



VOLUME 3: OPERATIONS

Operations Manual

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SAFETY DISCLAIMER

SAFETY BRIEFING EXAMPLE

SAFETY RULES

1 Overview of Flip Out Operations

1.1 Staffing

1.1.1 Staffing Overview

Flip Out employs a range of employees on a full-time, part-time and casual basis, including Managers, Squad Leaders, Customer Service Attendants, Arena Attendants and other support staff.

Flip Out provides equal opportunity to all people without discrimination or harassment based on protected characteristics under equal opportunity laws in each state. Flip Out will make reasonable job accommodations for persons with disabilities that can perform the essential functions of the position for which they are qualified and selected.

The Equal Opportunity Employment process is reflected throughout Flip Out staff recruitment and retention processes.

1.1.2 Equipment Supervision

Equipment supervision ratios are currently 1:25. That is, one staff member for every 25 participants. Please note that Flip Out will be changing its supervision ratio to improve safety. See section 1.1.3 for more details. The Foam Pit must always be staffed when open. The Foam Pit supervisor must be over 17 years of age, use hand signals and remind participants of foam pit rules.

1.1.3 Australian Standard

Flip Out is moving to align its operations with the 2018 Australian Standard on Trampoline Park Facilities Equipment (AS 5159.1:2018). This standard is not mandatory in Australia, but provides best practises on operating a trampoline arena. In accordance with this standard, Flip Out arenas will be changing its staffing ratio to 1:20 by the end of 2019. This will reduce the chance of injury and assist in maintaining a strong relationship with the insurer. An exact date for a change in the staffing ratio has not been set.

Further, to be compliant with the standard, all staff will be required to have a certificate in First Aid. This requirement will also be implemented prior to the end of 2019.

Failure to be compliant with the safety standards imposed by Flip Out and the Australian Standard will result in the safety of customers being put at risk. This is unacceptable and will risk the insurance of the arena in question, the reputation of Flip Out and the state of the Franchise.

2 Daily Operating Procedure

2.1 Hours & Shifts

2.1.1 *Opening Hours*

Flip Out Trampoline Arenas are open 7 days a week and trading hours are:

- 9am to 9pm - Sunday to Thursday
- 9am to 10pm - Friday and Saturday

During some Australian Public Holidays, some arenas are normally closed. These are as follows:

- Christmas Day
- Boxing Day
- Anzac Day
- Good Friday
- Easter Sunday
- New Year's Day (optional)

Franchisee's should check with their local council as to whether or not they must close on these dates and for other holidays specific to their state or territory.

Outdoor centres should operate to the same trading hours, if permitted by local councils and sufficient lighting is available.

Any change to opening hours must be signed off by the Franchisor.

2.1.2 *Breakdown of Shifts*

Employees generally work between 3 (three) and 8.5 (eight and a half) hour shifts. The minimum length for any shift, as required by law, is 3 (three) hours. A Manager or a Supervisor must be on shift at all times. Each manager and or supervisor must be suitably trained and certified in First Aid.

2.2 Opening Checklist

Prior to opening, the daily pre-opening checklist must be completed online, through the Flip Out Intranet. This is accessed through www.flipout.net.au using the login information provided by the Franchisor.

Completing the opening checklist assists staff in identifying potential hazards and mitigates risks to customers. The checklist is updated periodically to ensure it is up to date with best standards and obligations. The Franchisor and insurer check periodically to ensure that Franchisees are completing the checklist daily before opening.

When completing the checklist, staff shall look for any situations, objects or events that could present as potential risks to any person that may cause incident or injury. When identifying the risk, staff shall report the risk to the manager and remove the risk prior to proceeding with operation.

If the risk or hazard cannot be removed, the equipment should not continue to be in operation.

2.2.1 Reporting Risks

In the event where operation of the equipment cannot continue due to the identification of a hazard or risk, the Franchisee is required to notify Flip Out Head Office. Head Office should be informed of the risk and reason the equipment cannot be put into operation.

2.2. Removing Risks

Where possible, the risk should be removed from the site. An example of this may be the replacement of a spring or instalment of a new safety pad. The risk must be removed to the satisfaction of the Franchisee before operation of the equipment can proceed. Flip Out will not place customers in any direct or indirect harm through the identification of potential hazards or risks. All hazards and risks must be addressed as soon as possible.

2.3 Reception Area Procedures

2.3.1 Opening Procedures

- Complete the daily pre-opening checklist online.
- Ensure that the front desk has enough wristbands for the day and that the Roller waiver kiosks are turned on and functioning.
- Check that the till was cleared from the night before and set up the day's float. Ensure that there is enough change to operate.
- Make sure that the front desk is clean and in order.
- Log in to Roller POS and the Roller Booking system.
- Check for online bookings for the day through Roller. Ensure staff levels are appropriate for expected patrons.
- Ensure all bookings are organised.
- Check first aid stocks.
- Check and respond to emails.
- Check and respond to voicemails

2.3.2 Shift Handover Procedures

- At shift handover, ensure that the area is clean and tidy.
- Log out of Roller, both in POS and the booking system. This ensures accountability of staff.
- Notify the replacement staff of any relevant information, such as issues, complaints or bookings.

2.3.3 Closing Procedures

- Close tills and log out of Roller.
- Clear out the cash from the till, less the float amount. This should be deposited into the safe by the Manager or Squad Leader.
- Staple all receipt print-outs to the daily banking sheet and file.
- Empty the bins.
- Ensure all incident reports have been successfully submitted online.

2.4 Trampoline Area

2.4.1 Opening Procedures

- Check all equipment against the Online Pre-Opening Checklist, ensuring that each items and hazards listed is being checked.
- Return all the foam back into the foam pit and ensure that foam levels are at a high level. If not, foam must be aerated and moved towards the landing area.
- Fill out the Online Pre-Opening Checklist, noting any hazards and actions taken.
- Clean the trampolines, removing any dirt, stain or dust build-up.
- Ensure that no cleaning products or water has been left in the trampoline area.

2.4.2 Closing Procedures

- Ensure all patrons have left the Trampoline Area.
- Check the springs, mats and pads for breaks or damage.
- Fluff the foam pit by bringing foam from the bottom of the pit to the top and moving foam towards the landing area.
- Clean the trampolines and ensure mats have been disinfected.

2.5 Cafe

2.5.1 Opening Procedures

- Turn on all equipment.
- Ensure that the till has been cleared from the previous night and set up the day's till.
- Ensure that the drinks fridge is stocked and that the slushy machine is turned on.
- Wash and dry hands.
- Follow heating instruction for hot food and ensure no contamination occurs.
- Make sure that the café is clean and sanitised.
- Ensure grip socks are in sufficient stocks and visible to customers.

