## 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*
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| Opening hours | * *Standard hours of opening*
* *Hours of operation for different services e.g. swim school, fitness centre, pool*
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| 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*
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| Daily operational duties | * *Opening duties*
* *Hourly duties*
* *Daily duties*
* *Closing duties*
* *Cleaning procedures*
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| 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*
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| Reporting policy | * *Reporting procedure and authority*
* *Sample reporting forms and use*
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*This list is intended as a guide to content of Standard Operating Procedures. Contents will need to be tailored to specific facilities.*