## Standard Operating Procedures content guidelines

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| Facility facts and layout | * *Plans, diagrams, and map of facility including location of alarms, exits, emergency vehicle access ways, rescue equipment and first aid stations* * *Customer access areas and maximum numbers* * *Facility management and services* |
| Opening hours | * *Standard hours of opening* * *Hours of operation for different services e.g. swim school, fitness centre, pool* |
| Personnel | * *Identification of person(s) in charge* * *Job descriptions, staff duties and responsibilities* * *Performance standards, expectations* * *Staff schedules and roster* * *Personnel qualifications and accreditation* * *Employment contract details including breaks, timekeeping, hours of work* * *Training schedule* |
| Daily operational duties | * *Opening duties* * *Hourly duties* * *Daily duties* * *Closing duties* * *Cleaning procedures* |
| Office operations | * *Pool entry, fee structure* * *Enquiries, bookings and activities schedules* * *Stock and merchandise sales and management* * *Equipment loans and hireage* * *Vending machine issues* * *Banking and till processes* * *Security of money and valuables* * *Shift handovers* |
| Health & Safety | * *Identification of Hazards* * *Reporting & recording of accidents for both employees and customers* * *Evidence of Health & safety reviews* * *Provision of Personal Protection equipment (PPE)* * *Safe handling and storage of chemicals* |

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| Customer relations | * *Child supervision policies, Pool Alone* * *Customer behaviours* * *Customer relations (customers and media)* * *Pool rules* * *Swimmer etiquette and dress policy* |
| Reporting policy | * *Reporting procedure and authority* * *Sample reporting forms and use* |

*This list is intended as a guide to content of Standard Operating Procedures. Contents will need to be tailored to specific facilities.*