



# NEW EMPLOYEE HANDBOOK 2024

WELCOME ABOARD



# NEW EMPLOYEE HANDBOOK 2024

## FERNWOOD FITNESS

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### WELCOME TO THE TEAM

On behalf of all of us at Fernwood Women's Health Clubs, we extend a warm welcome and congratulate you on your appointment.

This handbook will help facilitate your introduction to Fernwood and your Club, and act as a valuable resource during your employment with us.

### LEARN HOW TO MAKE THE MOST OF

- Opportunities within your Club and the network
- Your partnership with Fernwood Women's Health Clubs
- Your experience with fellow employees and members

**You are here because you have made a commitment to help women be the best they can be and you have a passion for health and fitness. We endeavour to help you grow and develop both personally and professionally. We expect you to:**

- Demonstrate your passion for the cause
- Believe in and uphold our vision and values
- Participate and listen
- Do your absolute best in achieving results for yourself, your team and our members

**Once again, welcome to the team and all the very best for the future.**

**Di Williams**

Managing Director & Co Founder



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### WHERE IT BEGAN

The first Fernwood Women's Health Club was established in Bendigo, Central Victoria, on 6 December, 1989, when Diana Williams recognised a need for women to have their own special space – a sanctuary to work out in a relaxed environment and enjoy regular exercise.

Since this time, we have become synonymous with Australian women's health and fitness. Today, with clubs all over the country, we are the largest organisation of its kind with tens of thousands of members and thousands of staff trained to help every one of them shine.

### HERE ARE SOME MILESTONES

- 1994 1st Fernwood Women's Health Clubs Franchise opens.
- 1995 14 clubs in four states established.
- 1995 First time Fernwood turns over \$1 million dollars.
- 1998 Fernwood listed in Business Review Weekly (BRW) as one of Australia's fastest growing private companies.
- 1999 Diana Williams inducted into the Australian Women's Hall of Fame.
- 2000 In-house weight management program is launched.
- 2003 50th Fernwood Women's Health Clubs opens.
- 2004 Fernwood listed in Business Review Weekly (BRW) 'Top Franchises'.
- 2005 The four major Australian banks accredit Fernwood as a preferred franchise for lending. Franchise Council of Australia (FCA) nominates Fernwood as finalist for franchisor of the year.
- 2006 Expansion into Western Australia and the Northern Territory.
- 2007 75th Fernwood Women's Health Clubs opens. Fernwood exceeds \$100 million in turnover.
- 2008 BRW Most Successful Private Business Award winner.
- 2009 Fernwood turns 20.
- 2011 Launch of the "new look & feel" branding.
- 2014 Fernwood celebrates its 25th birthday
- 2014 Fernwood launches its online platform to deliver health and fitness programs.



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- 2017 Fernwood Foundation partners with Deakin University to support world-first research into nutritional psychiatry and the development of scientific-based mental wellbeing programs.
- 2017 Fernwood received Canstar Blue award for Most Satisfied Customers – Gyms for the third time in four years.
- 2019 Fernwood launches FIIT30 in all clubs as a core product.
- 2019 Fernwood celebrates its 30th birthday.
- 2020 Fernwood launches the Fernwood App and new member hub MyFernwood

### WHAT IF MY EMPLOYER IS A FRANCHISE OWNER?

While you may work under the banner of 'Fernwood Women's Health Clubs', you may not necessarily be a direct employee of Fernwood. Fernwood is a franchise business, meaning we sell rights to business owners to own and run a Fernwood Women's Health Clubs Club, under strict guidelines of course – we must remember we need to stay true to the formula of our successful brand – and with the benefit of a strong support network to help the business become a successful one.

As an employee, this means your employment relationship is directly with the Franchise owner of your club, but you can access all the benefits of being a member of the Fernwood team. Of course, you also have direct access to great advice and knowledge of how to possibly become a Franchise Owner yourself one day – if you would like to know what's involved have a chat with our Franchise Development Manager.

