

Two women are standing side-by-side against a textured, light-colored wall. The woman on the left has dark hair pulled back and is wearing a dark grey athletic tank top. The woman on the right has light brown hair pulled back and is wearing a bright pink athletic tank top. Both women are smiling at the camera. The title 'FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST' is overlaid in large white letters across the middle of the image.

FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

Each year clubs have the opportunity to apply to receive (or maintain) their 5 Star Club Status by meeting the items on the Fernwood Club Compliance Checklist. Prior to National Conference each year, items on the checklist will be audited by the Fernwood National Support Office.

FITNESS
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FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

CLUB NAME

YEAR

| CHECKLIST | (CIRCLE) | COMMENTS |
|--|----------|----------|
| Fixtures & fittings must be in line with the Branding & Fit Out Manual dated 1st June 2021 or later. | YES / NO | |
| Approved Signage (Internal & External) | YES / NO | |
| No unapproved promotion, notices or social media posts | YES / NO | |
| HR compliance | YES / NO | |
| EMRP compliance | YES / NO | |
| Reception Desk & offices free of clutter | YES / NO | |
| Approved merchandise | YES / NO | |
| Participate in all National Campaigns & Challenges | YES / NO | |
| Offers a range of only compliant Group Fitness Classes | YES / NO | |
| Offers Personal Training | YES / NO | |
| Offers FIIT30 & FIITRIGHT | YES / NO | |
| Offers Empower Program | YES / NO | |
| Timeliness of report submission (e.g., P&Ls) | YES / NO | |
| Franchisee conference/forum attendance | YES / NO | |
| Staff and Franchisee attend franchisor training programs | YES / NO | |
| Staff qualifications & Fitness Australia registration up to date | YES / NO | |

FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

| CHECKLIST | (CIRCLE) | COMMENTS |
|--|----------|----------|
| All core staff MHFA trained | YES / NO | |
| Teambeats Kiosk installed & in use | YES / NO | |
| Gantner System installed and in use with no other systems running alongside this | YES / NO | |
| EXERP & Promywellness | YES / NO | |
| Meet Club Technology Standards | YES / NO | |
| Must have successfully passed Annual Payroll and Compliance Audit | YES / NO | |
| Compliant Activation Kit | YES / NO | |
| Compliant Member Privileges program | YES / NO | |
| New Member Journey | YES / NO | |
| MyFernwood & APP promotion | YES / NO | |
| Staff in uniform | YES / NO | |
| Owner in professional business attire | YES / NO | |
| On hold music | YES / NO | |
| Non-compliant items? (See list in description) | YES / NO | |
| Minimum club staffed hours. Mon-Thurs: 9am-7pm, Fri: 9am-4pm, Sat 9am-12pm | YES / NO | |

| | | | | | | | | | | |
|----------------------------|-------------------------|---|---|---|---|---|---|---|---|-------------------------|
| GENERAL CLEANLINESS | 1 (not clean at all) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (extremely clean) |
| GENERAL TIDINESS | 1 (not clean at all) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (extremely clean) |

FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

CHECKLIST DESCRIPTIONS

| | |
|---|---|
| Fit Out compliant | <ul style="list-style-type: none"> + Fixtures and fittings must be in line with the fitout manual dated June 2021 or later. Including FIIT30 and Reformer Studio. |
| Approved Signage (Internal & External) | <ul style="list-style-type: none"> + As per Fit Out manual |
| No unapproved promotion, notices or social media posts | <ul style="list-style-type: none"> + Canva approved notices only. + All local promotions must be in line with our national branding and not in conflict with Fernwood offerings. + No signage blue tacked/sticky taped on walls. + Follow the social media guidelines and ensure that all posts are on brand. |
| HR compliance | <ul style="list-style-type: none"> + Wages and employee entitlements are paid in accordance with agreements and awards. + Pay slips are distributed in accordance with regulation. + Superannuation payments are being made at the correct rate to your employee's nominated fund. + All contractor arrangements are valid and legal. + Records are being written and kept (for example, written warnings, meeting minutes, performance review notes). |
| EMRP compliance | <ul style="list-style-type: none"> + Emergency Management Response Plan written from Template and kept Management Information page complete. + Site Checklist completed and signed off. + All staff trained and signed off on team roles and responsibilities. |
| Reception Desk free of clutter | <ul style="list-style-type: none"> + Reception desk should have minimal clutter + Flowers, magazine and diffuser are acceptable + Offices should be neat and tidy, especially if they are in member view + Documents that contain personal information (staff or members) should be able to be locked away |
| Approved merchandise | The items able to be sold is Fernwood merchandise and other approved suppliers |
| Participate in all National Campaigns & Challenges | <ul style="list-style-type: none"> + All promotional collateral should be current, up to date and prepared by Canva + Clubs should to participate national campaigns & challenges + Local run challenge cannot be run at the same time as National challenges |
| Offers a range of Group Fitness Classes | <ul style="list-style-type: none"> + Group fitness classes should have compliant names + No paper timetables available in club |

FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

| CHECKLIST DESCRIPTIONS | |
|---|--|
| Offers Personal Training | + 1:1 Personal Training should be offered in peak times |
| Offers FIIT30 | + Must offer FIIT30 sessions in peak timeslots (early AM, mid AM, PM, Sat AM) |
| Offers Empower Program | + Club must offer the Empower Program |
| Offers Reformer Studio | + Club must offer Reformer Pilates as space will allow (minimum 2 beds) |
| Timeliness of reports (P&Ls) | + Must submit 30 days following end of month |
| Franchisee conference/forum attendance | + Attended most recent Franchisee Forum + Attended most recent Fernwood Conference |
| Franchisee and Staff attend franchisor training programs | + Franchisee and Staff are sent to training (virtual and face to face) organized by franchisor e.g. New Member Experience, Sales Training, Webinars |
| Staff qualifications & Fitness Australia registration up to date | + Relevant qualifications such as cert III, IV, First Aid/CPR, FIIT30 training, working with children's check etc. + All Fitness Professionals must be registered with Fitness Australia |
| All core staff MHFA trained | + All core staff must be MHFA trained or be enrolled in an upcoming course |
| Teambeats Kiosk installed | + Teambeats kiosk installed in FIIT30 area + Kiosk is in use for Heart Rate Monitoring |
| Gantner Security system installed and in use | + Members and visitors must be able to access the club during staffed hours. + No other door software or systems should be running other than Gantner. + All members assigned a Gantner fob only |
| EXERP & Promywellness & Childcare APP | + Exerp member management system installed and in use. All childcare clubs must use fernwood approved childcare app |
| Meet Club Technology Standards | + Meet all technology standards as set out in the BrennanIT 'Fernwood Fitness Club Technology Standards' document |
| Must have successfully passed Annual Payroll and Compliance Audit | + Comply with Fair Work National Employment Standards and the Fitness Industry Award + Assessed via annual payroll and compliance audit |

FERNWOOD ANNUAL CLUB COMPLIANCE CHECKLIST

| CHECKLIST DESCRIPTIONS | |
|---|--|
| Compliant Activation Kit | + Charge an Activation Kit fee for every new member |
| Offers Membership Privileges Program | + For example, receive a gift for referring a friend and one month free when they join |
| New Member Journey | + Members know and take part in the NMJ when they start the clubs includes Your Fernwood Onboarding and Health & Wellness Check appointments |
| MyFernwood & APP promotion | + Members are aware and using MyFernwood online hub + Members completing Your Passport Club actively promotes APP registration and class bookings + Use Fernwood approved Childcare booking platform |
| Staff in uniform (neat & tidy presentation) | + Staff uniforms must be purchased via Strategic Flow Management + SFM approved supplier + All staff must be in uniform and wearing name badge |
| Owner in professional business attire (neat & tidy presentation) | + Owner may be in Fernwood uniform as above + Where this isn't necessary the owner must be in professional attire |
| On hold music | + Club has current Fernwood on hold music |
| Non-compliant items | + Mindbody or any other platform outside of Exerp & PMW Gym Sales Platform + Outdated signage and branding + Unapproved copy or images + MyZone + Non-approved programs and classes (e.g. Boogie Bounce/Ubound) + External door systems that are not Gantner + PIF% above 5% of existing membership base and new sales + Unapproved membership offerings + Pricing advertised on any Social Media/Digital communication platforms; (facebook, Instagram, TikTok, LinkedIn, sms, email) |
| General cleanliness | + Rated on a scale 1 (not clean at all) – 10 (exceptionally clean) |
| General tidiness | + Rated on a scale 1 (not tidy at all) – 10 (exceptionally tidy) |

Franchisee Name _____ Signed _____ Date _____