
जिम केंद्र — सेवा अपेक्षाएँ

Gym Centre — Service
Requirements

ICS 03.180; 11.020.99

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भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS
मानक भवन, 9 बहादुर शाह ज़फर मार्ग, नई दिल्ली - 110002
MANAK BHAVAN, 9 BAHADUR SHAH ZAFAR MARG
NEW DELHI - 110002

www.bis.gov.in www.standardsbis.in

March 2024

Price Group 8

FOREWORD

This Indian Standard was adopted by Bureau of Indian Standards, after the draft finalized by the Health, Fitness and Sports Services Sectional Committee had been approved by the Service Sector Division Council.

The regular exercise and physical activity have numerous health benefits, including reducing the risk of chronic diseases such as obesity, heart disease, and diabetes, and improving mental health and well-being. Gyms provide a convenient and supportive environment for individuals to engage in the physical activities, making them an essential component of public health strategies. However, as the demand for gym services continues to increase, it is crucial to ensure that gyms provide safe and quality services to their members.

This standard specifies the minimum requirements of gym services, including operational and functional requirements, competence of gym trainers, privacy of members, safety, and emergency action plan, to ensure that members can exercise safely and effectively.

By ensuring that gyms meet minimum requirements for safety and quality, this standard will not only benefit members but also gym businesses. Providing a safe and supportive environment for members will help gyms retain existing members and attract new ones, leading to increased revenue and sustainability. In addition to this, the competence of gym trainers and the availability of appropriate equipment and workout programs can enhance the reputation of a gym and attract individuals seeking quality services. In this way, compliance with this standard can benefit both gym businesses and members which will be contributing to the promotion of physical activity and public health.

The composition of the Committee responsible for the formulation of this standard is given in [Annex C](#).

For the purpose of deciding whether a particular requirement of this standard is complied with the final value, observed or calculated, expressing the result of a test or analysis shall be rounded off in accordance with IS 2 : 2022 'Rules for rounding off numerical values (*second revision*)'. The number of significant places retained in the rounded off value should be the same as that of the specified value in this standard.

*Indian Standard***GYM CENTRE — SERVICE REQUIREMENTS****1 SCOPE**

1.1 This standard specifies the minimum requirements of gym services to the individuals and/or groups including operational and functional requirements, competence of gym trainer, privacy of members, safety and emergency action plan.

1.2 This standard is applicable to all gym service providers excluding open gyms and mobile gym.

2 TERMINOLOGY

For the purpose of this standard, the following definitions shall apply.

2.1 Cardiovascular Equipment — The equipment used to exercise the circulatory and respiratory systems (for example, heart and lungs).

NOTE — The cardiovascular equipment such as treadmill and exercise cycle are designed for continuous use, raising both pulse and respiration rates, to stimulate blood flow around the body, strengthen heart muscle and increase lung capacity, thereby improving overall fitness and well-being.

2.2 Code of Conduct — The promises made to members by the gym management concerning its behavior, that are aimed at enhanced member satisfaction and related provisions.

2.3 Competence — Ability to apply knowledge and skills to achieve intended result.

2.4 Feedback — Opinions, comments and expressions of interest of member(s) on the gym services or a complaint handling process.

2.5 Gym Manager — A person who oversees the daily operations of the gym centre. The person is in charge of marketing, maintaining profitability, managing staff and ensuring customer satisfaction.

2.6 Gym Trainer — A person who is involved in the physical training of others through various fitness activities.

NOTE — Gym trainer is also known as fitness trainer, trainer, Gym coach or fitness coach.

2.7 Management — Person or group of people who directs and controls gym activities at the highest level.

2.8 Member — A person or a group or an institute/organization that benefits from the services

of gym service provider.

2.9 Member Satisfaction — Member's perception of the degree to which the member's expectations have been fulfilled.

2.10 Monitor — Determining the status of a system or a service or an activity.

2.11 Policy — Intentions and direction of the gym as formally expressed by its top management.

2.12 Procedure — Specified way to carry-out an activity or process.

2.13 Records — Document stating results achieved or providing evidence of activities performed.

2.14 Regulatory Requirement — Obligatory requirements specified by an authority mandated by a legislative body.

2.15 Requirement — Need or expectations that is stated, generally implied or obligatory.

2.16 Resistance Equipment — The equipment used for exercise of specific muscle groups that allow controlled movement of part of the body against a resistance provided by hydraulics, counterweights, springs/bungee bands or friction.

NOTE — Examples of resistance equipment are chest fly machine and seated dip machine.

2.17 Risk — Effect of uncertainty.

2.18 Service — Output of gym service provider with at least one activity necessarily performed between the gym service provider and the member.