2.5.2 Closing Procedures

- Wash and dry hands.
- Provided that it has not expired, return remaining cold food to the fridge
- Any leftover hot food must be discarded to avoid food poisoning.
- Set the slushy machine to night mode and turn off the LEDS.
- Ensure day-only equipment, such as coffee machines and pie warmers are cleaned and turned off.
- Sanitise all food working surfaces with food grade sanitiser
- Ensure ice-packs are in freezer, freezing for the next day
- Clean the café
- Empty the bins
- Wash and dry hands again
- Clear out the cash from the till less the float amount. This should be deposited into the safe by the manager or supervisor.
- Staple all receipt print outs to the daily banking sheet and file.
- Close the Roller till, and log out of Roller.

- Ensure air conditioning is switched off.
- Turn off all lights.
- Check all entry doors are locked.

2.6 Party Rooms

2.6.1 Opening Procedures

- Ensure the party rooms have been set up correctly the night before
- Ensure party rooms are tidy and free from mess
- Place the birthday child's name on the table, either written on a balloon or reserved for sign.
- Ensure the food preparation area is sanitised and food has been correctly stored
- Prepare food for the first party
- Ensure that correct party food has been ordered for each party and that sufficient staff are rostered to host parties
- Greet the first party

2.6.2 Closing Procedures

- Ensure all rubbish has been discarded and that all bins are empty
- Ensure that party rooms are free from mess
- Wipe down and sanitise all surfaces
- Sweep and mop floors
- Wash and clean all cutlery, plates and bowls
- Ensure food is stored safely and in its appropriate location.
- Set up party tables for the first parties of the next day, excluding food and drink
- Ensure that the party rooms look warm and inviting for the next day

2.7 Operations Diary

Previously, arena's had to complete the operation diary every day. This included the pre-operational checklist and regular arena maintenance tasks. The daily Pre-Operational Checklist is now to be completed on the Flip Out Intranet and must be completed daily.

For daily operational tasks, such as cleaning, an End-of-Day checklist is available on the intranet. This is not mandatory but recommended as it ensures that staff are completing cleaning and daily operational tasks.

2.8 Maintenance

Maintenance requests are to be submitted via the Flip Out Intranet, in the Maintenance Request Form. Alternatively, they can be addressed to equipment@flipout.net.au. These will be responded to and acted upon as soon as possible. A cost per hour + GST will be quoted.

3 Programs and Party Offerings

3.1 Program Overviews

3.1.1 Programs

Flip Out offers a wide range of programs and classes. These programs have been created by Flip Out and are standardised across the network for safety, cross promotion and marketing purposes. Our primary offering, Ninjas, caters for 4-14 year olds and teaches them to jump, twist and flip. Through these classes, children develop aerial awareness, balance and safe trampoline skills.

3.1.2 Program Safety

Running training programs will affect the level of risk present in the arena. Flip Out has developed these programs to be as safety conscious as possible. For this reason, deviation from program offerings can not only negatively affect arena marketing, but significantly increase the chance of injury for participants. Altering or adjusting programs without prior approval from Head Office is strictly prohibited. Feedback and suggestions are welcomed and if deemed safe or appropriate will be acted upon.

3.1.3 Running Programs

When requesting a class to be run in an arena for the first time, evidence of relevant qualifications and experience of the nominated coach must be provided to head office. If approved, only the certified person or persons may run the class. Program material will be provided, including class curriculum, skill development information, safety material and class structure. Online training must be completed prior to the classes beginning. A face-to-face course may be required.

3.2 Ninjas

Ninja classes are held after school during the school term. Class times are to be agreed to between the Franchisor and Franchisee. Participants can register for classes online, and must have completed a waiver form prior to participation. Classes are offered casually or paid in full. Discounts are usually offered for participants that pay in full.

3.2.1 Class Groups

As participants progress through the ninja program they move through skill levels, relevant to their ability. These are:

- White
- Yellow
- Blue
- Green

The program has been designed to be safely taught to consecutive levels at the same time, for example, White & Yellow or Yellow & Blue. Teaching more than two consecutive levels at a time, for example Yellow to Green, is dangerous and is unacceptable.

To hold appropriate groups, advertise Ninja classes in times of Junior, Intermediate and Senior classes. This allows parents to self-select the appropriate class online.

3.2.2 *Higher Levels*

For safety reasons, the skill level of the Ninjas program is capped. If the Franchisee's coach is qualified to an appropriate level, they can apply to run a 'Black Belt' program. This class is an add-on to the Ninja course and is developed in collaboration with Head Office. The coach will need to suggest a curriculum and a list skills they wish to teach. This will be review by head office prior to implementation.

3.2.3 *Further Information*

To avoid employees running the Ninjas program in a dangerous manner, further information is not provided in the Operations Manual. After deciding to run the program and receiving approval, a class guide will be sent to the arena. Face to face training will be organised if required, at the Franchisee's cost. Online training will also be provided at this point. A 100% pass rate is required to run the course.

3.2.4 *Ninjas Registration Day*

A registration day is held twice a year, at the beginning of Term 1 and Term 3. On this day we recommend holding trial ninja classes, selling merchandise and using promotions to entice parents to enrol. Franchisees must take part in the Ninja Registration day as it is a Flip Out national promotion. If classes are full, franchisees must open new timeslots to accommodate new candidates and more revenue. Failure to do so is in breach of the Franchisee Agreement.

3.3 The Flip Out Academy

3.3.1 *Other Classes*

Flip Out is currently in the early development phase of several other courses. These include:

- Mini-Ninjas
- Parkour
- Ninja Warrior
- A Schools Educational Program

Once developed and branded these will become part of the Flip Out Academy, a collection of classes, programs and offerings at Flip Out. Suggestions of classes and class content is welcomed.

Names and branding is subject to the digression of the Franchisor

3.4 Parties

3.4.1 *Party Offerings*

Mandatory party packages are provided by Head Office. Franchisees are free to offer additional products that are available in their store as Add-Ons through

Roller. Parties can be booked online by customers visiting the website or by phone, email and in store. There are five party packages available:

3.4.2 Cool Mid-Week:

The Cool Mid-Week party is the most cost effective fully catered party package. Only available during the week, this package incentivises customers to book parties during otherwise quiet times in arenas. It includes:

- 1 hour of jump time
- Party food
- Chips
- Birthday cake
- Water & Cordial
- Party Concierge
- Party Station
- Grip Socks
- Free Little Ninjas Trial Class for each guest

3.4.3 Cool Weekend:

The Cool Weekend package includes many of the same items as the Mid-Week party, with a premium cost due to the peak time.

- 1 hour of jump time
- Party food
- Party Lollies
- Chips
- Birthday cake
- Water & Cordial
- Flip Out Temporary Tattoo
- Party Concierge
- Party Station
- Grip Socks
- Free Little Ninjas Trial Class Voucher for each guest

3.4.4 Awesome Weekend

The Awesome Weekend party increases jumping time to an hour and a half. Further, a party room is guaranteed with this package. This package includes:

- 1.5 hour of jump time
- Party Food
- Party Lollies
- Chips
- Birthday cake
- Water & Cordial
- Flip Out Silicon wrist band
- Flip Out Temporary Tattoo
- Grip Socks
- Party Room
- Party Host
- Free Little Ninjas Trial Class Voucher for each guest

3.4.5 *Insane Moves Party Night*

This package is marketed towards teenage participants. It is the longest party package offering, including 2 hours of jump time, resulting in a 2 ½ hour long party.