**PLEASE NOTE** Some of our clubs are corporately owned.





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### OUR PASSION

**We are not just a gym. We offer complete solutions to a balanced and healthy lifestyle for women – from one-on-one coaching by our highly effective Personal Trainers, to healthy eating advice from our knowledgeable Food Coaches, to our inspiring FIIT30 and Group Fitness Instructors, and the Fernwood Coaches who keep an eye on our members on the floor ensuring they're working out effectively and safely, and are constantly encouraged and motivated.**

**It's no wonder our Membership Sales Consultants sell our products and brand with complete confidence and passion, and our Club Managers and Coordinators stand with pride when looking at results achieved for members, the business and the team.**

**So, as you read through this handbook, think about:**

- Where do I fit in?
- How will I be able to share and contribute to Fernwood, to my team and to our members?
- What can I learn? What can I teach?
- How can I make this career and industry work for me?

### WE'RE PASSIONATE ABOUT EMPOWERING WOMEN!

**We are in the business of looking after people, and providing memorable and empowering experiences. That includes you!**

As a Fernwood representative, it is you who we depend on to deliver our promise to our members – to ensure they receive a memorable service experience, and are inspired and motivated in a happy, supportive atmosphere, giving them every chance of achieving their goal to shine.

We will strive to provide you with a supportive and collaborative environment, where our values guide all strategies, decisions and actions and where we are transparent in our dealings. We all participate in worthwhile work to achieve a shared goal. We provide a playing field that allows us to challenge ideas while being respectful of thoughts and ideas of others and where we are empowered to achieve our goals without interference, where we cheer each other on, recognise our achievements and reward results.



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### FERNWOOD FITNESS

#### OUR VISION

**“TO CREATE A TRULY EXCEPTIONAL WORLD CLASS BRAND AND MAINTAIN THE UNIQUE FERNWOOD CULTURE.”**

#### OUR PURPOSE

**“OUR PURPOSE IN BUSINESS AND WHY WE EXIST BEYOND MAKING A PROFIT IS TO EMPOWER WOMEN TO SHINE.”**

#### OUR VALUES

➤ **INTEGRITY**

“I will be honest and ethical in all my dealings with others. Compliance with the law and our company policies is the minimum standard.”

➤ **COMMITMENT**

“I will do as I say and accept responsibility for my actions. I’m accountable for my results.”

➤ **RESPECT**

“I treat others the way I want to be treated, with dignity and respect.”

➤ **PASSION**

“I’m passionate about the wellbeing of my members, our clubs and our company. I’m passionate about excellence and professionalism.”

➤ **OPENNESS**

“I’m open to ideas from anywhere and freely share with others. I avoid gossip and hearsay.”

➤ **SERVICE MENTALITY**

“I’m caring and responsive in the way I provide service to our members and my colleagues.”

#### OUR MANTRA

#### EVERYBODY SELLS

As a Fernwood team member, you should be consistently positive about Fernwood, its products and services and staff. We sell and promote all the time, no matter what role we hold in the company. We have faith and belief in what we do and we contribute to the success that we want to achieve.



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### EVERYBODY CLEANS

We take a proactive approach to ensure our clubs always look clean and professional. Remember we are all individually responsible for maintaining excellent presentation standards. Our point of difference is the welcoming and warm atmosphere of our clubs

– we promote pristine conditions, attention to detail and take pride in our well-presented staff members in clean uniforms.

### EVERYBODY MEMBER MOTIVATES

No matter what role you're in, everyone has contact and communication with our members. We are all responsible for ensuring they have a special experience at Fernwood and are achieving their desired health and fitness goals.

Acknowledge our members with eye contact and a smile. Speak to them and ask what keeps them motivated or how you can assist in this area. Remember to follow through by commenting on their goals and progress.

Encourage them to try different areas of your club so they are getting a full experience and achieving amazing results. Let's build lasting relationships and a sense of community with our members.