2.19 Stakeholder — A person or a group or a society or an organization having an interest and concerns and involved in the services or performance of gym.

2.20 Statutory Requirement — Obligatory requirements specified by the legislative body.

2.21 Stretch Area — The area used before and after exercise to allow muscular warm up and warm down. Stretching helping to reduce the risk of injury.

2.22 Work Environment — Set of conditions under which work is performed.

3 GENERAL REQUIREMENTS

The compliance to the following general requirements applicable to gym shall be ensured by the gym management:

- a) The premises shall be registered under *Societies Act*, 1860 or *Trusts Act*, 1882 or Central/State legislative acts or any other legal entity established under prevalent law;
- b) Before starting the gym activities, all relevant clearances such as police, industry and others, shall be obtained;
- c) Other licenses/documents (labor licenses, service and luxury tax registration, music copyright, industry specific licenses); and
- d) Identify member preferences, needs and expectations correctly and recommend appropriate products, services or information.

4 MANAGEMENT

4.1 The management of gym shall appoint/designate the gym manager responsible to implement all applicable requirements including statutory, administrative decisions and other regulatory requirements. The designated person may assign the responsibilities of different activities to relevant staff members of the centre, as appropriate and the records shall be maintained and readily available.

4.2 The management of the gym shall be responsible for the following:

- a) A safe environment and equipment to avoid any risk of accidents shall be provided to both gym members and staff;
- b) Ensure that staff shall carry out their duties in a safe and responsible manner within an overall framework of safe working practices;
- c) Necessary information, instruction, training and supervision shall be provided to ensure the health and safety of the members and staff;
- d) Transparency and privacy policies of the gym centre shall be defined, documented and displayed at prominent locations of the gym premises;
- e) Identify and strive to eliminate or reduce the potential risks and hazards;

- f) Emergency contacts of nearby hospitals, ambulance service providers, doctors, physiotherapist and nutritionist shall be available and displayed; and
- g) Emergency action plan shall be available to deal with emergency situation including safety of members and gym staff.

4.3 Gym Manager

Gym manager shall be responsible for the following:

- a) Ensuring that all staff members are adequately trained to execute their duties
- b) Preparing the weekly schedules and work assignments for gym trainers;
- c) Assisting trainer in developing and maintaining exercise programmes;
- d) Ensuring gym centre is clean, safe and orderly maintained;
- e) Ensuring that gym equipment are in proper working condition;
- f) Maintenance of equipment is done at regular intervals;
- g) Monitoring of initial workouts of new members and provide feedback;
- h) Ensuring compliance of procedures and policies of gym centre;
- j) Organizing the educational trainings, seminars and meetings for staff for professional growth;
- k) Resolving all complaints related to the services being offered/promised to the members;
- m) Review and implement suggestions and recommendations of members to enhance the effectiveness of exercise programmes;
- n) Scheduling and conducting gym tours to new members; and
- p) Maintaining records of training schedules and exercise programmes.

NOTE — Depending on size of the gym, the responsibilities of gym trainer can be assigned to gym manager.

5 OPERATIONAL REQUIREMENTS

5.1 Reception Services

5.1.1 The name of gym at its entrance shall be clearly displayed and visible from outside with adequate illumination.

5.1.2 The staff at reception shall ensure the compliance to the following general requirements:

- a) The ability to communicate with the guests in at least the local language and/or in the most relevant languages;
- b) The accurate information of various exercise programmes such as fee details, curriculum, timings and admission process shall be communicated; and
- c) Emergency contact numbers such as police, hospital and fire service shall be displayed at prominent area of reception.

5.1.3 Gym shall display the professional degrees of gym trainer(s) at the reception.

5.2 Member Registration Process

The gym manager shall ensure that member registration procedure is clearly defined and displayed at the registration counter. The following, but not limited to, shall be ensured at the time of registration of member:

- a) The centre shall have a member registration/enrolment/membership/inquiry form to be filled and signed by the member;
- b) Physical activity readiness questionnaire (PARQ) form is filled and signed by the member;
- c) Consent form is filled and signed by the member;
- d) Identification document(s) of member including name and residential address is submitted;
- e) Contact phone number of member and alternate phone number for use in emergency situation shall be collected;
- f) Basic assessment of member's physical condition before start of any routines is done;
- g) The member shall be made aware of all pricing, policies, terms and conditions at the time of registration;

- h) All this information may also be displayed at the reception as well as on their website, if available;
- j) Proper receipt for the fee paid by the member shall be issued; and
- k) A progress tracker system is initiated to monitor member's workout and physical progress through measurements.

