



## TRAINERS PAGE

### Please read below

*It is the trainer's responsibility to ensure that new employees are shown the correct systems and accountability for each job role held at Pro Karts. Each step needs to be in depth to make sure new employees are fully aware of what they are responsible for. As a trainer you are responsible to correctly train the new Trainee Staff Member (Trainee) so that they are aware of all safety aspects, day to day operational setup and procedures.*

*Please note: Both the Trainer and Trainee must initial the bottom right corner of each page once completed.*



## New Staff Basic Training and Induction

This induction form is for the trainer working on behalf of the Health & Safety and Job Roles of FKR Ltd, trading as Pro Karts.

1. **DEPUTY-** Deputy is an app we use for our roster system. Deputy sends a weekly roster to you via txt, app notification and email to ensure you receive your hours. On the app you sign in and sign out if you are rostered on that day. The app is location based so for security. You need to be onsite to enable you to sign in and out. The app is also used for leave requests. Leave needs to be submitted through the app, **not by any other means**. Once leave has been approved by management, the app will not let us roster you on a/the day/s you have requested to have off.
  - a. **Leave requests** – You must give a minimum of **3 week's notice** when requesting leave.
  - b. **Breaks-** every staff member is entitled to a break after every 2 hours you work. After your first 2-hour segment you are eligible for a 10-minute "paid break". After 4 hours you are entitled to a 30 minute "unpaid break", and then again after 6 hours you are again entitled to a second 10 minute "paid break". This break cycle then restarts if you work more than 8 hours.

*Please Note: that you must work at least two hours before taking a break unless given permission by a member of management. Do not forget if you are taking a 30-minute break to "End Break" once 30 minutes has finished.*

*It is your responsibility to manage your own breaks.*

- c. **Start times** – You must be at onsite at work and ready to work by your required start time. Ready to work means, you are onsite. Your personal property is put away. You are equipped with a radio and a hi vis and you are at your rostered location, ready to go.
- d. **Shifts-** Your shift start time may change on some occasions. (You will be notified on Deputy or Workplace if this happens)
- e. **Shift finish times** – Are only an approximate time. Some shifts may finish earlier than displayed. Most shifts will finish after the displayed finish time (usually 30 to 60 minutes).

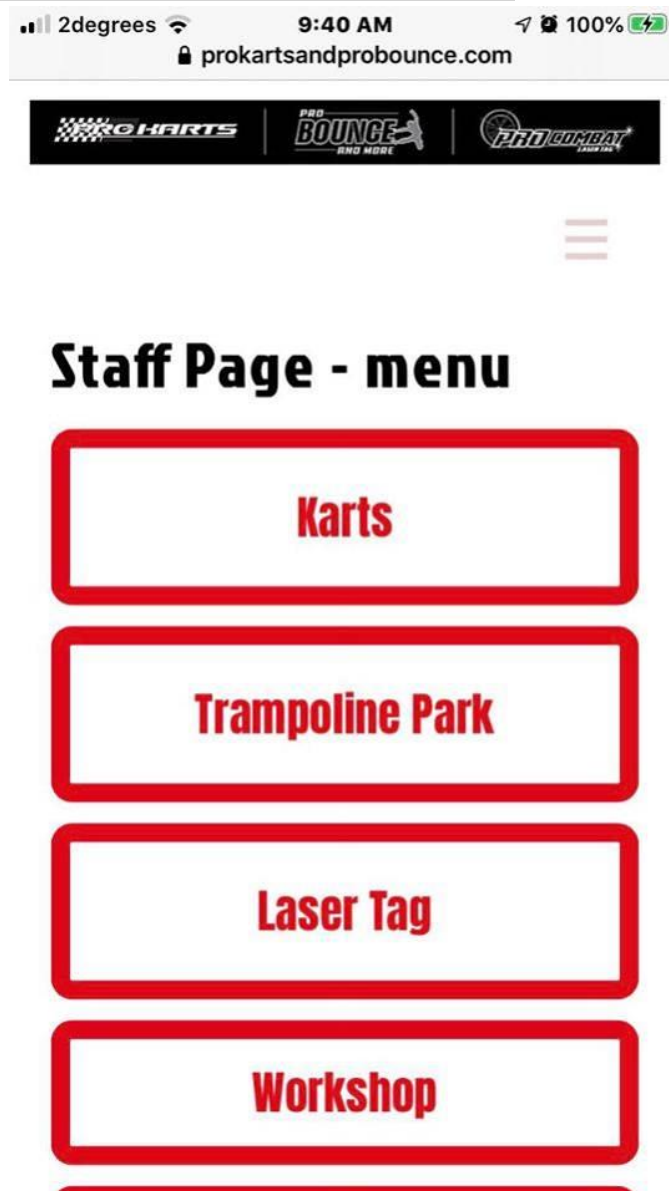
Please show the Trainee how to submit a leave request on their birthday. As a Pro Karts staff reward, staff do not have to work on their birthday! Please note: This is conditional that they have submitted their birthday leave request at least 3 weeks prior.