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### YOUR NATIONAL SUPPORT TEAM

- **Co-Founder & Managing Director – Diana Williams**
- **Co-Founder & Director – John Clow**
- **Operations Team**
- **Marketing Team**
- **Finance Team**
- **Membership Admin Team**
- **Call Centre**

If you have any enquiries or are unsure who to contact within the National Support Team, please email [helpdesk@fernwoodfitness.com.au](mailto:helpdesk@fernwoodfitness.com.au)





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### CREATING MEMORABLE EXPERIENCES

#### FERNWOOD SERVICE STANDARDS

There are two dimensions to the management of our operations:

The **PEOPLE dimension** and the **PROCEDURAL dimension**.

#### BEHAVIOURS WE EXPECT FROM OUR PEOPLE

- **CHOOSE YOUR ATTITUDE** choose to be energising, nurturing, imaginative and sincere.
- **BE THERE** be present in your interactions with others 100% of the time.
- **MAKE THEIR DAY** surprise and delight others to create memories they will share.
- **PLAY** be productive and playful and share this energy with others.

#### STANDARDS WE HAVE PUT IN PLACE TO HELP YOU ACHIEVE THIS

#### MEMBER INTERACTION

- Look for opportunities to acknowledge members by greeting them, introducing yourself, smiling at them and using their name.
- Answer the phone within three rings using a positive tone of voice with a smile.
- Be on time, ready and enthusiastic about each appointment.
- Graciously follow up all queries and concerns within 24 hours.
- Contact every member at least once per month outside the club environment.
- Display tact and professionalism at all times.
- Display open, positive body language and tone of voice.
- Encourage and routinely collect member feedback and communicate the feedback.

#### PRIDE AND PRESENTATION

- Take responsibility for the Fernwood environment
- Ensure a high level of cleaning and sanitization of the gym takes place on every shift
- Take pride in your appearance.
- Take pride in wearing the Fernwood uniform.

#### TEAMWORK

- Recognise the impact of every person's role in creating the Fernwood experience.
- Be prepared to do your bit.
- Remember the Fernwood mantra "everybody sells, everybody cleans, everybody member motivates."
- Share knowledge and demonstrate a willingness to learn.



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At Fernwood we encourage creative and innovative ideas to improve our method of doing things. Your participation is vital for continuous quality management, and ensuring the norm is challenged so that we can continue moving to the next level.

### YOUR CAREER PATH

Use every opportunity presented to you to learn all that you can about your role, your club, your members and the industry. Take advantage of the training offered by our company's experts – multi-skill, cross-skill, up-skill. The choice is yours.

#### CHOOSE YOUR PATH AND WORK TOWARDS IT:

- Gain your qualifications (Certificate III and/or IV) and become a technical expert: Fernwood Coach, Group Fitness Instructor, FIIT30 Instructor and Personal Trainer.
- Do you find that your passion for the cause and your faith in health and fitness draws people to your club and motivates them? Maybe Sales is the path for you.
- A natural born leader? Maybe your organisational and business skills, along with your ability to drive your team to success leads you to become a Club Manager – practice your skills as a Club Coordinator first.
- Want to be in the driving seat? Consider the corporate side of Fernwood, be part of the support network guiding our clubs to success – in the areas of Finance, , Marketing, Sales, Membership Administration and Operations.
- Believe you can be a leader in the industry? Join the many successful Franchisees in the Fernwood network and work towards one day owning and running your own club.

#### PERFORMANCE APPRAISALS, PROGRESS REVIEWS & DEVELOPMENT

We believe it is important that you receive ongoing feedback about performance in your role and general team fit. We conduct progress reviews at the end of the first three months of your employment and then every 12 months after that. Feedback will be given regarding your performance and identify areas we, or you, feel you need to develop, as well as look at new challenges and goals for you to achieve. Please see the addendum on the back page for your individual club's preference on this.

Employment and promotion will be based on performance in your current position, your qualifications and previous experience. While your career and how you reach your goals are your responsibilities, as our most valuable resource, we believe we also play an integral part in your development. As our employees learn new skills, our members will enjoy and benefit from better service.