NOTE — The age of 18 plus may be considered as the right age to start working out at the gym.

5.3 Member Information

The following information, but not limited to, shall be collected at the time of registration or before finalizing the exercise plan for the member:

- a) Collect member information for screening such as medical history, exercise history, daily routine, life style, likes and dislikes, present diet, allergy with any medicine, suitable time for gym, present age, weight and height;
- b) Self-declaration cum undertaking of current health status of the member shall be obtained at the time of admission;
- c) Discuss and identify member's fitness requirements to decide appropriate exercise plan and services.

NOTE — Gym trainer/gym manager should preferably be present at the time of collecting member information.

5.4 Refund Process

The gym shall establish a refund policy which shall be communicated to the member at the time of admission. The process of refund of fees shall be completed on priority preferably within 30 days from the date of submission of refund application by the member or as mentioned in refund policy of the gym.

5.5 Inspection of Workout Area

The gym trainer shall inspect the workout area at regular basis, depending on risk involved, to ensure the following:

- a) All workout stations are in order;
- b) In order to prevent any potential hazards, inspect the Gym premises to ensure that there are no slippery items such as oil and grease on the floor of the workout area;

- c) Adequate provisions for lighting and ventilation in the workout area;
- d) Standard instructions on equipment usage are available near its location;
- e) No steroid or performance enhancement drugs (PED) boards are displayed in gym area; and
- f) Well stocked first aid kit and automated external defibrillator (AED) are available in the gym premises.

5.6 Inspection of Equipment

The gym trainer shall inspect the equipment at regular basis and report any issues, if any, to ensure the following:

- a) Labels on the weights are visible;
- b) The free weights are re-racked;
- c) To check workability of electrical equipment;
- d) Mechanical equipment are well oiled, assembled properly and the cables are strong enough to carry weights; and
- e) Enough weights and equipment are available even during peak hours.

5.7 Maintenance of Equipment

The gym manager shall ensure that:

- a) the service/maintenance of equipment is conducted as per planned schedule recommended by the original equipment manufacturer and records are maintained;
- b) the maintenance plan shall be prepared which contain procedures/work instructions for routine tasks, checks and inspections at intervals namely, daily, weekly, quarterly, semi-annually or annually. In addition to this, the individual plans shall be prepared for all equipment and the associated components. Checklists may be prepared, if required, to ensure that the actions indicated in the operation and maintenance plan are carried out promptly and accurately;
- c) service and maintenance of all equipment and associated components are done at regular interval specified in the maintenance schedule; and

- d) equipment that is not in use, undergoing maintenance, or experiencing a breakdown shall be appropriately labelled to prevent any unintentional use.

6 PHYSICAL ENVIRONMENT

6.1 Housekeeping and Hygiene

- a) A clean and tidy training space is required to ensure that safety objectives are achieved; and
- b) Gym members are required to keep the workout area tidy and hygienic to prevent health hazards and accidents.

6.2 Environment

Adequate arrangements shall be made to provide the appropriate levels of temperature, natural light, lighting, ventilation, cross ventilation in absence of air condition and noise for health and safety at the workout areas.

In order to ensure conducive environment for gym activities, the following checks shall be ensured:

- a) The gym layout shall be such that users shall have enough room to move and exercise safely;
- b) The centre shall provide proper accessibility through flooring, signage along with the centre's drawing and structural/nonstructural elements;
- c) The temperature conditions in workout areas shall be checked to ensure comfortable environment and the members shall not experience fatigue;
- d) Remove any faulty machinery or equipment from use. In case, such equipment cannot be removed, proper labelling shall be done;
- e) Cleaning up spills immediately for safety of member and staff;
- f) Regular cleaning schedule of gym premises shall be in place;
- g) Ensure concerned staff are aware of their responsibilities and appropriately trained for their role; and
- h) The centre shall provide proper aesthetics to serve the required groups.

7 RESOURCES

7.1 Gym Area

7.1.1 Adequate space shall be available to ensure the required range of equipment and facilities are accommodated. For general use, the split ratio of cardiovascular equipment to resistance equipment should be approximately between 40 percent to 60 percent however this will depend on local need and demand. The space requirement for gym area being used for physical activities should comply to the requirements given in the [Table 1](#).

Table 1 Space Requirement for Gym Area

(Clause [7.1.1](#))

Sl No.	Type of Equipment	Area
(1)	(2)	(3)
i)	Resistance	2 m ² /machine, <i>Min</i>
ii)	Cardio vascular	1.5 m ² /machine to 2.0 m ² /machine
iii)	Free weights	2.5 m ² /machine to 3.5 m ² /machine
iv)	Spinning	1.0 m ² /machine to 1.5 m ² /machine

7.1.2 The stretch area shall not be less than 2.0 m² to 2.5 m² per person.

NOTE — Stretching area need not be separate in cases where gyms have group class studios or functional areas or open/unused space.