2. **PKRacer** - We have an online staff website/portal which contain load of training videos, manuals, daily forms, PDF's, and our Faulty Equipment online report form. There is a lot of information on there to assist you with you training and learning as well as day to day processes.

➤ You can find "PKRacer" by searching it on google or at <https://www.prokartsandprobounce.com/>

➤ Please give the Trainee a full run through of PKRacer





3. **Reporting a faulty kart or equipment** – We have an online form linked to PKRacer for reporting anything and everything on a daily basis.

*Here's some of the things you can report:*

- *Faulty Karts*
- *Faults or Issues at the Trampoline Park*
- *Faulty equipment or issues at Laser Tag*
- *Stuff we are low on in stock E.g. Toilet rolls*
- *Hazards and/or Risks*
- *Changes/Amendments needs on forms*
- *New Training videos/manuals*
- *Pricing or Product error on our website or in ClubSpeed POS*

*Please show the Trainee how to report a new faults or parts & equipment orders as well as everything else you can ask for or reporting on this form.*

4. **Pay Day** – Pay is every second Wednesday. If you submit your hours incorrectly, please message Nick immediately on the Work Chat app and he will amend it.

Please make sure you have filled out our online New Employee information form at

<https://www.prokartsandprobounce.com/new-employees>. *If you have not completed the new employee form you will not be paid until he form is completed.*

5. **Staff Discounts** – We have some staff discount options available to our team.

- a. *All current staff of Pro Karts get 25% off all food and drinks (excludes combos)*
- b. *50% off for themselves at either the Trampoline Park, Go Karts or Laser Tag (excludes combos)*
- c. *50% off for themselves, partner and their children at either the Trampoline Park, Go Karts or Laser Tag (excludes combos)*
- d. *We are also currently working on a staff discount card which will apply at businesses around Nelson, we now have a deal setup with Burger Culture where you will receive 20% off your purchase.*
- e. *We will also give staff small discounts off events where we can E.g. IORK, CKT etc. The above discount rates do not apply to events.*
- f. *Staff discounts are a privilege and not a right. Any disrespect to this privilege or to equipment, rules or property while using your privilege may result in the loss of all privileges.*



6. **Opening up-** At the start of the day each job role has different responsibilities. **Before we are open, each staff member must complete their start of day safety/opening check list**, this is to make sure everything is safe to use for the staff and public before we start to operate!
  - a. **Driving instructors and Track Marshals** are responsible for safety checks on karts.
  - b. **Counter staff** are responsible for making sure the tills are ready, computers are on, price screens are going, disclaimer iPads are on and app locks are on, lap timing is going.
  - c. **Trampoline staff** are responsible for making sure tramps are dry, air bag is inflated and safe to use, the emergency exit is unlocked, safety pads are all in the correct location.
  - d. **Laser tag staff** are responsible for making sure the field is safe to play in, pick up rubbish left behind in the field and making sure no trees or branches are unsafe for the public. The wind is not too strong, if the wind is high there maybe risk of tree branches breaking.

➤ Each checklist can be found at <https://www.prokartsandprobounce.com/staff-only> then select the location/role you are working E.g. Trampoline Park (see the screenshot on the next page) the forms can also usually be found on the top tab on "Google Chrome" on most staff computers. Each form needs to be submitted before operating any equipment. Unless that area is not being used.
  