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So, we will play an active role in the development of your career by providing the training and resources that you'll need to advance. But remember, your future is your responsibility. It's only by keeping an open mind, active participation in training sessions and constantly challenging yourself and our methods that you can ensure success.

### ORIENTATION/CLUB INDUCTION

**During the first month of your commencement at the club we will arrange for an introduction and familiarisation of your club and its facilities. You will also have a staff induction passport to ensure you are feeling confident with all aspects of the club.**

We will outline the company and its philosophy. We will also detail your employment conditions and benefits, and specific standards and duties expected of you.

Ongoing support and training are provided from Fernwood and can be delivered face-to-face, via webinar and online via the Fernwood Intranet. It is important to keep up to date with training and to participate when required by your club. Please see below the various training you may encounter.

- E-Learning (Staff Training)
- CEC's and Fitness Registration with Fitness Australia
- Fernwood face-to-face training
- Webinars
- Importance of upskilling

### FERNWOOD WOMEN'S HEALTH CLUBS TRAINING PROGRAMS

You will be required to attend specific Fernwood training; this will be co-coordinated through the National Support Office team and Club Manager. These courses are delivered by subject matter and will help you further your career by developing your skills and learning the Fernwood way. At times, training through external providers is also available where needs are identified, and will be based on a system of merit.

### FIIT30 INSTRUCTOR TRAINING

**FIIT30** is Fernwood's HIIT-based small group training designed exclusively for women that delivers serious results in a seriously short time. Working in a group of 8-10 under the guidance of Fernwood's best Personal Trainers, this 30-minute whole body workout will burn fat, build strength and tone muscles. FIITRIGHT is a lighter version of the program



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for beginners and de-conditioned members to allow them to gain all the benefits of the FIIT30 community at their own pace, and if possible build up to participating in FIIT30 sessions. Heart rate monitors track performance to ensure members push harder and move faster with each session, all with the support and motivation from their Fernwood tribe. Fernwood Trainers who take FIIT30 or FIITRIGHT sessions are required to complete the following training

- <https://mp-body.com/articles-1/fiit30-on-line-workshop>

**Fernwood Trainer's receive 8 CEC points for this training course. Chat to your Club Manager about potential training.**

### MENTAL HEALTH FIRST AID TRAINING

**Mental Health Mental Health First Aid (MHFA)** teaches participants how to be a proficient Mental Health First Aiders in providing initial support to club and fellow staff members who may be developing a mental illness or experiencing a mental health crisis.

The MHFA course is compulsory for ALL Fernwood Owners, Managers and Fernwood Trainers to complete within their first three months of employment.

Fernwood NSO runs accredited MHFA courses for all club employees at a discounted rate and each participant can apply to be granted 10 CEC points with Fitness Australia after completion of their MHFA Certificate (valid for 3 years).

### THE COURSE IS ACCREDITED WITH MHFA AUSTRALIA AND CONSISTS OF:

- 8 hours e-Learning (an e-Manual)
- 5 hours live workshop
- A printed manual

**Training dates for each state are updated on the Fernwood Intranet as and when they are running (at least one training per state each quarter).**

### WHY IS MHFA SO IMPORTANT?

This course is incredibly powerful and can and does indeed save lives. Mental Illness affects at least 20% of the population in Australia, with 1 in 5 individuals having one the three most common diagnosable mental illnesses - Anxiety, Depression and Bipolar and Substance Use Disorder.



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Stigmas around mental illness are gradually being broken down and those experiencing various forms of mental health problems are receiving more and more help through increased awareness and training of the general public in standard Mental Health First Aid. Anxiety, depression and attempted suicides are significantly higher in females than males in Australia year on year. In a female dominated workplace, these first aid skills are crucial for keeping our club members and fellow staff safe and healthy.

Other topics covered are the broad spectrum of mental health problems and illnesses such as thoughts of suicide and psychosis.