7.2 Gym Equipment

The management of gym shall ensure that all equipment required for gym activities are available inside the premises. The gym trainer and staff shall be competent to safely operate the equipment and keep watch on the activities being performed to avoid any unintentional mistake by the member using the equipment. The gym equipment used shall preferably be BIS Standard Mark. Use of UPS/servo stabilizers along with proper earthing for the equipment shall be ensured to keep personnel and property safe from electrical hazards.

NOTE — For guidance, the list of commonly used equipment are given in [Annex A](#).

7.3 Wash Room

Washroom(s) of adequate size with proper sanitization shall be provided. Washroom(s) shall be

cleaned at least twice a day and records shall be maintained for a period of at least one month.

NOTE — Preferably separate washroom for male and female members should be available.

7.4 Other Facilities

In addition, the following facilities shall be available:

- Potable drinking water facility;
- Changing room; and
- Proper lighting in the activity area.

NOTE — If the size of washroom is adequate, separate changing room may not be required.

7.5 Gym Trainer

Gym trainer shall be appointed to support, advise and assist members involved in gym activities to ensure that activities are performed as per their exercise plan. The gym trainer shall have the following essential skills and responsibilities:

- Welcoming a member and carrying out an initial consultation;
- Demonstrating a professional attitude and working with responsibility;
- Understanding the member's goals, skill level, level of motivation and barriers to change (if any);
- Sharing information about the role of stress, sleep, nutrition and exercise in maintaining healthy lifestyle;
- Collecting and analyzing member information to plan an exercise programme for member;
- Knowledge of functional anatomy, physiology and biomechanics and other relevant subjects and relating it to the exercise programmes;
- Applying the principles of exercise to design exercise programme;
- Collecting, analyzing, planning, selection, sequencing, progression of gym-based exercises;
- Instructing and monitoring members to ensure safe conduct of activities;
- Understanding goal setting, applying motivational techniques for member's adherence to exercise;
- Maintaining a safe exercise/facility environment;

- n) Sharing basic instructions with the member especially signs of dehydration in terms of perceived symptoms and observable effects and techniques to remain hydrated for people involved in physical activities;`
- p) Not to prescribe any kind of supplements for performance enhancement to the member;
- q) Knowledge to use relevant technology to help deliver service to the members; and
- r) Maintenance of records and relevant forms that commensurate with the job title.

- c) project an image of professionalism and good health;
- d) accept responsibilities for professional decision and policies;
- e) ensure clarity, honesty and accuracy in all the communications with member and others;
- f) be willing to share success stories, testimonials and references; and
- g) never solicit business from another trainer’s member.

8 GYM TRAINER COMPETENCE

8.1 The gym trainer shall:

- a) be over 18 years of age;
- b) have identity proof like aadhaar card/voter card; and
- c) have comprehensive knowledge and training to use and maintain all the equipment in the gym.

8.2 The minimum educational and training requirements of gym trainer shall be as given in Table 2.

9 CODE OF CONDUCT FOR TRAINER

9.1 Trainers Credentials and Reputation

The trainer shall:

- a) accurately and clearly represent their certifications/qualifications;
- b) charge according to their competence (that is, education, training, skill, knowledge and experience);

9.2 Trainer-Member Relationship

The trainer shall:

- a) respect and preserve confidential information of member in terms of person, social, health and fitness. No information may be disclosed without the consent of the member;
- b) never exploit sexually, economically, or otherwise and maintain a professional relationship with a colleague or a member;
- c) treat every member equally and sensitively regardless to their age, gender, activity and ability;
- d) be assertive and not argumentative with the member(s);
- e) guide to ensure well-being and interests of the member(s); and
- f) not recommend, refer, prescribe, provide, or seek compensation for therapies or products.

Table 2 Minimum Educational and Training Requirements of Gym Trainer

(Clause [8.2](#))

Job Role	Minimum Educational Qualification	Minimum Training
(1)	(2)	(3)
Gym trainer	a) 10 + 2 in any stream b) First aid and CPR/AED certificates from institute recognized/accredited by the government/healthcare sector skill council	Certificate course of gym/fitness trainer for the duration of 330 hours (theory and practical) from institute recognized/accredited by the government/sports sector skill council and 60 hours on-job-training/internship.