- 2 Hours of jump time
- Party Food
- Party Lollies
- Grip Socks
- Birthday cake
- Water & Lollies
- Flip Out Temporary Tattoo
- Flip Out Silicon wrist band
- Party Station
- Party Concierge
- Free Little Ninjas Trial Class Voucher for each guest

3.4.6 *Self Catered Swagger:*

The Self Catered Swagger party is the cheapest offering for Flip Out parties. Table hire is usually charged as extra \$75.

- 1.5 hours of jump time
- Grip socks
- BYO food or order from the café (no alcohol)
- Only available at select arenas

3.4.7 *Hosting Parties*

Birthday Party Hosts play an important role as a Flip Out employee. To ensure that training is up to date, Flip Out is developing online training that must be completed by all Flip Out birthday hosts.

3.5 Playgroup

3.5.1 *Running Playgroup*

Playgroup is offered at times selected and advertised by the Franchisee. This is usually during school hours, and is not run during the school holidays. Playgroup encourages parents with young children to bounce with their child and to bring them in during off-peak times. This is achieved through discounting child and parent jumping and offering unlimited jumping until the end of Playgroup.

3.5.2 *Playgroup Offerings*

During Playgroup, Franchisees are encouraged to provide other activities for young children. This can include drawing, soft balls, play equipment among others. Arenas are encouraged to play children's music during this time.

3.6 Weekday Deals

3.6.1 *Running Weekday Deals*

Arenas can choose to run weekday specials as specified by the Flip Out Head Office. Marketing collateral for these specials is supplied. These are subject to change and are below:

3.6.2 *Manic Mondays*

Participants who arrive prior to 3 PM on Mondays can jump for just \$10 per person, not including socks.

3.6.3 *Two for Tuesdays*

Two jumpers can jump for the price of one, with no age limits. Mandatory Grip Socks are not included.

3.6.4 *Wicked Wednesday*

Participants receive two free temporary tattoos for each entry purchased.

3.6.5 *Thrifty Thursdays*

Participants get 10% off one café purchases if they purchase an entry before 3PM.

3.7 Fundraisers

Franchisees often choose to support the local community by holding Fundraisers at their arena. Community groups approach Flip Out to hold events at their location. For each participant that comes as part of their event, 50% of the entry fee is donated to the community group. Participants need to mention the name of the community group and the fundraiser for their entry to count towards the community group. This allows for revenue from other customers to be separated from that of the community group.

3.8 Marketing Collateral

All marketing collateral and further information on all programs and offerings can be found on the Flip Out Intranet. Most materials can be found under the Programs tab or at Flipout.net.au/marketing-material-1

4 Periodic Procedures

4.1 Weekly Procedures

4.1.1 Foam Pit

Once a week, the foam pit must be completely emptied of all foam and cleaned out. Any personal items found at the bottom of the pit should be held in Lost and Found. Socks found in the Foam Pit must be discarded. The reselling or hiring out of used socks is unhygienic and not permitted under any circumstances.

The Foam Pit must be cleaned out at least once a fortnight or after 3000 participants enter the arena, whichever happens first. The next date of a Foam Pit clean is part of the Closing Checklist.

Flip Out is investigating best practises to maintain Foam Pit cleanliness and safety. This procedure will be updated when more information comes to hand.

4.1.2 Equipment Integrity Inspection

In order to align Flip Out with the Australian Standard on Trampoline Park Facilities (AS 5159.1:2018), a weekly equipment inspection will be introduced later in 2019. The weekly inspection checklist will be accessible online through the Flip Out Intranet. The inspection will include:

- Checking all items in the daily checklist
- The checking of all springs
- Inspecting foam cube for deterioration
- Inspecting equipment for permanent deformation
- Visual signs of movement in frame and fixings
- Signs of wear and tear to the trampoline padding and netting
- Movement of floor fixings
- Emergency response equipment

4.1.3 Café Stocktake

A weekly stocktake is conducted to ensure all food and beverage product is accounted for. Based on the stocktake, all food orders for the week should be made. Take into account which days food distributors deliver and how much notice they require.

5 Products, Suppliers And Pricing

5.1 Products

5.1.1 *Consistent Products Across The Network*

To help ensure the development of a strong brand, it is essential that all Franchisees offer a consistent range of products and services. Doing so allows for improved marketing, national campaigns and brand development.

This is so important that it is enshrined in every Franchise agreement. Under Section 11.1, Supply of Approved Products and Services, it is stated:

“The Franchisee Must:

(a) Offer all of the Approved Products and Services

(b) Provide the Approved Products and Services strictly in accordance with the Operations Manual and the directions of Flip Out

(c) not use any other products when supplying the Approved Products and Services”

If Franchisees wish to use other suppliers, they must receive written approval from Flip Out Head Office before using their services.

5.1.2 *Approved Products and Services*

For the ease of Franchisees, approved products and services are categorised as either mandatory or recommended. Mandatory products and services must be offered at all Flip Out arenas, while recommended products and services do not.

This can be found in the **LIST OF APPROVED PRODUCTS AND SERVICES**.

Franchisees are not allowed to offer any products or services outside this lists unless they have been given prior approval from Flip Out to do so. If Franchisees wish to offer a product or service that is not on the approved list, the following must be sent to head office in writing:

- Details of the proposed service, reasons for including it and expected revenue.
- Details of the proposed product including a picture or sample of the product where appropriate, quantity, price per unit, and details of the supplier.

5.1.3 *The List of Approved Products and Services and The List of Approved Suppliers*

Flip Out provides a list of approved products and services and a list of approved suppliers. This will be updated from time to time. Appropriate notification will be given to Franchisees. Once made available, Franchisees have 7 business days to comply with the new products and suppliers. Failure to comply will result in a breach of the Franchise Agreement.

5.2 Grip Socks

5.2.1 *Grip Socks*

The use of grip socks is compulsory. All participants on Flip Out equipment must be wearing grip socks of good quality and in good condition. As an Approved Product, grip socks must be sourced from Flip Out Head Office. Participants may wear grip socks from other brands, provided that they are still in good condition.

5.2.2 *Hiring Grip Socks*

Flip Out arenas are forbidden from hiring out grip socks. Flip Out Arenas must only sell new grip socks sourced directly from Head Office. This ensures socks are hygienic and in good quality. Hiring grip socks endangers the customer and misrepresents the brand.

5.2.3 *Grip Sock Sizing*

Flip Out Australia sources socks directly from Flip Out International, as stipulated in the Mater Franchise Agreement. Socks may come from various suppliers to ensure cost to the Franchisee is low and that the quality of the product is high. Flip Out takes all reasonable steps to ensure that the correct stock is delivered when ordered, but exact sizing cannot be guaranteed.

