



IMPROVE
GLASGOW

improveglasgow.com

COVID-19

ACTION PLAN

CONTENTS

ACTION STEPS TAKEN IN-HOUSE SINCE CLOSURE	02
MANAGING RISK UPON REOPENING	03
KEEPING IMPROVE STAFF SAFE FROM COVID-19 EXPOSURE	04
ENSURING STAFF WELLNESS AT WORK	05
MANAGING AN EXPOSURE TO COVID-19	05
MONITORING WORK PROCESSES AND RISK ASSESSMENT	06
IMPACT OF CHANGES ON WORKING PRACTICES	06



A WORD FROM IMPROVE

This period has been taxing on everyone involved with Improve and we would like to extend our hand in thanks to each and every one of our members who stuck with us through such a turbulent time.

We are indebted to the kindness and commitment you have shown and we cannot wait to start serving you all again in person once the restrictions have been lifted.

It won't be the same as it was when we left, but we continue to double down on our commitment to inspire positive change and are continuing to work tirelessly to deliver an improved service once we are all back together.

This document outlines our intent to ensure we provide you with the safest working space possible; limiting any potential chance of your exposure to COVID-19 whilst training within our facility.

We invite you to read through this booklet so you can hold us accountable to the promises we are making and welcome you to voice any concerns you have over any of our plans or your hesitation to get back to working with us in person.

We want our approach to ensuring the safety and health of our members to be a two-way conversation and your input will be greatly appreciated as we move forward with what we hope to be the best version of Improve Glasgow to date.

Hopefully we'll see you soon.

Ross Stewart
Owner
Improve Glasgow

ACTION STEPS TAKEN WITHIN IMPROVE GLASGOW SINCE CLOSURE IN MARCH

- Exterior of building gentrified (graffiti removed, painted, car park tidied up)
- Reception area layout changed to introduce a one-way system in and out
- Bike rack fitted in car park for those cycling to the gym to ensure bike safety and increase space at reception
- Sanitisation station immediately on entry
- Towels removed, as per government guidelines
- Current equipment layout changed to increase space between 'pods' (training areas for each session)
- New equipment ordered (late July delivery) to further increase space between individuals training together
- Fully contactless purchasing in place, with cash removed
- New 'one-touch' bean-to-cup coffee machine installed to cut down on touch points with our previous filter coffee machine (tea also provided for the tea jennys)
- Water dispenser installed to decrease touch points on our tap
- Custom Improve Glasgow water bottles purchased for every member to limit the need to share cups/mugs
- Antibacterial 'sanitisation stations' at each squat rack, as well as at our front door, adding up to 5 in total
- Blue roll dispensers and antibacterial spray at various locations around the gym to replace sweat towels, as per government guidelines
- Commercial toilet roll dispensers in each toilet, replacing our toilet roll racks with 'loose rolls'
- Interior paint touch ups
- Full disinfect of the entire facility by our cleaning contractors
- Signed with ukactive who have been liaising with the government throughout COVID-19
- Joined ukactive's 'Fit Together' campaign
- Committed to following ukactive's guidelines to ensure the safety of our members and team

MANAGING RISK UPON REOPENING

Something to note before we list off our plans is that Improve Glasgow already operates, for the most part, with the government's guidelines for reopening gyms.

We've always used a booking system, we always cap the number of people in the gym at one time and we run our sessions on the hour with a short period of time between sessions to tidy up, etc.

Alas, here are the things we're going to do to manage risk and ensure compliance with the guidelines when we reopen:

- Carrying out a pre-opening risk assessment, as per our health and safety consultants' (3D Leisure) guidance
- Increasing our opening hours between 11am-3pm Mondays, Wednesdays and Fridays in an attempt to 'thin out' our peak time slots and give members more opportunities to train each week
- Asking everyone to stay home if they're experiencing COVID-19 symptoms so as to mitigate the risk of spreading of the virus
- Asking members to arrive 5 minutes before their session and leave immediately afterwards, unless showering (unfortunately, in the short term, we can't have anyone arriving early/hanging around later)
- Promoting the use of a one-way system in and out of the gym (turn right towards the reception area and lockers on entry and leave by avoiding the reception area; i.e. the same way as you always have done)
- Asking everyone who enters to sanitise their hands with the antibacterial gel provided on entry
- Asking everyone who enters to adhere to the social distancing guidelines in place at the time; i.e. 2m, 1m+, 1m, etc.
- Reduce capacity at any one time on the gym floor from 46 to 24 in order to adhere to the guideline of 100 sq. ft. per person (we have 2,400 square feet of training space in our building)
- Decrease the number of 'pods' (training areas for each session) in the gym from 5 to 3 to increase space per person
- Decrease the maximum capacity in our large group sessions (HIIT, etc.) to ensure we stay within the 100 square feet per person guidelines.