NOTE — The educational qualifications and training for gym/fitness trainer are in line with parameters of National skills qualification framework (NSQF) level 4.

9.3 Professionalism and Presentation

The trainer shall:

- a) practice within the scope of their qualification, knowledge, and expertise;
 - b) demonstrate leadership and commitment by ensuring the following:
 - 1) Focus on enhancing member satisfaction; and
 - 2) The requirements of member including applicable statutory and regulatory requirements are determined, understood and met;
 - c) avoid discrimination based on race, sex, gender, color, religion, national origin, or any other basis that would constitute illegal discrimination;
 - d) dress appropriately;
 - e) speak to the member/peers/colleagues/facility owners appropriately;
 - f) uphold a professional image through conduct;
 - g) never misrepresent through any form of communication in an untruthful, misleading, or deceptive manner;
 - h) recognize boundaries of their competencies and expertise, and provide only those services and use only those techniques for which the trainer is competent considering education, training, or experience;
 - j) cooperate, where needed with other trainers, fitness and allied health professionals and educators;
 - k) uphold the dignity and honor of the profession;
 - m) continuously strive to keep abreast of the new developments, studies, methods, tools, concepts, and practices essential to providing the highest-quality services to members; and
 - n) keep attending education courses/programmes, wherever required.
- b) deliver health and exercise services with due care and skill;
 - c) treat the members fairly and take reasonable care to ensure the suitability of its advice;
 - d) pay due regard to the information needs of its existing members as well as potential members and communicate to them clearly and not misleading;
 - e) resolve member issues/disputes quickly and fairly;
 - f) keep the personal and training records safely;
 - g) respect the privacy of the members;
 - h) pay due regard to health and safety requirements and provide a safe, clean, hygienic, and comfortable environment for members and staff;
 - j) strive for operating an effective and sustainable business; and
 - k) establish a quality improvement culture.

10 CODE OF PERFORMANCE FOR GYM MANAGEMENT

The management of the gym centre shall ensure to:

- a) promote good and ethical business practices;

11 TRANSPARENCY POLICY

In order to enhance trust between the gym centre, members and other stakeholders, the management of the gym centre shall prepare a documented transparency policy to ensure disclosure of timely and accurate information within the gym staff and members which shall focus on the following:

- a) Transparency through disclosure, clarity, and accuracy of information provided to the stakeholders;
- b) Encourage and foster stakeholder participation and openness in its decision-making processes;
- c) Set up appropriate platform to interact and sharing information with the stakeholder which includes communication through website or app of gym centre, email, written communication, physical or online meetings;
- d) Feedback mechanism that allows the gym staff, members and stakeholders to respond authentically; and
- e) Set clear goals and expectations for its staff as well as its members.

12 PERSONAL DATA PRIVACY AND SECURITY OF THE INFORMATION

12.1 Privacy Policy

The management of the gym centre shall design and document a policy that addresses the provisions of protection and security of personal data to ensure privacy of information provided by the members. While preparing the privacy policy of gym centre, various aspects including the following shall be considered:

- a) Purpose of collection, storage, use and disclosure of personal information;
- b) Process of collection and storage of the personal information;
- c) Provision to ensure the personal information is protected from misuse, loss and from unauthorized access, modification, or disclosure;
- d) Provisions to address permissions and with whom the personal information would be shared;
- e) Process to access and correct the personal information by the member;
- f) Conditions applicable for disclosure of personal information to third parties, whenever required;
- g) Information regarding locations of CCTV cameras installed in gym centre for surveillance and safety;
- h) Methodology to ensure that the personal information collected from member is accurate, complete and up-to-date;
- j) Retention period for the personal information of member and subsequently destroy, if there are no legal issues at that time;
- k) Provisions regarding the mode of communication, such as telephone, website, email or other modes, within organization and the member;
- m) Sharing the details about the website, social media and digital/online privacy obligations; and
- n) Provision of signing of non-disclosure agreement between the gym management and the client for the protection of personal

information. In this regard a suitable software may be used, if needed.

12.2 Communication of Privacy Policy and Implementation

The management of the gym shall ensure that the privacy policy is communicated and understood by the members, staff of gym centre and other stakeholders. A copy of privacy policy shall be provided to each member at the time of enrolment/registration. It is the responsibility of the management to ensure compliance of privacy policy.