5.3 Suppliers

5.3.1 *Approved Suppliers*

For the ease of Franchisees, all Approved suppliers are either categorised as mandatory or recommended. As stated in the Franchise Agreement, supplies must be sourced directly from Flip Out or Approved Suppliers. This allows Flip Out to negotiate group buying arrangements to make these products available to Franchisees at better prices based on the network's buying volume. Further, many mandatory suppliers contribute directly to the network's marketing fund.

Details of Approved Suppliers are provided in the **LIST OF APPROVED SUPPLIERS**. This will be updated from time to time. Appropriate notification will be given to Franchisees. Once made available, Franchisees have 7 business days to comply with changes. Failure to comply will result in a breach of the Franchise Agreement.

5.3.2 *Sourcing From Elsewhere*

If Franchisees wish to purchase a product from a supplier who is not on our list of Approved Suppliers, they must first get permission from head office.

They are required to send for consideration:

- A sample of the product to be supplied where appropriate.
- A statement from the alternative supplier as to the price and the period that the price will be fixed and terms and conditions of supply.
- The reasons you believe that continuity of supply is equal with that of existing products, and consistent with the standards of the network.
- Confirmation that the proposed supplier can supply the network with the product so that consistency is maintained.

Flip Out will not unreasonably refuse a request. If Head Office allows the purchase of a product from a particular supplier, the supplier may be added to the lists of approved suppliers.

5.4 Pricing Policy

5.4.1 Pricing of Products

Flip Out provides Recommended Retail Prices (RRP) for many of the products, merchandise and services offered at arenas. While Franchisees are not contractually bound to sell at these prices, they should greatly consider the consequences of failing to do so in a price sensitive market.

- If price is too high, customers may be unwilling to buy from you – reducing profit.
- If prices are too low, potential turnover is reduced, and arenas may struggle to meet the demand for products – reducing profit.
- Reducing prices often results in selling more of the same product, increasing other overheads, such as labour costs. This can create a spiral effect where item sales increase but overall dollar sales decrease – reducing profit.
- If prices are too low, a “price war” may begin with local competitors. In price wars nobody wins and everybody, including the customers, eventually loses.
- National Marketing is provided at RRP. Changes to the RRP may result in arenas not being able to use any or all marketing materials or customer confusion.

5.4.2 Loyalty Discounts

Flip Out is developing a loyalty program to be run through our Roller program. More information on this will be provided closer to launch.

5.4.3 Staff Discounts

Flip Out allows for staff to use the equipment after their allocated working hours free of charge as long as the following criteria are met:

- Staff members are not wearing staff uniform.
- Staff members are following the rules just as a paying customer would.
- Staff members have a signed waiver form prior to jumping.
- Staff members are allowing for paying customers to use the equipment fairly.
- Staff members are not disrupting the current staff on duty.

Other discounts on merchandise or food/drinks are permissible at the discretion of the Franchisee. Discounts should be between 10-20%.

When purchasing products, staff must be served as a normal customer and under no circumstances are staff members allowed to serve themselves.

6 Cash Management

6.1 Tills

6.1.1 Cash Floats

All centres must have a cash float for each till and a safe float suitable for the store. This float must be counted at the start of each day and prior to the till float being used.

Stores should also have a safe float on site to ensure that at any time throughout operation there is no shortage of coins or notes. A recommended safe float is \$500.00 in mixed coins and notes.

6.1.3 Cash Discrepancies

Cash discrepancies above \$10 should be investigated by the store manager or supervisor immediately. These discrepancies are often discovered when comparing counted cash to expected revenue in Roller. Discrepancies are usually found to be till user errors, theft or accounting errors. If discrepancies are found to be the result of theft, immediate action must be taken towards the staff member in question.

Any discrepancies in safe or till float will usually be as a result of an error in changing notes/coins but on occasion may be unexplained. In this case an investigation must be completed to appropriately find any missing money.

6.2 Banking

Franchisees should adhere to the following guidelines for safety and to minimise the risk of theft:

- Banking should be conducted daily whenever possible to avoid holding too much cash in the safe.
- Try to bank at different times of the day and use different routes.
- Avoid using bank bags or Flip Out branded bags to transport money. Use something less obvious, such as a regular bag or a generic shopping bag.
- Banking should be done more often during school holiday trade.

Check insurance policies carefully. Many insurance policies do not cover loss of theft of cash if the amount stolen or lost is more than the maximum covered under the policy.

6.4 Processing Payments and Different Modes of Payment

6.4.1 Payment Process and Discount

All payments and discounts for products and services need to be entered through Roller

6.4.2 Payment by Credit/Debit Card

Payments using credit/debit cards must be completed through Roller and completed using a connected EFTPOS machine.

6.4.3 Payment by Gift Voucher

Gift vouchers are pre-paid and tracked using Roller. Gift cards sold after the 31st of March, 2018 must have an expiry date of at least 3 (three) years. Franchisees are encouraged to accept recently expired gift cards. This will reduce disappointment amongst customers and the chance of negative online reviews. Aim to please the customer and keep them coming back.

6.4.4 System Breakdown

All payments must be processed using Roller. Roller provides training and information on this.

6.5 Managing Gift Vouchers

Gift cards and vouchers are tracked using Roller. When selling a Gift Voucher using Roller, customer data must be entered and a receipt given to the customer. When redeeming gift vouchers staff are responsible for ensuring that the voucher is 100% original and authentic.

6.6 Refund Policies and Procedure

6.6.1 Refund Policies

Refunds should be avoided when possible. However, each manager shall use its discretion to discount or refund the customer's payment if the complaint is substantial and founded. ACCC regulations are to be followed. Flip Out is committed to being a fair and law abiding business.

7 Inventory Management

7.1 Flip Out Merchandise

7.1.1 Types of Merchandise

Merchandise is available to order from the Franchisee. Only Approved merchandise is allowed to be displayed or shown in store. This must be sourced from Head Office. Ordering is to be completed on the Flip Out Intranet store.

7.1.2 Stock Reorder Level

This will vary depending on each site. Enough stock should be ordered to last at least 6 weeks. Prior to school holidays it is essential that arenas have enough stock to last throughout. This also includes spare mats, padding and springs.

7.1.3 Ordering Stock

All stock is to be ordered from Flip Out Head Office via the Flip Out Intranet at www.flipout.net.au/internal-shop or from a Flip Out Approved Supplier.

7.1.4 Ordering Stock on Time

Flip Out stock must be ordered prior to midday (12 noon) on Wednesday. After this time, the chance of stock going out the same week greatly decreases.

7.1.4 Receiving Stock

Stock should be counted and crossed off against the delivery docket to ensure that all stock is received before signing for the stock. Any adjustment in stock received should be noted on the delivery docket and signed by the delivery driver/representative.

