



## 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.