13 SAFETY REQUIREMENTS

13.1 Fire Safety

The gym management shall ensure that:

- a) Fire extinguishers shall be provided at appropriate locations in the premises and shall be marked as 'FIRE POINT';
- b) Fire escape routes and exits shall be clearly marked with 'FIRE EXIT' signs and kept clear from obstacle;
- c) A fire alarm system with smoke detector shall be installed. Alternatively, a fire alarm system (siren) operates with a break glass operation shall be installed;
- d) Smoke detectors shall be checked at least once a month for its proper working;
- e) Fire alarms shall be checked for workability on a weekly basis;
- f) Staff of gym centre shall be trained to operate fire extinguishers and evacuation procedures and help people to exit in case of fire;
- g) No unauthorized person shall interfere with any fire safety arrangements; and
- h) Smoking shall be forbidden in the premises.

13.2 Pandemic Situation

In case of any pandemic situations, the special care shall be taken and compliance of government direction/orders shall be ensured for safety and health of staff and members.

13.3 Emergency Action Plan

The management shall prepare an emergency action plan (EAP) for ensuring safety of members and staff of gym centre. The important provisions of EAP

shall be displayed at prominent places of gym centre in order to ensure timely action in case of an emergency. A list of emergency contacts shall be available and displayed at prominent place of the premises including near reception area.

NOTE — For guidance, the preparation for emergency action plan are given in [Annex B](#).

14 CUSTOMER FEEDBACK

14.1 The gym shall have a well-established system for getting feedback from their members which shall be kept as documented information for at least one year and readily available with the gym manager.

14.2 A customised feedback format shall be prepared which shall cover all services being provided by the gym centre. The feedback may be obtained by any means such as hand written, email, website, computer application of gym or text message.

14.3 The feedback received from the members shall be reviewed by the management of gym centre to further improve the services and activities.

15 COMPLAINT REDRESSAL

15.1 The gym centre shall have established

documented procedure to handle the complaints by member/staff and its well-defined redressal mechanism shall be in place.

15.2 The gym management shall designate an employee of gym centre, preferably the gym manager, for the purpose of handling and redressal of complaints. The redressal of complaint shall preferably be done within 30 days of receipt of complaint.

15.3 The complaint may be lodged by any means of print or electronic media such as:

- a) website or application of the gym centre;
- b) telephone;
- c) e-mail or text message; and
- d) written or verbal by visit to the gym centre.

15.4 The gym centre shall maintain records of complaints. The management of gym centre shall review the complaints received, pending and redressed at regular interval to ensure that timely actions have been taken.

ANNEX A

(Clause [7.2](#))

LIST OF COMMONLY USED EQUIPMENT

A-1 The following is the list of commonly used equipment for guidance:

- a) Agility ladders;
- b) Barbell set;
- c) Benches;
- d) Bench press;
- e) BOSU balls;
- f) Dipping bars;
- g) Dumbbells;
- h) Fitness ball;
- j) Free weights;
- k) Incline bench press;
- m) Indoor cycling bikes;
- n) Kettle bells;
- p) Leg extension machines;
- q) Pull-down machines;
- r) Pulley machine;
- s) Pull-up bars;
- t) Pull-up frame/squat rack;
- u) Recumbent bikes;
- v) Rowing machines;
- w) Step benches;
- y) Step cones;
- z) Treadmills;
- aa) Upright bikes;
- bb) Workout racks;
- cc) Stairmaster; and
- dd) Leg press machine

ANNEX B(Clause [13.3](#))**EMERGENCY ACTION PLAN****B-1 CHAIN OF COMMAND**

The management shall assign a chain of responsibility so that person assigned the responsibility shall act immediately to deal with the situation as the gym manager may not be available all the time in the gym centre.

B-2 EMERGENCY EQUIPMENT

The equipment required to deal with the emergency shall be available at designated place and in working conditions to ensure immediate use and avoid delay. The equipment includes but not limited to fire extinguisher, telephone, first aid kit, an automated external defibrillator (AED), dressing material (bandage), ointment.

B-3 EVACUATION

Clearly signpost evacuation routes and assembly point and ensure that members are made aware of evacuation procedures during their induction. The staff shall also be aware of their evacuation responsibilities.

B-4 MINOR INCIDENT

In case of minor accident such as minor cut, scratches or spills of chemical in small quantity, the emergency medical procedures may not be applied. First aid kit shall be available to deal with such situation. Complex incidents shall be treated as major incidents until a qualified and trained individual can assess the situation and reclassify it as minor.

B-5 INCIDENTS NEEDS MEDICAL EMERGENCY

In case the member suffered burning, not breathing, laceration, chest pain or extremely hot, examine the injured person to identify the main problem. In case of medical emergency, immediately call the nearest hospital or nursing home for assistance. The contact details of such hospital or nursing home shall be available and displayed at prominent location of the premises of gym center.