7.1.5 Storing Stock

All stock is to be stored in the designated store room.

7.1.6 Exchange / Return of Products

Only faulty or out of date stock should be refunded to customers. Any defective products shall be kept and returned to the service provider for credit. Stock must not be thrown out unless approved first by a representative from head office or until the credit is agreed to by the service provider. Photos of all defective stock should be taken and filed. Customers may need to pay for freight of products.

7.1.8 Stock-Take

A stock-take of merchandise supplies should be taken every Monday. This allows for stock to be ordered prior to peak periods such as the weekend. Remember orders must be placed before 2 pm to be shipped out in time.

7.2 Cafe

7.2.1 Approved Suppliers

Café supplies must be sourced from the list of approved suppliers.

7.2.2 Stock Reorder Level

This will vary depending on each site. Enough stock should be ordered to last until the next delivery day.

7.2.3 Ordering Stock

Stock ordered from Approved Suppliers is to be submitted in accordance with suppliers instructions.

7.2.4 OH&S

OH&S Procedures must be followed in compliance with your State or Territory Guidelines. This includes, but is not limited to:

- Ensuring staff do not carry excessive weights
- Ensuring that a safe work environment is maintained
- Reducing the impact of risks at work
- Display the OH&S Safety Rules in the staff room

7.2.5 Food Safety

Information on safe food handling is being compiled for an online course. Proper food safety and handling guidelines must be followed.

9 Safety

Above all, the safety of Flip Out patrons must be of prime concern. All reasonable steps must be taken to ensure that a safe and comfortable environment is being provided. This will ensure that customers have an enjoyable, exciting and fun time at Flip Out. This brings back customers, ensures they have a wonderful experience and secures your business.

9.1 Safety for Customers

9.1.1 *Safety While Supervising*

To help reduce the likelihood of injury to patrons and employees, trampoline supervisors are required to demonstrate the following while on shift:

- Remain independently proactive and alert.
- Never leave your designated task/post.
- Never allow patrons to use any equipment unless supervised.
- Never allow patrons to jump on the top of trampoline walls.
- Ensure any dislodged padding is replaced.
- Never allow patrons to take sharp objects on to the equipment.
- Never allow patrons to wear shoes of any kind on equipment.
- Ensure that all patrons wear grip socks.
- Never allow patrons or staff to take food or drink on to equipment.
- Ensure all areas and equipment are being supervised.
- Continually check for hazards.
- Never allow more than the maximum number of allowed patrons to use equipment.
- Report hazards to supervisors and cease the use of faulty equipment immediately.
- Check foam pits are full to the top level and “fluff” foam throughout the day.
- Never allow more than one person on any individual piece of equipment at a time.
- Never allow patrons to sit on walls, pyramids or padding.
- Prevent patrons from running and or bumping into each other.
- Instruct patrons to jump with both feet.
- Prevent patrons from wrestling or participating in rough play.
- Do not allow any person or patron to use any equipment unless they have read the terms and conditions of entering the centre and signed the waiver.
- Ensure that patrons give way to other patrons, in particular to smaller patrons/children.
- Ensure that patrons only jump and play within their ability.
- Persons with mental or physical impairments are not allowed to use the equipment without a carer who is at least 18 years of age present.
- Instruct patrons to jump away from other patrons and never bounce on a mat already occupied by other patrons.

9.1.2 *Customer Safety Rules*

Flip Out will provide Franchisees with Safety Disclaimers and Flip Out Safety Rules. These must be displayed prominently throughout the centre, including at the entrance. Ready to print signage is available. Please contact Head Office to request copies. These are provided as an attachment to this volume, **SAFETY DISCLAIMER** and **SAFETY RULES**. Head Office is currently working in collaboration with the insurer to simplify the safety rules and to design new signage.

9.1.3 Safety Briefing

Arena and reception staff must understand the safety rules and be able to remind participants of the rules continuously. In accordance with the Australian Standard on Trampoline Parks (AS 5159.1:2018),

"All patrons participating in the activities at a TPF shall receive a safety briefing prior to commencing the activity.

The safety briefing shall include, but not be limited to, the following:

- *Patrons are aware of the inherent risks involved in this physical activity.*
- *How to identify staff in the venue.*
- *Patrons are required to follow instruction given by the staff.*
- *No running in the venue.*
- *Specification of one patron per trampoline.*
- *Patrons are not permitted to double bounce other patrons.*
- *Patrons are not permitted to bring hazards onto the trampoline.*
- *Patrons are required to jump within their abilities.*
- *Rules regarding clothing such as jewellery, loose objects, shoes and/or sock usage.*
- *Always be aware of other patrons and staff in your immediate area especially smaller patrons.*
- *What to do in the event of an injury.*
- *Notify patrons that failure to conform to the rules may lead to time out or eviction.*
- *Verification that the patron has understanding of the safety briefing instruction.*

TPF staff involved in providing the safety briefing shall be trained and their competency verified to consistently deliver the safety briefing.

Flip Out is developing a video safety briefing for all customers. Until this is produced, arena staff are expected to explain rules to customers during check in.

Until this video is produced, staff should be trained to deliver a briefing similar to the one found in the attachment **SAFETY BRIEFING EXAMPLE**.

9.2 Equipment Patronage

In accordance with the Australian Standard on Trampoline Parks (AS 5159.1:2018), the number of people participating actively on the trampolines must be strictly managed. Note that this does not determine total arena capacity, but simply how many participants should be allowed on specific equipment. Formulas to calculate the number of patrons permitted on specific equipment are below:

9.2.1 *Free Jump (Main Arena, Junior Trampolines):*
Capacity = Number of horizontal trampolines x 0.75

9.2.2 *High Performance, Slam Dunk, Foam Pit, Wall Runner*
Capacity = Number of horizontal trampolines

9.2.3 *Total Capacity*
The formulas above indicate the number of patrons permitted to directly access specific trampoline park equipment. It does not limit the total number of patrons in a Flip Out trampoline park at any one time.

9.3 Waiver

No participants are allowed to use the equipment without first signing a waiver. If a patron is under 18, the waiver must be signed by a parent or guardian. Please note any injuries or accidents by patrons who have not signed a waiver are not covered by Flip Out's insurance or Franchisee's insurance. It is the Franchisee's responsibility to ensure that every participant signs a waiver.

9.4 Dealing With Accidents / Injuries

9.4.1 *Occupational health and safety*

The occupational health and safety of employees and those visiting a Flip Out workplace is of the utmost importance. Franchisees are obligated to ensure that they, their customers and their visitors are protected from health and safety risks arising out of work activities. Managing occupational health and safety need not be complex or costly. Under OH&S legislation Franchisees are obliged to:

- Provide safe premises.
- Provide safe equipment.
- Provide safe systems of work.
- Keep accurate records of work related injuries
- Provide information, instruction, training and supervision to ensure that any person on your worksite is safe from injury.
- Provide first aid services under the OH&S regulation.
- Provide a suitable working environment and facilities.
- Monitor working conditions at any workplace that is under the management and control of the company.

