



UAC FRANCHISE SUPPLIER SUPPORT PROCESS

Step 1: Identify Requirement

Franchisee determines what item/service is needed.

Step 2: Check Category

◆ **Category A** – Must Email Franchise Support Officer / Audit Officer
(Items that require approval, warranty coverage, or brand standards)

- Flooring
- Basketball rings
- Cardio machines
- Plate-loaded machines
- Pin-loaded machines
- Tubs
- Sauna
- Chiller
- Compressions
- Dr Dish
- Signage

Action: Franchisee sends request via email to Franchise Support / Audit Officer for sourcing & approval.

◆ **Category B** – Can Source Themselves
(Items with flexibility or direct supplier access)

- Gym Accessories & Minor Equipment
 - Dumbbells, kettlebells, wall balls → NC Fitness (direct via website)
 - Bands, plyo boxes, ropes, gym flooring → Compound Fitness (direct via website)
- General Supplies
 - Office supplies, cleaning supplies → Amazon / Costco
- Facility Enhancements
 - Mirrors, lockers, additional furniture → Franchisee sourced independently
- Local Services / Trades
 - Local tradesmen (installation, repairs, etc.) → Franchisee's choice
 - Fiverr (marketing & design – must use Brand Guidelines Doc)
 - Airtasker (trades support, handyman services)

Step 3: Documentation & Compliance

- Keep receipts & supplier invoices for audit.
- Ensure brand guidelines are followed for signage, marketing, and design.