



Introduction to Sport, Fitness & Management

Sport: Health and Safety

Justin Reid

Health and safety is very, very important for the customer even if it's on a subconscious level with them, they want to know that everything is working properly, they're paying a lot of money to be members here at the Reebok and they expect everything to work perfectly.

On screen text: Justin Reid Fitness Assistant General Manager, Reebok Club

Commentary

Part of Justin's role as assistant general manager is to over see health and safety checks around the gym: On a daily, weekly and monthly basis he takes a checklist around the facilities and confirms that everything is in working order as well as correcting any situations that may be hazardous to the customer.

Justin Reid

Health and safety is completely top of our priority list because of liability. We are liable to make sure that everything is in working order to therefore back ourselves up.

Commentary

To ensure the equipment is working, each fitness manager and coach on duty that day fills out their own checklist to pass it on to the Assistant General Manager who in turn passes it on to the head of facilities.

Their checks also include but are not limited to, clearing pathways, making sure lighting is correct and signage is in place. Having said that they insist that too much signage is not necessarily a good thing...

Justin Reid

We have a policy in the club that we don't want to bombard people with too much signage because then it becomes like wallpaper, it's not necessarily adhered to because there's so much of it around so we minimise where we can. One example, which is a definite exception, is the climbing wall. The climbing wall is a definite area of danger where occasionally people could climb up the wall without being hooked onto the auto belay, which is the system that brings them back down safely. We have signs everywhere. We can't put enough emphasis on how important this is because there's potential there for disaster I guess. So we make sure that everyone is completely inducted, they have to sign off a liability because that the problem with our climbing wall is that it's auto-bio system, you just hook on by yourself and away you go.

Commentary

The Reebok Club boasts impressive health safety and welfare standards, thanks largely to the staff that it employs. Employers who want to use qualified instructors can access them through the register of exercise professionals which is a regulating body for high standards in the fitness industry.

Jason Wamala

Basically it's information that is supplied to employers who are looking for health and fitness professions and it enables them to know if we're actually registered on the actual register itself and to be able to prescribe a programme.

On screen text: Jason Wamala Fitness Instructor, Reebok Club

Commentary

The Reebok Club also insists on having all new staff members inducted according to the gym's own standards.

Jason Wamala

When we do have a new member of staff joining in, basically they have to do the whole two week induction process and as existing staff we actually will take them around and show them new machines as well that they have not used, new ways of using them so basically the correct ways of using them and the health and safety aspects. We are all currently all doing the first aid, we normally re-update those every month, every two or three months, we are doing courses at the moment as well that are prescribed by the club management.

Commentary

Even with all these health, safety and welfare standards in place, it is impossible to prevent incidents and accidents from happening.

Justin Reid

One specific incident that's happened here at the Reebok club is where a member has fallen off a treadmill, through no fault of their own or the club, it's just happened. It's been a moving treadmill and sometimes people lose their footing.

They've come off the back, our fitness coach was there on hand and seen it.

First aid was administered, the person was fine, the person rested for 20 minutes and was able to move on, on their own steam. We took an accident report which is important at any time an incident happens. In any incident like that we will call up the person within 48 hours to make sure that they're fine, everything is okay.

Commentary

To minimise the risk of accidents happening all customers are given an induction on how to use a equipment, even if they have been a member of a gym before.

Jason Wamala

If you were to advise someone to use say a machine and they had like a back problem that you weren't aware of, then obviously you're going to be liable in case of any accidents or anything. So it's very very essential that you're questioning them on whether they are actually going to be able to perform a movement or whether they are going to be able to perform an exercise in the most appropriate and correct manner really.

Justin Reid

Each department has a first aid box and we have defibrillators sectioned out to different departments as well, there's one in fitness, there's one here at reception.

On screen text: Adam Simpson Receptionist, Reebok Club

Adam Simpson

All the panic alarms and first aid boxes and things like that are based at reception for everyone to get if a situation has happened.

In case of an accident we have these instant forms, accident forms which we fill out, there's also a form for the security in the building and for the ambulance forms, these are always filled out as a requirement, we have to do these.

Commentary

Another requirement is to monitor people who enter and leave the building. Cameras on site help, as do membership cards but when someone is not a member, signatures are requested and logged.

Adam Simpson

If a contractor comes to reception they have a signing in form, an I.D. badge to wear so we will be able to know who they are, we then contact by radio our engineer who will escort them round the building and take them to the room specifically and then when they leave they have to sign out.

Commentary

If something should happen, such as a fire and the building needs to be evacuated, then the Reebok Club would be able to account for everyone. Another important, but less visible element of health and safety is the building's maintenance. This is overseen by the on site engineer as well as external contractors.

On screen text: Stevie Langellier Engineer, Reebok Club

Stevie Langellier

On the cardio floor which is this area, you've got to have it at a certain temperature, about 17-18 degrees because as you know, stuff like legionella and body odours, you need it quite cool. Filters have to be changed once a year plus maintenance on the air handling units have to be checked fluently, probably every morning, have a walk round see how everything's going under the roof. You have to have good lighting and mirrors for proper reflection. There is emergency lighting on basically all the floors, for instance, we've got two different power supplies which powers up each side of the building so probably if there's a power cut on this side, you would still get light on that side but we do have emergency lighting could hold up to probably six hours during a power cut.

Justin Reid

We are regulated for our pool, for example, to have pool attendants there at all times and they are there to make sure there are no trip hazards around, to make sure that there is not excess water around the pool, to make sure that if we've got a fast lane that people are moving at a faster pace than a slower lane so there's no potential of people hitting each other and all that.

Commentary

During the summer the gym keeps the pool temperature at about 27 degrees, during the winter when it's colder they boost it up to around 30 degrees.

Stevie Languier

The pool quality is quite good because we've got a UV system on it plus we use acid chlorine but we use less chlorine than anybody else.

Commentary

All chemicals are covered by COSHH regulations which means, control of substances hazardous to health.

The only person allowed to handle these chemicals is the facilities engineer who stores them on the roof out of harm's way.

On screen text: Nicky Customer

Nicky

If it does use chlorine they do it very well because I never come out of the pool thinking, oh my god, I'm a chlorine monster, it's always clean, it's very nicely maintained, it's great and the temperature's perfect for serious swimming, you don't want it too hot.

Justin Reid

We are very very very keen on our customers remaining members because we don't hold them down to contracts; a lot of facilities do we make sure that all these things are completely on the ball because people can leave within the month if they wish and we want them to stay because they want to stay, not because they have to so that's why we make sure everything's completely 100%.