Franchisee that don't comply with these legal requirements may be prosecuted and fined.

Workplace health and safety authorities in each state and territory and the Australian Safety and Compensation Council (ASCC) have responsibilities for enforcing the OH&S legislation. They provide information and advice on safety and health at work and education and training. Franchisees can get information about their OH&S obligations and other valuable OH&S resources online from their websites.

Please note that legal obligations of employers vary according to circumstances. Some Franchisees may wish to seek independent legal advice on what is applicable to their situation.

9.4.2 *Safe Work Practices*

Carrying out safe work is of utmost importance.

Franchisees should always be aware of potential hazards that work may create. Examples of this include:

- Broken glass.
- Loose cabinet doors.
- Slippery floors.
- Replacing light bulbs on higher levels.
- Loose screws

9.4.3 *Avoiding injury*

To avoid injury from carrying heavy items Franchisees and their employees should ensure that they:

- Carry manageable weights only – maximum allowable limit is 15kg.
- Do not lift too much at once.
- Think carefully about what you are doing.
- Don't hurry unnecessarily.
- Remember to bend the knees, not the back, when lifting.
- Ask for help.

10 Accidents And Injuries

10.1 Overview

10.1.1 *Accidents and Injuries*

Accidents and injuries occur in all businesses and Flip Out arenas must be prepared to deal with such events. The sections below will assist arenas in remaining prepared to deal with injuries, but it is the responsibility of the Franchisee to ensure that staff are trained in first aid procedures and the arena is compliant with all legal requirements.

10.1.2 *Dealing with Injuries*

Any injury or illness that occurs on Flip Out premises must be recorded and reported at the time staff are made aware of the incident.

Staff **MUST** follow the following protocol:

- First aid should be administered by the employee with most senior first aid qualifications. While administering first aid, staff should take note of the injured person's name, age and the time the incident occurred.
- Ensure that other customers are being actively supervised while the injured person is being tended to.
- Once First Aid has been administered and the incident has been dealt with, inform the manager on duty as soon as possible.
- Complete the incident/accident report on the Flip Out Intranet. Download the injured participants waiver from Roller and attach it to the form.
- The confirmation of submitting an incident report email should be forwarded to the arena manager / owner to save CCTV footage of the event.
- Where injuries or accidents are of a serious nature (ie. spinal injury, paralysis, death etc) call an ambulance immediately.
- After an accident occurs, discuss with staff involved the process they went through and their actions. Review actions taken and discuss potential areas for improvement. Where injuries or accidents are of a serious nature (ie. spinal injury, paralysis, death etc) call Flip Out Head Office as soon as it is safe to do so.
- Giving injured patrons a courtesy call a week after the incident occurs is recommended.

10.1.3 *Incident Reporting*

All incidents and accidents where First Aid is supplied must be reported on the Flip Out Intranet. This is completed by logging on to the Flip Out Intranet, clicking on forms then clicking on accident/ injury report. This report must be filled out in the correct method. The incident report may be updated from time to time to reflect best practises.

10.1.4 *Emergency Contacts*

It is recommended that arenas have a list of emergency contacts on a quick-reference list near the telephone.

The attached **ARENA EMERGENCY CONTACT LIST** should be completed, laminated, and displayed clearly beside the telephone.

10.1.5 First Aid Qualifications

All Flip Out Franchisees and store managers must have a current basic first aid certificate, issued by a recognised first aid training institution. By the end of 2019, to be compliant with the Australian Standard on Trampoline Parks (AS 5159.1:2018) all Flip Out staff will be required to hold a First Aid certification.

10.1.6 First Aid Kit

You must keep a First Aid Kit close by at all times. As part of staff induction process, Franchisees must ensure that staff know where First Aid Kits are located.

A basic First Aid Kit should contain:

- 1 pair of scissors
- 1 packet of assorted safety pins
- 1 pair of splinter forceps
- 1 tube of antiseptic cream
- 1 tin of elastic dressing
- 1 packet of bandages
- 1 packet of sterile gauze
- 1 roll of cotton wool
- Eye drops
- Eye bath/Saline Solution
- Tweezers
- Rubber Gloves
- Face Mask for resuscitation
- 1 Instant icepack

Ice packs must be kept at all times in a freezer.

10.2 Emergency measures

10.2.1 Emergency Measures Disclaimer

The emergency measures and first aid procedures below are for guidance purposes only. They are not intended to replace or supersede first aid training.

10.2.2 Emergencies

In serious emergencies, always call an ambulance.

Please note the cost of the ambulance is always worn by the injured person. The injured person or their parent or guardian should make the decision to call an ambulance. This does not apply in situations where the injured person, their parent or their guardian is not capable of making this decision, in which case staff should use their digression.

10.2.3 Spinal/Neck Injuries

If any patron complains or is observed to suffer from neck pain or symptoms of possible neck or spinal trauma, this is to be taken as evidence of a serious injury and must be acted upon.

In all cases where a spinal or neck injury is suspected, moving the patient should be avoided. Exceptions to this can be made if the patient is in immediate serious danger in their current location, such as in a car park.

An ambulance must be called immediately and officers who are trained professionals will make the decision on how and whether to move the patient.

Staff members must not attempt to diagnose or recommend treatment to patients. The injured person, or if under 18, their parent or guardian must make further decisions.

10.2.4 Fractures and Serious Limb Damage

If it is suspected that a patron has a fracture or serious limb injury, it should be treated as so.

Affected limbs must be moved as little as possible. Bandages or a sling should be applied as directed in the staff member's first aid course. If a compound fracture has occurred, significant bleeding can be expected. Gloves and personal protective equipment must be used. Contaminated areas must be cordoned off until they can be properly cleaned and sanitized.

For serious injuries an ambulance should be called immediately.

10.2.5 Other Injuries

All injuries must be dealt with as recommended in an registered first aid course. An ambulance should be called for all serious emergencies. Wherever possible, the patient or their responsible guardian should take control and make decisions regarding whether to go to hospital, call an ambulance ect.

10.3 Contacting Work Cover

If there is an injury that results in a person being admitted to hospital as a result of an injury sustained at Flip Out, Franchisees must ensure that;

- Work Cover (Work Safe) is called as soon as reasonable after the incident with first obligation to the attendance and care of the injured person.
- Work Safe will determine from the information provided if they will send someone to the site to conduct an investigation into the incident.
- The accident scene must not be cleared until a representative from Work Cover has inspected the scene.
- Work Cover may not attend accident sites on all occasions. The information provided to Work Cover will determine if they send a representative.
- If Work Cover inform that they will not attend the site, the site may be cleared and normal operation may continue.
- Franchisees are to obtain and record all persons names and details from Work Cover and record this information.

Should arenas fail to call Work Cover as a result of this notice, Franchisees may be (as a company and personally) liable for fines or action taken by Work Cover in addition to breaches of your obligations under the franchise agreement.