B-6 RIOTS, CIVIL DISTURBANCE OR WORKPLACE VIOLENCE

The following, but not limited to, shall be ensured

by the gym management:

- a) If a riot occurs in the vicinity, all perimeter doors shall be locked and report the disturbance to police;
- b) Visitors and staff are to congregate in the interior of the gym centre and are to remain there until police determine that it is safe to leave;
- c) In case of a civil disturbance, such as encountering an upset employee, member, or group, the gym staff and management shall remain composed and calm;
- d) Listen to the person(s) carefully and speak to them in a calm and straight forward manner; and
- e) If necessary, call the police department to handle the situation.

NOTE — Even if the situation appears to be resolved without involving the police, document the incident with as much pertinent information as possible.

B-7 DURING AN EARTHQUAKE

The following, but not limited to, shall be ensured by the gym management and the members:

- a) Immediately announce to the persons inside the gym centre and ask to take cover in an interior doorway, or under heavy furniture like a table or desk and request to protect head with your arms;
- b) Stay away of windows and glass doors. Do not stand under light fixtures or other objects that may fall during an earthquake;
- c) Don't try to run and stay inside the premises;
- d) Request others to take cover; and
- e) If you are outdoors, move to a clear area away from trees, signs, buildings, poles, downed or above ground wiring.

B-8 AFTER AN EARTHQUAKE

B-9 BOMB THREAT

The following, but not limited to, shall be ensured by the gym management and the members:

- a) Any suspicious package shall be abandoned, or without a return address, or from an unfamiliar vendor or source;
- b) Evacuate the area; and
- c) Call police.

B-10 FIRE, FLAME OR SMOKE

The following, but not limited to, shall be ensured by the gym management and the members:

- a) Crawl low in smoke to reduce the exposure to hot and toxic fire gases;
- b) Evacuate everyone in the immediate and adjacent areas to the fire;

c) Trained to use a fire extinguisher to extinguish a small fire. See the evacuation maps for fire extinguisher locations. In case of any doubt, call the police and the fire department;

d) Do not attempt to extinguish a fire unless employee is trained to use fire extinguishers and have a clear escape route;

e) In big fires, trained person shall use the extinguishers to protect the exits and corridors until everyone has been able to escape from the area;

f) If the fire is in a confined area, efforts shall be made to close the door to confine the fire and smoke;

g) Do not use elevators; and

h) Do not jeopardize personal safety or attempt to save possessions at the risk of personal injury.

ANNEX C

(Foreword)

COMMITTEE COMPOSITION

Health, Fitness and Sports Services Sectional Committee, SSD 05

<i>Organization</i>	<i>Representative(s)</i>
Tata Institute of Social Sciences, Mumbai	PROF HARSHAD P. THAKUR (Chairperson)
All India Institute of Medical Sciences, New Delhi	DR PUNEET MISRA DR PARTHA HALDAR
Association of Healthcare Providers, New Delhi	DR SUNIL KHETARPAL DR NARIN SEHGAL (<i>Alternate</i>)
Athletics Federation of India, New Delhi	SHRI SANDEEP MEHTA SHRI GOPALA KRISHNAN (<i>Alternate</i>)
CSIR - Human Resource Development Centre, Ghaziabad	DR SHOBHNA CHOUDHARY
Confederation of Indian Industry, New Delhi	DR SHUBNUM SINGH
Directorate General of Health Services, New Delhi	PROF VINEET JAIN DR AJAY GUPTA (<i>Alternate I</i>) DR SHIKHA BHATNAGAR BHARDWAJ (<i>Alternate II</i>)
Dr Lal Path Labs, New Delhi	DR SEEMA KOCHHAR
Fitness and Sports Sciences Association, Gurugram	SHRI GURNIT SINGH DUA SHRI SATHESH KUMAR SETHURAMAN (<i>Alternate</i>)
Fitness Fusion - The Pilates Studio, New Delhi	MS NAMITA AGARWAL SHRI ALOK KUMAR AGARWAL (<i>Alternate I</i>) MS NANDINI AGARWAL (<i>Alternate II</i>)
Healthcare Sector Skill Council, New Delhi	SHRI ASHISH JAIN MS ANSHU VERMA (<i>Alternate</i>)
Heartfulness Institute, Gurugram	SHRI ANUJ SETYA SHRI RAHUL MEHROTRA (<i>Alternate</i>)
ICMR - National Institute of Nutrition, Hyderabad	DR K. VENKATESH DR SAPAVAT SHANKAR (<i>Alternate</i>)
Kendriya Vidyalaya Sangathan, New Delhi	SHRI BINU ASHOKAN
Lakshmibai National College of Physical Education, Thiruvananthapuram	DR SANJEEV S. PATIL DR SUDHEESH C. S. (<i>Alternate I</i>) DR NARENDRA GANGWAR (<i>Alternate II</i>)
Ministry of AYUSH, Yoga Certification Board, New Delhi	DR ISHWAR V. BASAVARADDI MS SOBIKA RAO (<i>Alternate I</i>) SHRI TANUJ YADAV (<i>Alternate II</i>)
Morarji Desai National Institute of Yoga, New Delhi	DR ISHWARA N. ACHARYA DR GURU DEO (<i>Alternate I</i>) MS HIMANI SOKHAND (<i>Alternate II</i>)