### BECOME AN EMPOWER COACH - FERNWOOD TRAINING

Are you passionate about supporting our members on their Fernwood journey, through mindset, meditation, positive psychology and coaching practices such as self-hypnosis and values elicitation? If so, becoming an Empower Coach could be your next workplace progression.

Applicants must have (or be working towards) a wellness (level 3) or life or health coaching qualification.

For those who are level IV fitness, the minimum requirement is levels 1&2 (combined) wellness coach – through Wellness Coaching Australia.

### SEE WELLNESS COACHING COURSE LINKS HERE

- <https://www.wellnesscoachingaustralia.com.au/Wellness-Coach-Training/combined-level-1-and-2-coach-tr...>
- <https://www.wellnesscoachingaustralia.com.au/Wellness-Coach-Training/become-a-wellness-coach-level-3>

All interested staff can send an enquiry email to [emma.robertson@fernwoodfitness.com.au](mailto:emma.robertson@fernwoodfitness.com.au) for further details including training costs and availability.



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### FITNESS AUSTRALIA REGISTRATION

Fernwood have committed to the Fitness Australia Service Excellence Program which has been introduced in 2020. The purpose of the program is to drive greater consumer confidence and credibility for our Fernwood offering.

#### WHO NEEDS TO REGISTER?

All certificate III & IV qualified staff working in your facility need to be registered. This would also apply to staff who have university level qualifications in exercise science or equivalent.

**PLEASE NOTE** Instructors who teach group fitness should have a minimum certification level of certificate III plus their relevant program qualification. Whilst Les Mills GEL instructors are not required to have a cert III, they must still register with Fitness Australia.

#### WHO DOESN'T NEED TO REGISTER?

You may have staff who are registered with another governing body relevant to their field - for example yoga instructors. If they have professional registration and insurance linked to another governing body, they may not need to register with Fitness Australia.

#### WHAT IF YOU ARE CURRENTLY REGISTERED WITH ANOTHER INDUSTRY BODY?

Fitness Australia has offered to transfer them across at no cost and until their current registration expires. At the time of expiry they will be required to continue registration with Fitness Australia.

#### NEED MORE INFORMATION?

Chat to your franchisee or Club Manager if you need further information, alternatively you can contact Fitness Australia directly on 1300 211 311 if you have questions regarding their registration.





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### STAFF PROCEDURES

#### UNIFORM

**Depending on your role, you will be issued with a Fernwood uniform. The number of pieces issued will depend on whether you are full-time, part-time or casual.**

**PLEASE NOTE** This provides a recommendation for Franchisees; this procedure may not be the same for Franchise clubs as for Company owned clubs.

- Hair and make-up should be well-kept and neat.. If you have long hair you should tie your hair back in a neat and tidy manner.
- Jewellery should be limited and well presented. Please be smart about jewellery choice, especially if you are working on the gym floor with equipment etc.
- When wearing perfume/deodorant please consider other employees and members by not wearing too much.
- Tattoos should be discreet.
- Pay close attention to other areas of grooming such as fingernails.
- Name badges are an essential part of your uniform and must be worn on the left- hand side. If you lose your badge, do not become someone else for the day. Please contact your Club Manager for a replacement.
- Shoes must be closed, rubber-soled sneakers/sport shoes. Please make an effort to ensure a professional appearance by keeping your shoes clean.

**Naturally this list is not exhaustive. We want to strike a balance between your own personal identity and the variety of expectations of our members. If you use your common sense there shouldn't be any problems, but if you're not sure if you should wear something, check with your Club Manager.**

#### STAFF ENTRANCE, STAFF CHANGE ROOM FACILITIES AND STAFF ROOM

**Please remember that whether we are in the club working a shift or working out, we must display professionalism at all times.**

#### SO PLEASE BEAR THE FOLLOWING IN MIND

- Do not stand behind reception, or enter staff areas, unless you are on shift and in uniform.
- Do not discuss work or staff issues openly in the club. Ensure you move to a private office space.