Please note that not all incidents where someone is injured and taken to hospital will result in them being admitted to hospital. Many persons are treated and then released without being admitted.

A person is likely to be admitted for spinal injuries, compound fractures or where surgery is required. If Franchisees are in any doubt they should notify Work Cover and report the incident and let them decide if they wish to send someone out to the site.

10.4 Reporting to the Insurer

Provided correct injury / accident reporting procedure is being followed, no direct incident reporting to the Insurer is required from Franchisees. Refer to section *10.1.3 – Incident Reporting* for correct reporting procedure.

11 Evacuations and Other Miscellaneous Events

11.1 Emergency Evacuation Plan

All Staff should be given specific roles which they should carry out in the unlikely event of needing to evacuate the centre. Recommendations for each role can be seen below.

On-Site Manager:

- Call the relevant emergency department
- Ensure other staff members are completing their assigned roles and remaining calm
- Ensure all persons have left the building and prevent persons from entering

Arena Staff:

- Direct persons towards emergency exits
- Remaining calm
- Using relevant equipment where necessary, such as fire-extinguishers

The On-Site Manager is held responsible for the evacuation.

11.2 Power Failure

Every Flip Out Centre should have sufficient emergency lighting strategically located to ensure most of the premises remains comfortably visible in the event of a power failure. There should also be a handful of torch lights in each arena. These are to be kept at accessible and convenient locations, such as at reception.

In a power failure, apply the following procedures:

- Use torches if light is low.
- Prevent customers from using equipment
- If power failure is local, rectify the problem immediately.
- Lock the cash till.
- Explain the situation to existing customers.
- If the situation cannot be quickly rectified, apologise to customers in the centre and lead them out of the centre.
- Position one staff near the entrance/exit, to politely stop customers from entering.

11.3 Fire

Fire should also be a key concern, and though fires occur relatively infrequently, they usually result in major losses. Franchisees should read the sections on fire prevention carefully and ensure all of staff members know what to do in the event of a fire.

Fire extinguishers must be regularly inspected to ensure proper functioning, and staff should be aware of where they are located and know how to use them effectively. Each Flip Out Franchisee must carry current certification of training

in Fire Safety. An annual review of Fire Safety qualifications will be conducted, and additional external training must be undertaken as required.

Franchisees and managers should always be conscious of fire hazards and observe the following:

- Fire escape doors must always be kept closed and access to fire escape doors is clear and free from obstructions of any kind.
- Ensure that adequate fire extinguishers are available as stipulated by the local fire authority, and that they are always in good working order.
- If fire extinguishers are empty or accidentally discharged, arrange for the local fire brigade, fire authority, or authorised agent to recharge them.
- Have a plan for handling fires and ensure that all staff members are instructed in this plan.
- Fire extinguishers should be located in a prominent and easy to access position in your store.
- All staff members should be instructed of the location and use of firefighting equipment. The location of extinguishers should be clearly marked and access should always remain clear.
- Retain a record of training for firefighting and evacuation procedures. The attached **FIRE SAFETY TRAINING REGISTER** should be kept up to date and reviewed monthly.
- All staff members should be aware of the evacuation plan for the building and how to guide customers safely from the premises.
- The telephone number of your local fire brigade should be included in the list of emergency telephone numbers located near the staff telephone.

Upon discovering a fire:

- Alert staff members, customers, and any other occupants of the premises and move to a safe place.
- Turn off music if it is safe to do so.
- DO NOT ignite panic.
- Remain calm and evacuate the area in a quiet and orderly manner, directing customers with authority to the nearest fire exit.
- Dial 000 and advise the fire brigade, or break the fire alarm glass panel (if available).
- Use the fire extinguisher(s) if safe to do so.

In the event of fire:

- Call the Fire Brigade immediately.
- Once the blaze is extinguished, arrange for suitable security.
- Contact the insurance broker promptly so that a claim can be made.
- Advise the Flip Out Head Office.
- Note all incidents, no matter how trivial, in the store diary.
- DO NOT attempt to retrieve personal belongings.
- NEVER return to the premises for any reason until advised by the fire brigade that it is safe to do so.

If attending to any injured person, remembering the following:

- Check that the person can be attended to safely – are there any dangers around? Remember to look up and down.
- Remove dangers where it is possible to do so safely.
- DO NOT attend to any person if it is not safe to do so.
- DO NOT move an injured person unless that person's life is in greater danger by remaining where they are.
- If qualified, apply first aid until medical help arrives.

Using Fire Extinguishers:

- Make sure the correct extinguisher is being used for the type of fire
- Keep an emergency exit path to escape the fire if necessary.
- Stay low to avoid heat and smoke.
- Direct the extinguisher's stream at the base of the flame, not the smoke.
- Use a side to side sweeping motion over the burning surface.
- Sweep from the near edge to the far, then up the vertical surface.
- Once extinguished, break apart the burnt areas to get to the hot spots – take care not to touch any hot surfaces.
- If the fire gets out of hand, retreat.

Clothing on fire:

- A person whose clothes are on fire should lie on the floor and roll along the ground to extinguish any flames. If necessary, they should be forcibly laid on the floor and instructed to roll over repeatedly.
- Use blankets, rugs, clothing or other coverings to help extinguish the fire or flames on the person.
- Once the flames are extinguished, apply cool, clean water to completely extinguish any smouldering clothing and soothe any burnt skin.
- Seek medical attention immediately.

Do not:

- Try to beat out the flames.
- Try to run whilst clothing is on fire.
- These actions will only intensify the fire and encourage the flames to envelop the upper portions of the body.

10.3.1 *Electricity and electrical fires*

Faults occurring in electrical wiring and appliances can cause an outbreak of fire. Only persons authorised by an electrical authority are permitted to carry out the installation, modification, extension, repair and connection of electrical wiring including fixed appliances.

When dealing with electrical faults or failures, the following should be observed:

- Only use fuses of the correct rating. If a fuse repeatedly fails it indicates an electrical fault in the system and an authorised electrician should be consulted.
- An authorised electrician should make periodical inspection of all electrical wiring and fittings. Flexible leads should be regularly inspected for any sign of deterioration including cut or perished insulation, bare wires, loose connections, proper earthing, damaged plugs or fittings. Defective leads should be replaced.
- If a fault is evident in an appliance, it should be switched off and the plug removed from the power point.
- If a power failure occurs, switch off electrical appliances. When the power supply is restored, any appliances, particularly heating appliances left on and unattended could cause a fire.
- Only qualified persons should attempt repair of portable electrical appliances and flexible leads.

11.4 Damage

The action of customers may sometimes result in damage to fixed assets in the Centre e.g. damage to display fixtures, glass panels, flooring and etc. If this occurs, the first step is to ascertain whether it was an act of vandalism. If the action is found to be vandalism, and the damage was caused wilfully by the customer refer to section on Vandalism. If not, apply the following:

- Take down the customer's name, address and phone number.
- File an insurance claim.
- Organise for damage to be repaired.