7. **Daily setup -** How to open each area
  - a. Trampoline Park
    - i. Turn on the airbag pump
    - ii. Put first aid kit out every day
    - iii. Unlock both Trampoline areas everyday
    - iv. Unlock the fire exit in the Trampoline Park
    - v. Check the Airbag has fully inflated
    - vi. Put out Trampoline Park umbrellas
  - b. Karts
    - i. Safety check and then get all the karts out
    - ii. Put cones out in pit area and track
    - iii. Put signs on track viewing podium
    - iv. Get the track Fire Extinguisher out
    - v. Check iPads and Dehaardt gear is charged & working
    - vi. Test your radio



- c. Shop
  - i. Turn on all Customer display screens and price boards
  - ii. Turn on all computers
  - iii. Turn on apps and lock all the driver registration iPad
  - iv. Put the signs out (Please show the correct locations for each sign)
  - v. Put out and setup all umbrellas
  - vi. Open all doors

- d. Café
  - i. Turn on the Coffee machine
  - ii. Turn on the Pie warmer
  - iii. Turn on the Deep fryer
  - iv. Put any Café flags or sign out once Café staff are here. (Please show the correct locations for each sign and flag)

**8. Please show the Trainee how to turn on all the computers**

- a. Counter POS/Bookings (Google chrome and Customer Display Screen)
- b. Lap Timing Computer (ROC Timing (our backup timing) and the Customer Display Screens)
- c. Second Computer with Customer Display Screens

**9. Please show the Trainee how to turn on the music at both sites**

- a. Trampoline Park
- b. Karts

**10. WorkPlace and group messages** – We have a Facebook type platform we use called “**WorkPlace**” and a heap of groups for different divisions here. *E.g. Go Karts, Laser Tag, Trampoline Park, Café, Pop-up Fun Park, Health and Safety etc.* As an employee of Pro Karts you must load WorkPlace and WorkChat and accept any requests from us and be active on the groups.

- Please setup the new staff member on the WorkPlace group that are appropriate to their position. (If you are not sure which chats to add them to please check with Nick)

(Circle the related group chat to this Trainee)

- a. Health and Safety
- b. Notice Board
- c. Lost and found



- d. *Laser Tag notice board*
- e. *Track Staff notice board*
- f. *Health and Safety meeting*
- g. *Café Chat Group*
- h. *Management Team and Point of Sale*
- i. *Reviews*
- j. *Pop-up Fun Park*
- k. *Point of Sale*

**11. Monthly Health and Safety meetings** – *We have a Health and Safety meeting at the start of most months usually on the first Tuesday or Wednesday. All staff are rostered and paid to attend the meeting, you are expected to attend 2 out of every 3 meetings. If you cannot attend it is up to you to let management know within 48 hours of the meeting.*

- a. **On the night pizzas are usually also provided by Pro Karts.** Then after most meetings we hold a staff team building session on either our Karts, playing Laser Tag or fun time on the Trampoline Park.

***Please note: The fun part of the evening is unpaid and not compulsory.***

**12. UHF Radios** - *All staff have their own allocated UHF radio and it is your responsibility to take care of this and to put it back on charge at the end of your shifts.*

**13. Hi Vis Vest** - *All Track, Briefing and Laser Tag staff must wear a Hi-vis vest*

**14. Staff Merchandise** – *All our merchandise is available for staff to purchase at a discounted rate*



15. **Basic Pit area and Track setup** – Please take the Trainee through and show them how to do a Basic Pit area and Track setup, including the correct position of all tyre walls, traffic lights, cones, pit signs, fire extinguisher and even where the karts go in the pits.
  
16. **Driver Waivers** - The Trainee must have a quick brief of how a waiver works and how to fill one out, then they must complete their own driver waiver.
  
17. **Start of day safety check lists** – Please show the Trainee all the Start of Day checklists and explain the importance of completing them every day. (E.g. it is a Health and Safety requirement which is a part of our operating licence.)
  - a. Go Karts
  
  - b. Trampoline Park
  
  - c. Laser Tag
  
  - d. Bungy Trampoline
  
18. **Show the Trainee how to do the related End of Day checks lists** (Circle the related lists)
  - a. Trampoline Park
  
  - b. Counter Staff
  
  - c. Briefing Staff
  
  - d. Track Staff
  
  - e. Laser Tag Staff
  
  - f. Weekday check list – Weekdays excluding school holidays.
  