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- Mind your manners and language when you're in the club – whether on shift or working out.
- Do not conduct club business when not on shift and/or out of uniform
- Do not conduct personal business on club premises.
- Do not remove paperwork or files from the club unless you have the express permission of the Club Manager or Franchisee.

### COMMUNICATIONS

**It is important to keep up to date with club and staff information. All employees are expected to read team emails and communications and attend staff meetings when required. There are many ways of ensuring you are up to date with your in-club communications:**

- Staff and member notice boards
- Fernwood Intranet
- Deputy Payroll System
- All employee meetings

### PAYROLL

**The pay fortnight begins on Monday and ends on Sunday. Wages are processed and paid to your nominated bank account on Thursday, and pay slips will be emailed to you by Friday.**

**Incomplete and incorrect sign in and sign out records mean that there could be a delay in payment of your wages. Sign in and sign out records form a timesheet which is a legal document, therefore all employees must ensure accurate record keeping of timesheets.**

**Prior to commencing at Fernwood, you will be provided with New Employment Paperwork from your Club Manager. We require that these forms are signed and returned to your Club Manager in order for the Payroll Department to add you to their system and ensure timely payment of the hours worked.**

### ATTENDANCE & PUNCTUALITY

**Your rostered starting time is the time you should be in the club and ready to start work, so always allow yourself enough time to get to work, in your uniform and be where you should be by your rostered starting time.**

- **RUNNING LATE** Phone your Club Manager to tell them why, and how long it will be before you arrive.



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- **FEELING SICK/INJURED** Phone your Club Manager at least two hours before commencement of your shift, advise that you are ill and when you anticipate that you'll be able to return to work. Upon your return to work, you must provide a medical certificate or statutory declaration to avoid deduction of pay.

**PLEASE NOTE:** Due to COVID-19, it is crucial that any signs of feeling unwell or flu like symptoms, please do not come into work and seek medical attention urgently.

**Please remember a member depends on all employees to work efficiently and respect appointments made in order to achieve their results. Tardiness and irresponsibility lead to not only letting the members and your colleagues down, but also disciplinary action.**

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## LEAVE POLICIES

### ANNUAL LEAVE

**Please refer to your Employment Agreement and National Employment Standards or State Award ([fairwork.gov.au](https://www.fairwork.gov.au)) for provisions in relation to Annual Leave.** All permanent full-time and part-time employees are entitled to paid Annual Leave and will accrue four weeks per year (part-time staff will accrue this pro-rata based on hours).

Please be aware our industry is seasonal and will have peak times of the year where the club will be very busy. Please discuss with your Club Manager prior to taking leave to ensure it can be authorised.

### PERSONAL LEAVE

**Please refer to your Employment Agreement and National Employment Standards or State Award ([fairwork.gov. au](https://www.fairwork.gov.au)) for provisions in relation to personal leave.** All permanent full-time and part-time employees are entitled to paid personal leave, which includes sick leave, carer's leave and compassionate/bereavement leave. Please ensure a copy of your medical certificate is provided for any sick leave period on either side of a weekend (Friday or Monday) or public holiday, or any sick leave period greater than one day. You will also be required to provide medical certificates for carer's leave.



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### PARENTAL LEAVE

**Parental leave includes maternity, paternity and adoption leave.** All employees are entitled to parental leave after 12 months of continuous service. Although, casual employees are only entitled if they have worked a regular and systematic pattern of work for greater than 12 months.

If you have been employed with Fernwood Women's Health Clubs for less than 12 months, options will need to be discussed with your Manager.

### OTHER EMPLOYMENT

**(\*\*refer to your Employment Agreement and Confidentiality Agreement)**

You are free to have outside employment, so long as it does not affect your attendance, efficiency or Fernwood Women's Health Clubs' reputation in the community. You may be asked to give up any other employment if this begins to adversely affect your work.

Should you wish to undertake employment with an employer of a similar nature to that of Fernwood Women's Health Clubs, it **MUST** be approved by management prior to accepting such employment. Fernwood Women's Health Clubs reserves the right to not approve employment should there be concerns of maintaining confidentiality of information.

