

Operational Management Plan - Bodylove Pilates

Level 1, Suite 3

29-33 The Corso, Manly

Introduction

This Operational Management Plan (OMP) has been prepared to support the Development Application for Bodylove Pilates. The purpose of this document is to outline the day-to-day operational strategies and procedures that will ensure the proposed Pilates studio operates in a safe, efficient, and community-friendly manner.

Bodylove Pilates is committed to creating a positive experience for clients, neighbours, and the broader Northern Beaches community. By adhering to local regulations and best-practice industry standards, our aim is to be a valued contributor to health and wellness in the area.

Scope of Operations

- **Nature of Business:** Bodylove Pilates Studio will offer class based Pilates and related wellness classes for individuals and small groups.
- **Proposed Activities**
 - Group Pilates sessions (mat and equipment-based)
 - One-on-one personal training sessions
 - Occasional workshops (e.g., Pilates technique workshops, wellness seminars)

Hours of Operation

Proposed Regular Hours:

- Mon - Thurs 6am - 8pm (meaning last class begins at 7pm)
- Friday 6am - 6.30pm
- Saturday 6am - 1pm
- Sunday 7am - 1pm, 4pm - 6pm

Patron Capacity

- **Maximum occupancy:** 27 ppl (24 clients and 3 staff members)
- **Average occupancy:** 60-70% or 17 and 20 ppl
- **Management of Bookings:**
 - There is an online booking system to manage session capacities
 - There are no walk-ins to classes so patron numbers are known at all times and resourced accordingly

Staffing

- **Staff Numbers:**
 - Depending on the number of concurrent classes (peak vs. off-peak), we will have staff instructors always on-site including the Studio Manager who will also instruct classes. This will be two at minimum, 3 at peak periods
- **Staff Roles:**
 - Pilates Instructors: Conduct classes, maintain equipment safety, oversee client well-being in the class environment.
 - Studio Manager: Manage daily operations, handle client bookings, greet clients, ensure orderly flow. The Studio Manager would be a key point of contact for any neighbour or council related issues to be managed on the ground.
- **Staff Training:**
 - Bodylove Pilates invests in its staff development via our Academy program. This ongoing professional development for instructors helps deliver an outstanding experience for clients

- **First Aid Training**
 - This is a compulsory annual training that we undertake for staff across all of our studios

Parking and Traffic Management

We expect that a significant proportion of our customer base will be closely located to the studio (less than 1km) so many clients will walk or bike to the studio.

- **On-Site Parking:**
 - There is no on-site parking
- **Off-Site / On-Street Parking:**
 - Whistler St Car Park is well located on Market Lane
 - Peninsula Parking on Wentworth St is 200m from the studio
- Peak times for classes typically are on the fringe of peak parking times e.g. early morning and early evenings meaning minimal impact to existing parking occupancy rates

Noise Management

- **Sources of Noise:**
 - Music during classes (played at moderate levels).
 - Client arrival/departure.
- **Noise Mitigation Measures:**
 - Note: music use has to accommodate instructors being able to speak over the music, without use of microphones. In addition, each of the three studios must not experience spill over of music from the other studios as they run their own music independent of each other. This has a self enforcing effect whereby all music sources are kept to a very reasonable level
 - Use of acoustic insulation or sound-dampening materials within the studio to reduce noise spill.
 - We expect clients to arrive and depart without loitering as is customary with our other premises

Waste Management

- **Types of Waste:**
 - Generally our studios have a very light waste footprint as we don't sell any packaged goods on-site. It's usually comprised of:
 - General cleaning and administrative waste (packaging, cloths, minimal chemical use)
 - General client waste (coffee cups, small wrappers)
 - We don't supply water fountains or cups, clients bring their own water bottles
 - We don't supply towels that require washing
- **Waste Disposal Procedures:**
 - Segregation of recyclables and general waste in clearly marked bins.
 - Regular collection by Council-authorized waste contractor.
 - Minimal single-use plastics; encourage clients to bring reusable water bottles and towels

Health, Safety, and Security

- **Risk Management:**
- We have Compliance with relevant health and safety regulations (Work Health and Safety Act).
- We keep well-maintained Pilates equipment and perform regular inspections and maintenance with the local equipment distributor (HF Industries)
- We train staff and grade them as part of their staff development plan on client safety and ability to modify exercises based on client capability and pre-existing injuries
- We provide Adequate space per participant to avoid overcrowding or injury.

Emergency Procedures:

- Required Fire safety equipment will be installed and maintained
- Fire sprinkler system is in place
- We will have clearly marked exits and unobstructed egress paths.
- Instructors are all trained in first aid

Security Measures:

- Secure entry system to control after-hours access.
- Well-lit entry and exit points.

Community and Environmental Considerations

- **Community Engagement:**
 - Bodylove prides itself on being a valued member of the community, we build strong communities based around health and wellness. We regularly build relationships with local businesses to build a more inclusive community as the more familiar and connected that we make our business feel for our clients, the better the experience for them which benefits those businesses around is.
 - We regularly hold wellness workshops on a range of topics that are open to everyone to book into (not free but priced at cost) not just members as another way to encourage local engagement even for those local residents who may be interested in that particular topic.

Environmental Sustainability:

- We will employ energy-efficient lighting and climate control systems.
- We Encourage reusable items and don't sell single use (towels, water bottles).
- Responsible disposal of cleaning chemicals and use of eco-friendly products where possible.

Compliance and Monitoring

- **Compliance with Approvals:**
 - We are familiar with working within Council parameters, particularly in our studios located within other Council LGA's, so will adhere with approvals as appropriate.
- **Monitoring and Record-Keeping:**
 - Our booking software keeps track of all attendees and staff, so there is a record of who is in the premises to be able to refer back to
 - We have a standard incident report and protocol that we utilise for any issues occurring at our studios for insurance and training purposes

Insurance and Liability

- We will hold public liability insurance up to the value of \$20m, including plate glass insurance
- Our instructors all must have their own professional liability insurance
- Clients sign waivers as part of the purchase and booking process
- We have not had any insurance claims made in over 5 years of operations

Bodylove Pilates is dedicated to ensuring its operations are compatible with the Northern Beaches Council's standards and the local community's expectations. By implementing the above operational measures, the studio aims to promote wellness, maintain a pleasant environment for neighbours, and operate in a manner that meets all relevant regulations and guidelines.

Should you have any questions or require further information, please do not hesitate to contact:

Michael Tange mtange@bodylove-pilates.com Director	Ali Handley ali@bodylove-pilates.com Director, Founder
---	---

This Operational Management Plan can be refined in consultation with Council to ensure full compliance with local requirements and best practice standards. We remain open to feedback and will incorporate any recommended amendments.