11.5 Vandalism

Vandalism is the act of deliberately damaging the centre premises and property. It should be dealt with as follows:

- Detain the person, if safe to do so.
- Call Police or Security.
- Take down name, address and telephone number.
- Hand person over to security or the police.
- File an insurance claim.
- Organise for damage to be repaired.

Staff and customer safety should not be put at risk. If it appears that the vandal may resort to violence or operates in a group, do not confront the vandal. Instead quickly note the vandal's appearance and seek help from Security, if any, or call the police. Security footage of the incident should be reviewed and saved.

12. Security

12.1 Security Measures

The purpose of this section is to describe the steps that should be taken to guard against theft. It is important to always keep in mind that arena security is the Franchisee's responsibility. For businesses like Flip Out, instances of theft could include:

- Shoplifting
- Theft from the cash till
- Theft of staff and/or customers' valuables
- Customers using equipment or services without paying

Franchisees need to take necessary precautions to prevent theft. Always ensure that the safe, product displays, POS terminals and cash drawers are fixed securely to the floor or counter. Lockers should be provided for staff and customers to store their valuables. In addition, notices should be put up advising customers to not to leave their valuables unattended.

The following are precautionary measures to take throughout the day.

12.1.1 *During Centre Opening*

Staff should ensure that the process of transferring float money into the cash tills should not be within sight of any persons. During opening ensure that:

- There is no one loitering around suspiciously outside the arena
- That blinds are drawn (if any) so that passers-by cannot look in
- The door of the arena is locked to prevent anyone from barging in

12.1.2 *During Operating Hours*

If possible avoid taking cash out from the cash till during operating hours. If cash must be removed to prevent high cash levels in the float, this task should be performed during off peak times when there are low customer levels in the centre. Always stay vigilant and keep a look out for suspicious characters loitering outside or within the arena.

On occasion, staff may be required to perform a till clean. This is done when the amount of money in the till is more than \$1,000. In this case excess notes must be removed and counted in a safe, enclosed and locked room. These clean amounts must be stored in the safe and must be entered into the till report for the specific till it has come from.

12.1.3 *During Centre Closing*

Similarly, when taking money out of the cash till at the end of the day, ensure that:

- There is no one loitering around suspiciously outside the Arena.
- That blinds are drawn (if any) so that passer bys cannot look in.
- The door of the store is locked to prevent anyone from barging in.

All cash should quickly be removed out of sight to be counted and placed in the safe.

12.1.4 Keys and Codes Register

As a matter of security, it is critically important Franchisees and managers monitor who has access to, or uses any keys for the arena, storage areas, office or for any Flip Out premises.

A **KEYS AND CODES REGISTER** is provided in the attachments to this volume. This form should be used when issuing keys and security codes or passwords to employees and assists in keeping track of who has which keys and codes. This is particularly important to know when a staff member ceases their employment.

Sometimes locks with combinations may be used. In this case, the name of any person that has been given these codes or combinations should be recorded.

As much as is realistically possible, the Franchisee or manager should be the only person to have access to keys and codes.

12.2 Dealing With Security Breaches

12.2.1 Break-Ins

In the event of a break-in, apply the following procedures:

- If a Staff member discovered the break-in, they should notify the Manager.
- Call the local police immediately.
- Notify Security.
- Notify Head Office.
- Consider closing the premises until police have arrived and accessed the scene.
- Do not allow any unauthorised persons, e.g. Customers to enter the premises.
- Do not tamper with anything in the premises until the Police has arrived and given the clearance.
- Take photos of evidence and avoid touching items unnecessarily.

A copy of the Police Report should be obtained for claim-submission to the insurance company.

12.2.2 Shoplifting

This pertains to the merchandise that Flip Out sells. Staff should always be vigilant and be on a look out for people who are hovering around the merchandise and behaving suspiciously.

If someone is caught shoplifting:

- Approach the person before he/she leaves the premises and address the situation by saying: "I'm sorry to have to ask you to come with me. We believe there are some unpaid items in your bag".
- Avoid embarrassing the person in the public. Take them to a corner or the back office. Ensure that another staff member is present to act as witness and that CCTV footage is available in the location.
- Request that the suspect remove the contents of their bag for inspection.
- Avoid handling their personal effects.
- Identify and retrieve the stolen goods.

- Do not ask the shoplifter to pay for the goods.
- Call security (where relevant) and the police and hand the suspect over.

12.2.3 *Robbery*

While it is highly unlikely that arenas will be involved in an armed robber situation, all employees should know what to do if such an event were to arise. It is critical that the standard procedure is followed:

- Always be alert to suspicious persons
- Notify police immediately should any suspicious activity be noticed.
- Let all staff know of any suspicious activity observed; robberies and break-ins are rarely unplanned. Often the thief or an accomplice observe and even enter premises to count the number of staff or make a mental picture of the layout.

Staff should be trained to respond in the following ways if a robbery were to occur:

- Be co-operative.
- Stay calm.
- Give the offender/s what they want.
- Do not volunteer any information.
- **Hand over cash.**
- Do not aggravate the offender/s.
- Try to remember characteristics of the offender/s.
- Do not follow or chase the offender/s.
- Wait until the offender/s leave the premises before calling the police.
- Telephone the Flip Out Head Office.

Robberies are extremely rare, but such events can have a dramatic effect on the physical and emotional state of staff. Franchisee's should seek assistance from the police and health professionals following a robbery. Further, they should:

- Check to see staff, customers and any other people are harmed, hurt or upset.
- Call and wait for the police.
- Calm the customers and others in attendance. Ensure all staff are calm and able to assist with procedures.
- As soon as possible, write down points about the robbery, such as characteristics of the offender/s. Ensure each person involved independently completes a description of the offender/s description.
- Close and lock doors.
- Isolate the crime scene and preserve any evidence e.g. notes handled.

12.2.4 *Theft*

Theft can involve both customers and staff. Franchisees and managers need to take the necessary steps to ensure that opportunities are not provided that encourage people to steal items or money within the Flip Out arena. This

includes ensuring that staff are vigilant in checking till discrepancies, removing excess cash and not leaving high cash levels on premises.

13 Cleaning

Flip Out arenas must have a high level of cleanliness and sanitation.

13.1 Equipment

Equipment shall be cleaned with antiseptic spray every day and spot cleaned throughout the day.

13.2 Floors

Floors shall be mopped and sanitised daily and spot cleaned throughout the day.

13.3 Bathrooms

Bathrooms shall be cleaned and disinfected twice daily and inspected regularly. Managers may wish to have a cleaning chart on the wall to let customers know when the bathrooms were last serviced.

13.4 Bins

Bins shall be emptied regularly and rubbish removed to the central garbage collection area. Bins should never be left full overnight.

13.5 Car Parks

Car parks shall be clean of all rubbish.