbing beyond the marked rung on each ladder.
- **Dynamic Movements and High-Risk Elements:**
Route setters avoid moves that involve excessively high foot placements at the top of the wall, inverting climbers at high elevations, or dynamic movements that carry significant risk when performed high up. Such moves are intentionally excluded to minimize potential injuries.
- **Emphasis on Safety:**
The overall focus is on maintaining rigorous safety standards and meticulous equipment management to protect both the route setting team and climbers.

10.3 Area Preparation and Public Safety

- **Pre-Set Safety Markings:**
Before any route setting is opened to the public, designated start-holds and finish-holds are clearly marked to indicate direction. White down climbing holds are added to help minimize the height of dismounts.
- **Area closure and Hazard Management:**
The gym is closed during route setting hours to keep the public out of hazard zones. In the case that changes to the climbing holds are to be made during opening hours, the area is coned off and closed during the work.
- **Mat Maintenance:**
Mats are thoroughly inspected to ensure they are free of fall risks and other

hazards before climbing begins. At the conclusion of each route setting session, mats are cleaned and cleared.

11. Liability, Insurance, and Waivers

- **Waivers:**
Anyone climbing for the first time is required to sign a waiver acknowledging the inherent risks of climbing. If the climber is under 18, a parent or guardian must complete the waiver on their behalf.
 - Waivers are collected and stored digitally via Smartwaiver. The waiver serves to outline the risks involved and helps release the facility from liability to the extent permitted by law.
 - **Liability and Insurance:**
The gym maintains comprehensive liability insurance coverage.
Insurance Details:
Class of Policy: Business insurance
Insurer: Sports Underwriting Australia Pty Ltd
Policy Number: SUAS015274
ICare Policy Number: 196183401
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12. Emergency Contacts and Communication Protocols

- **Emergency Contacts (NSW):**
In the event of an emergency in New South Wales, dial **000** for police, fire, and ambulance services.
 - **Manager and Gym Contact Information:**
 - **Manager's Phone:** 0403423772
 - **Manager's Email:** hello@skywoodclimbing.com
 - **Gym's Contact Number (as listed online as well):** (02) 9905 7859
 - **Communication Protocols:**
In case of an emergency, the designated floor supervisor will immediately notify the manager and initiate an internal communication protocol to ensure that all staff are informed. All staff receive regular training on these protocols to guarantee swift and coordinated action.
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13. Enhanced Signage and Information Displays

- **Maps and Sector Information:**
The facility displays maps of the sectors currently undergoing route resets to inform members of active areas and any temporary closures.

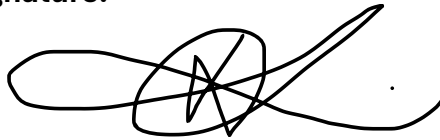
- **House Rules and Area-Specific Guidelines:**

Rules for both the bouldering and fitness equipment areas, along with general house rules, are prominently displayed throughout the gym. These include safety guidelines, directions for route usage, and emergency exit routes.

- **Digital Displays:**

When available, digital displays provide real-time updates and reminders, ensuring that members receive current information regarding operational changes, temporary closures, or safety advisories.

Manager's Signature:



Tyrone Clements, Operations Manager + Head Setter

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Owner's Signature:



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