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<i>Organization</i>	<i>Representative(s)</i>
National Accreditation Board for Hospitals and Healthcare Providers, New Delhi	DR ATUL MOHAN KOCHHAR DR PUNAM BAJAJ (<i>Alternate</i>)
Netaji Subhash National Institute of Sports, Patiala	DR ANIRBAN MALLICK DR JAHNAVI DANDE (<i>Alternate</i>)
Physical Education Foundation of India, New Delhi	SHRI TARUN KUMAR SHRI SHARAD KUMAR (<i>Alternate I</i>) SHRI SUBRATA DEY (<i>Alternate II</i>)
Public Health Foundation of India, Gurugram	SHRI SANDEEP BHALLA DR SHIFALIKA GOENKA (<i>Alternate</i>)
School of Planning and Architecture, New Delhi	DR SHUVOJIT SARKAR
Services Export Promotion Council, New Delhi	SHRI CHANDRANSHU AWASTHI SHRI MAYANK SHARMA (<i>Alternate I</i>) SHRI RAJEEV KUMAR (<i>Alternate II</i>)
Sports, Physical Education Fitness and Leisure Council, New Delhi	SHRI TAHSIN ZAHID
The Yoga Institute, Mumbai	MS PADMINI RATHORE MS RAHINI GHOSH (<i>Alternate</i>)
UL India Private Limited, Bengaluru	SHRI V MANJUNATH MS ESHA SAXENA (<i>Alternate</i>)
In Personal Capacity (<i>E 8, Type III, Tower 15, Kidwai Nagar East, New Delhi - 110023</i>)	SHRI SIDDHARTHA SANKAR BANERJEE
BIS Directorate General	SHRI S. K. KANOOGIA, SCIENTIST 'F'/SENIOR DIRECTOR AND HEAD (SERVICE SECTOR) [REPRESENTING DIRECTOR GENERAL (<i>Ex-officio</i>)]

Member Secretary
SHRI UDHAM SINGH
SCIENTIST 'B'/ASSISTANT DIRECTOR
(SERVICE SECTOR), BIS

Panel for Drafting Standard on Gym Centre – Service Requirements, SSD 05/P3

<i>Organization</i>	<i>Representative(s)</i>
Public Health Foundation of India, Gurugram	DR SHIFALIKA GOENKA (<i>Convener</i>)
CSIR - Human Resource Development Centre, Ghaziabad	DR SHOBHNA CHOUDHARY
Fitness and Sports Sciences Association, Gurugram	SHRI GURNIT SINGH DUA SHRI SATHESH KUMAR SETHURAMAN (<i>Alternate</i>)
Heartfulness Institute, Gurugram	SHRI ANUJ SETYA
Kendriya Vidyalaya Sangathan, New Delhi	SHRI BINU ASHOKAN
Maulana Azad Medical College, New Delhi	DR VEDPAL YADAV
Ministry of AYUSH, Yoga Certification Board, New Delhi	MS SOBIKA RAO
Morarji Desai National Institute of Yoga, New Delhi	MS HIMANI SOKHAND
In Personal Capacity (<i>E 8, Type III, Tower 15, Kidwai Nagar East, New Delhi - 110023</i>)	SHRI SIDDHARTHA SANKAR BANERJEE

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This Indian Standard has been developed from Doc No.: SSD 05 (21406).

Amendments Issued Since Publication

Amend No.	Date of Issue	Text Affected

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Central : 601/A, Konnectus Tower -1, 6 th Floor, DMRC Building, Bhavbhuti Marg, New Delhi 110002	{ 2323 7617
Eastern : 8 th Floor, Plot No 7/7 & 7/8, CP Block, Sector V, Salt Lake, Kolkata, West Bengal 700091	{ 2367 0012 2320 9474
Northern : Plot No. 4-A, Sector 27-B, Madhya Marg, Chandigarh 160019	{ 265 9930
Southern : C.I.T. Campus, IV Cross Road, Taramani, Chennai 600113	{ 2254 1442 2254 1216
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