

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To make sure every injury, illness, near miss and unsafe event at the gym gets a fast, calm response, an accurate written record, and a follow-up that stops it happening again.

Scope

Every incident involving a member, guest, contractor or staff member on the premises, in classes and on gym-run activities outside, including injuries, sudden illness, equipment failures, near misses and aggressive behavior. It applies to all staff and instructors.

Responsibilities

Role	Responsibility
First staff member on the scene	Responds, gives first aid within their training, gets help, and makes the area safe.
Duty manager	Takes charge, calls emergency services if needed, and makes sure the incident is recorded before the end of the shift.
Gym manager	Reviews every report, follows up with the person, contacts the insurer when needed, and makes sure actions are done.

Definitions

Incident: Any event that hurt, or could have hurt, someone on the premises, including an injury, a sudden illness or an unsafe act.

Near miss: An event that could have caused injury but didn't, such as a cable snapping with no one on the machine.

What you need

- First aid kit and AED, checked every day
- The incident report form or system
- Out-of-order tags for equipment
- Emergency contact numbers on display at reception

Procedure

1. Respond and check for danger

Go to the person straight away, check the area is safe for you and them, and stop any machine involved.

2. Give first aid and call for help

Give first aid within your training, and call for the duty manager. Call emergency services for any serious injury, chest pain, collapse, or if you're unsure.

Caution: If someone collapses and isn't breathing normally, call emergency services, start CPR and send someone for the AED at once.

3. Make the area safe

Keep other members back, clean up any blood or fluids wearing gloves, and tag out and isolate any equipment involved.

4. Contact the person's emergency contact

If they're taken to hospital or can't get home safely, contact the emergency contact on their member record, with their agreement where possible.

5. Record the incident

Before the end of the shift, record the date, time and place, what happened in the person's and witnesses' words, the injury, the first aid given, and who was told. Stick to the facts.

- The date, time and exact place
- The person's name and contact details, and whether they're a member
- What happened, in their words and witnesses' words
- The injury or illness, and the first aid given
- Who was told, and whether an ambulance was called

6. Take witness details

Write the names and contact details of anyone who saw it, and ask them to describe what they saw while it's fresh.

7. Keep the evidence

Keep the equipment as it is until the manager has inspected it, take photos of the area, and note which camera may have recorded it.

8. Follow up with the person

The manager contacts the person within a few days to see how they are, and records the contact.

9. Report to the insurer and authority if required

Tell your insurer as your policy requires, and report serious injuries to the workplace safety authority where your local rules say so.

10. Review and fix the cause

The manager looks for the cause, such as equipment, layout, supervision or training, agrees an action, and records when it's done.

Records

- The incident report, with witness statements and photos, kept for as long as your insurer and local rules require.
- Notes of the follow-up with the person.
- Equipment repair records for any machine involved.
- A log of all incidents and near misses, reviewed every month for patterns.

Related documents

- Emergency and evacuation procedure
- Gym equipment inspection checklist
- First aid and AED procedure
- Member health screening policy

Revision history

Version	Date	What changed	Approved by