## Quality of Service and Ethics Policy

We improve the health, fitness and wellbeing of our clients’ mind and body through the provision of a superior quality service backed by adequate facilities. We are a group of fitness studios that foster a pleasant atmosphere and a team of fully trained and qualified professionals who are committed and focused to deliver a superior customer service.

### To ensure that our members receive a high level of service, we shall:

* Respond to every request in a professional and effective manner
* Provide professional assistance and care to every client
* Attend to known deficiency in our services and facilities provided
* Maintain an up to date know-how in the services provided
* Comply with relevant laws, regulations and codes of practice
* Maintain our management system in accordance with Fitness Australia requirements
* Assist employees to improve and optimise their professional knowledge
* Create and preserve a good, safe, non-violent working environment for all employees.

## Whatever current or future strategies we pursue and whatever future services we develop, they will all be based on the ethics and integrity of our Fitness Studios.

* We provide a drug free and safe environment
* We ensure a safe and healthy environment for all children within our premises
* We are sensitive to and considerate of the ethical and social issues regarding our services
* We support strong protection of the confidentiality of our clientele’s information
* We listen carefully to those who are concerned about the implications of our recommendations and respond to their concerns
* We will abide by the ethical standards of the appropriate association/ bodies and, where appropriate, other professional societies to ensure that our services are appropriate
* We respect the competitors involved in our industry and deal with them professionally
* We develop our business on our own merit and will not solicit business by criticism of competitors, self-laudation, or lobbying.