

Version	Date	Author	Change Description
1.0	July 2019	K. Kendall & S. Hunter	Policy Created

Policy Objective

This sets out the requirements for Staffing arrangements practices in relation to Team Member Appearance, Demeanour and Language. This policy aims to educate Team Members to be constantly aware of how they are representatives of our facility when working onsite.

Rationale

Being in the field of fitness requires Team Members to maintain a high standard of professionalism at all times. Fitness professionals have a responsibility always to promote and protect the dignity, privacy, and safety of all people with whom they come in contact in their professional practice.

Strategies and Practices

Team Members will be required to read and acknowledge a copy of this policy as part of their orientation process.

Dress Code

While the company respects individual preferences for clothing and personal body art or piercing, Team Members must ensure personal appearance choices are not offensive to clients and other Team Members during work hours.

Clothing

1. If applicable, each Team Member will be provided with one uniform shirt / singlet & one hat upon employment at the facility. These shirts are to be worn at all times when onsite.
2. When attending an outdoor event, Team Members should always be 'Sun Smart' wear a hat and apply sunscreen. Sunscreen will be provided at these events and is to be reapplied regularly.

Shoes

1. Suitable fully covered sport shoes must be worn at all times when on the premises.
2. Shoes are to be safe i.e. fully enclosed, good grip on soles

Personal Hygiene

1. Long hair to be tied back away from face. It is imperative to keep this in mind when working closely with clients.
2. Highest level of personal grooming – cleanliness of body and hair, deodorant to be worn

Body Piercing and Jewellery

1. Piercings must be safe. i.e no dangly earrings - they are a safety issue for the wearer.
2. Limited jewellery - no jewellery that may cause injury to a client/ Team member

Demeanour & Language

1. Team Members are expected to conduct themselves in a manner which is respectful and encouraging to both their team members and their clients. They have a responsibility to always promote and protect the dignity, privacy and safety of all people with whom they come in contact in their professional practice.
2. Use of swear words and profanities is not permitted at any time as this may be offensive to some clients.

Personal Abuse of Alcohol or Other Drugs

Exercise professionals should not be under the influence of alcohol or drugs which adversely affect the performance of their professional duties.

Personal Relationships

Exercise professionals shall not enter into personal relationships which damage the establishment and maintenance of professional trust.

Discrimination

Exercise professionals shall not discriminate in their professional practice, on the basis of ethnicity, culture, impairment, language, age, gender, sexual preference, religion, political beliefs or status in society.

Loyalty

Exercise professionals shall be loyal to their professional organisation and their fellow members of the profession and shall respect and uphold their dignity.

Public Comment

Exercise professionals are to ensure, when publishing articles or comments, that it is clear whether they are representing the profession or whether they are making personal comment.

Working Relationships

Exercise professionals shall respect the needs, traditions, practices, special competencies, and responsibilities of their own and other professions, as well as those of the institutions and agencies that constitute the fitness industry

Important Relevant Documents

- *Team Member Orientation*

Resources & References

- *Business Principles and Guidance for Fitness Business. Principle 5: Treat customers fairly*
- *Business Principles and Guidance for Fitness Business. Principle 9: Strive to operate an effective and sustainable business*
- *Fitness Australia: Scope of Practice for Registered Exercise Professionals*

Notes

Information relating to this policy is communicated throughout the facility using a variety of the following:

Emails, Team meetings and memos, Notice boards and posters, pamphlets and information sheets, role modelling and signs displayed around the fitness facility.

Policy Written by: K. Kendall & S. Hunter		Date: July 2019
Final Approval by: Kylee Kendall	Approved Date: July 2019	Next review date: July 2020