- Adapted our programming to reduce the necessity of sharing equipment where possible
- Provided antibacterial spray, blue roll and antibacterial gel at each training area so as equipment can be wiped between after use
- Asking members to spray and disinfect the equipment after use
- Asking members and staff to wash their hands if they cough, sneeze, etc.
- Finishing sessions at 50 minutes past the hour to ensure those in that session can be out of the building (or in the shower) by 50 minutes past before those in the following session enter at 55 minutes past.
- Increasing the frequency of our cleaning contractors from 2x per week to 3x per week, which will be reviewed weekly to start and then monthly

KEEPING IMPROVE STAFF SAFE FROM COVID-19 EXPOSURE

- Staff will be given guidance on best practice for maintaining their own safety and reducing their risk whilst on the premises and meetings will be held weekly to review these practices
- Staff will also be encouraged to adhere to the government guidelines when not at work (i.e. wearing a mask in places they're required) to mitigate their own risk of contracting the virus
- Staff will meet regularly to discuss best coaching practices and how to ensure top quality coaching from a social distance
- Staff will be asked to limit touching equipment where possible until it has been disinfected
- Staff will be asked to place all uniform in the wash immediately after their shift

ENSURING STAFF WELLNESS AT WORK

- Each staff member will have a return to work interview to talk through any concerns they have about returning, ensuring they're comfortable with the steps taken to mitigate risk and ensure safety for all
- Staff will have access to a personal nurse advisor, counselling support and therapy to ensure both their physical and mental health needs are cared for
- Staff will have access to a temperature gun to check their temperature before, during and after their shift, should they wish to use it
- An elevated reading will result in another coach leading the next session or the session being cancelled
- If a staff member experiences symptoms they will be asked to self-isolate in line with the government guidelines before safely returning to work

MANAGING AN EXPOSURE TO COVID-19

- If a member feels they may be displaying symptoms, we will ask them to stay away from the facility and follow government guidelines on self-isolation
- All members will be asked to self-police their own symptoms and a temperature gun will be provided in the gym for optional use before sessions
- We will comply with contact tracing protocols should exposure to COVID-19 occur within the facility, which will be very simple with the help of our booking system
- Strict cleaning and disinfectant procedures will be implemented as outlined by the government prior to resuming delivery of our service once a suspected COVID case has been traced to the facility
- All members using the facility around the time of the exposure will be contacted directly and made aware

MONITORING WORK PROCESSES AND RISK ASSESSMENT

- Weekly meetings will be held between facility staff to assess validity, adherence and success of the procedures put in place
- Improvements and changes will be affected as soon as better procedures are identified
- Two-way communication with members will be initiated where they can freely, and anonymously (if required) relay any concerns to us, which will be acted upon immediately and changes to our procedures initiated if required and/or viewed as beneficial by management
- All processes will receive a full review monthly and changes implemented immediately where necessary, as well as after any changes to government guidelines

IMPACT OF CHANGES ON WORKING PRACTICES

All changes initiated by Improve Glasgow have been done so to ensure the safety of the entire Improve team, members, and extended family.

It is essential that we stay true to our purpose of making everyone who enters our building feel better when they left than they did when they came in and as such it is a prerequisite that we provide a facility in which everyone who enters feels safe both physically and mentally; ensuring they can remain fully focussed on the true Improve experience.

None of the changes implemented have been done in a way that will increase any greater risk to the users of our facilities including members, staff, or visitors than were already assessed prior to closing down in March 2020.

In fact, we believe the changes initiated will shore up our processes and ensure our members can train with us knowing we have done everything in our power to provide an environment that is as protected as it can be from COVID-19 so they can give their full intent and purpose to working toward their own health and fitness goals.



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