If you wish to apply for a role that is advertised within the Fernwood network you must first complete an application request form and have it signed by your Club Manager or Franchisee before contacting clubs to apply for positions available. (Refer to forms/application request)

### TERMINATION OF EMPLOYMENT

If you wish to terminate your employment, as much notice as possible is always appreciated. Required notice is outlined in your relevant Industry Award and/or your Employment Agreement. Your written resignation should be submitted to your Club. Casual Employees do not require notice however one weeks' written notice by either party where possible is always appreciated.



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### FERNWOOD POLICIES & PROCEDURES

When you become a Fernwood employee there is an expectation that you abide by all of our policies and procedure at all times whilst employed at Fernwood Women's Health Clubs. Please refer to our list of policies below:

- Equal Opportunity
- Female Only Policy
- COVID-19 Policy
- Privacy Policy
- Equal Employment
- Fair Play Policy
- No Smoking Policy
- Security
- Solicitation
- Confidentiality Agreement
- Code of Conduct
- Workplace Health and Safety
- Acceptable Use of IT
- Acceptable Use of Social Media

To view our policies in full, please refer to the Fernwood Intranet > Finance & Payroll Site.

### UNACCEPTABLE BEHAVIOUR WHICH COULD LEAD TO DISCIPLINARY ACTION

#### THE WARNING PROCEDURE

- **STEP 1** Verbal Warning
- **STEP 2** First Written Warning
- **STEP 3** Second Written Warning
- **STEP 4** Dismissal



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### SERIOUS MISCONDUCT

**Creating a fun and enjoyable work environment for our employees and members is our first priority at Fernwood Women's Health Clubs so please understand that the following incidents of misconduct will not be tolerated under any circumstances and dismissal or disciplinary action may result. The following are considered acts of 'serious misconduct' and may be cause for summary/instant dismissal:**

- Unauthorised use of company and/or Fernwood information and copyright products (wilful disregard of Deed of Confidentiality)
- Wilful disregard of Code of Conduct and Fernwood values
- Possession and use of member and/or company information obtained in the course of employment for personal gain or transactions
- Unauthorised possession, use, removal, or wilful damage of Club, member or employee property, including failure to report or hand in lost items
- Falsification or altering of official records such as application forms, work schedules, timesheets, membership sales, credit card vouchers, or computer records without authorisation
- Any act of dishonesty, including being in unauthorised possession of company property, whether or not such an act results in criminal prosecution
- Fighting, use of threatening or abusive language, or harassment of members or other employees through verbal or physical conduct
- Wilful disobedience, insubordination, refusal or failure to perform assigned work or to follow reasonable instruction consistent with employee's contract
- Sleeping during work hours
- Possession of fire arms, explosives, illegal publications or items on Club property
- Failure to maintain a satisfactory accounting and control of cash floats, and making personal use of funds from cash floats for any reason
- Physically hurting or deliberately causing harm to any member or employee
- Immoral, indecent or illegal conduct, soliciting persons for such purposes, or aiding and/or abetting in such acts





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- Uttering, publishing or distributing false, vicious, malicious or confidential statements concerning Fernwood Women's Health Clubs or any of its members, employees or Managers
- Accepting cash kickbacks from external services
- Wilful or deliberate behaviour inconsistent with continuation of the contract of employment
- Conduct which causes an imminent and serious risk to the health and safety of any person, or the reputation, viability or profitability of the employer's business
- Theft, fraud, assault, intoxication or being affected by drugs or alcohol while at work
- Smoking during work hours, and/or when in uniform, and/or when recognisable as a Fernwood employee

**It is the club's policy where suspicion arises that an employee may be required to take a drug or alcohol test as there is a zero tolerance for an employee to be under the influence at work. It is also in the club's policy to inform Police where an employee commits an act of theft, assault or is involved with illegal drugs.**

### MISDEMEANOURS

**The following are considered 'misdemeanours'. They may be cause for disciplinary action (including issuing of verbal and written warning) that could result in dismissal.**

- Making unauthorised public statements, which may cause damage to the reputation of the Company, its Clubs or Partners
- Failure to observe Fernwood Code of Conduct and behaviour inconsistent with Company Values
- Absenteeism, lateness or abuse of sick leave policy
- Unauthorised presence on club premises or leaving your work areas while on duty without permission from your Manager
- Failure to observe safety rules and procedures, or to report work-related injuries and illness
- Interfering with the work efficiency of other employees
- Eating, chewing gum or smoking in unauthorised areas
- Gambling or soliciting any private business transaction in any form on Club premises



## NEW EMPLOYEE HANDBOOK 2024 FERNWOOD FITNESS

- Loud yelling or raucous behaviour
- Failure to observe fire and safety regulations
- Careless, negligent or inefficient performance of assigned duties, including inability to perform the job as required
- Failure to perform the job to required standards and general incompetence
- Failing to comply with the provisions of company policy and conditions of employment outlined in this handbook or your employment agreement
- ALL warnings, verbal and written, are documented and kept on your personnel file

**Depending on the severity of the situation or action, some cases may lead to a First and Final Written warning, where the next breach of policy or procedure could lead to summary/instant dismissal. It is important to understand that a warning is an opportunity for you to improve in an area that does not meet Fernwood Women's Health Clubs standards and should not necessarily be viewed as negative.**

**If you have any concerns about a warning that has been issued to you, contact the HR Manager.**

**Fernwood Women's Health Clubs takes great care to select the best people for our operations. You have been chosen because of your desire to contribute positively to our business.**



# NEW EMPLOYEE HANDBOOK 2024 FERNWOOD FITNESS

## PAYROLL

Our payroll is calculated from \_\_\_\_\_ to \_\_\_\_\_

And your wages will be paid on the \_\_\_\_\_ of each \_\_\_\_\_

## SICK/UNABLE TO ATTEND WORK

If you are unable to complete a shift please

## COMMUNICATION

## IT POLICIES

Standards for IT usage within the club that differ from the Fernwood Women’s Health Clubs IT policies are as follows

## UNIFORM

Uniform is distributed as follows

## OTHER INDIVIDUAL REQUIREMENTS



## NEW EMPLOYEE HANDBOOK 2024 FERNWOOD FITNESS

### ACKNOWLEDGEMENT

**The conditions contained in this handbook will apply to you unless they are specifically amended in writing.**

Fernwood Women's Health Clubs is committed to constantly reviewing all policies, procedures and benefits. It is recognised that amendments may be made from time to time, and will be communicated to you in one or more of the following ways:

- Fernwood Women's Health Clubs Intranet
- Written communication
- General all employee meetings
- Payroll attachments
- General communication – i.e. notice boards

In no way should this handbook be considered as the only source of information regarding your employment. It is your duty to familiarise yourself with all company policies and practices on the Fernwood Intranet, as well as specific provisions in your individual employment agreement.

If you are not clear about any aspect of the benefits or policies as described in the handbook, please contact your Club Manager, Franchisee or National Support Office, who will be pleased to answer any questions.

I have read and understood the Fernwood Women's Health Clubs Employee Handbook, and agree to abide by the requirements of Fernwood, my employment agreement and the values. In addition:

- ☐ I have read and understood the Equal Opportunity Agreement I have read and understood the Confidentiality Agreement
- ☐ I have read and understood the Code of Conduct
- ☐ I have read and understood Workplace Health & Safety I have read and understood Acceptable Use of IT
- ☐ I have read and understood Acceptable Use of Social Media
- ☐ I have read and understood Unacceptable Behaviour which could lead to Disciplinary Action

\*\* Depending on your role, you may be asked to sign additional policies

\*\* For full versions of Policies & Procedures – please see your Club Manager or Franchisee

**Employee Signature** \_\_\_\_\_

**Print Employee Name** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_