19. **Assembly point** – Please show the Trainee where the emergency assembly point is.





20. **Security Cameras** – We have over 30 security cameras throughout our site and they are used for several reasons.

- a. For the protection of our property, building assets and equipment.
- b. For the security of our staff and customers property while at Pro Karts.
- c. For the health & safety of our customers, and to monitor all incidence.
- d. For the health & safety of our staff and monitoring of safe practices and good work behavior.

21. **Areas staff are allowed in**

- a. **Laser Tag Field** – All staff can enter any of our Laser Tag field as long as they are wearing a Hi-Vis vest
- b. **The Pits** –
  - i. **Trained Briefing Staff and Track Staff** - Can enter both ends of our pit area as long as they are wearing a Hi-Vis vest
  - ii. **Non-Trained staff** - Can enter the pits at the back gate by the Mini Maniacs Trampolines and transition to the workshop but must always stay behind the yellow line.
- c. **Trampoline Park** – All staff can enter the trampoline park but must be wearing Trampoline Grip socks
- d. **The Workshop** – Staff are allowed in the workshop, as long as they access it using conditions in 19 b.
- e. **All Public areas** – Staff can access all public areas of Pro Karts.

22. **Areas staff are not allowed in unless being trained**

- a. **The Track** – During operation of any race only staff with Track training and the correct safety equipment are permitted to be on the track. At no time can an untrained staff member or member of the public assist a track marshal during race operation. (Race Operation is anytime there are any karts running either in the pit area or on our kart track).

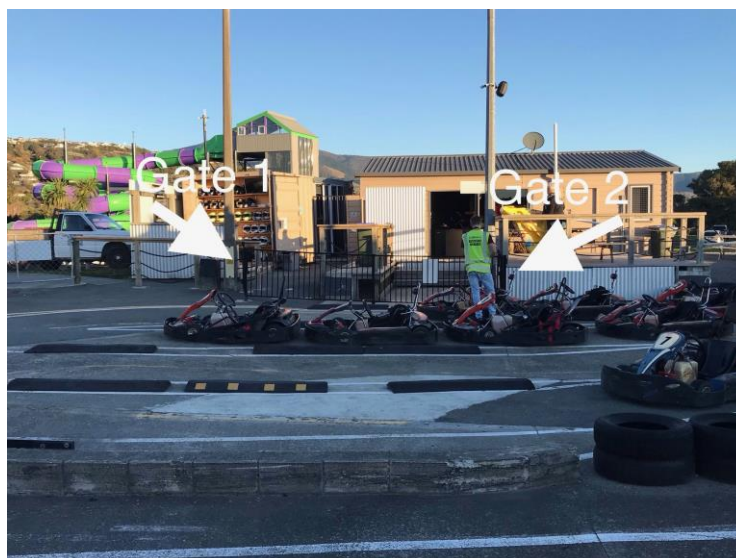
1. **The Pits** – During open hours, a trainee should always follow our pit safety rules

PIT SAFETY RULES

- All track and briefing staff should always wear a Hi-Vis Vest and have a Radio for communication.
- There are four lanes for karts in our pit area, the two nearest to the spectator area are for Fun Kart and Two Seaters and two far lanes are for the Pro Kart. (Please keep these lanes in neat working order).
- All pit gates must always be kept shut.
- When entering the pits and bringing new drivers to their karts, always use the “Gate 1”.

# PRO KARTS

- **Gate 2 is for staff only!** However, "Gate 2" can be used for exiting drivers from the pits when you are running back to back races of one fleet, E.g. Two Pro Kart races in a row.



- No unauthorised personnel are allowed in our pit area or anywhere inside our fence parameters. (Meaning staff, current and next drivers only!!).
- Before bringing drivers into the pits to be seated in their karts, you must check the track timer, if there is less than 60 seconds in the current race you must get clearance from your Head Track marshal or Track Manager to enter bring drivers into the pits. *Never bring new drivers into the pits inside 60 seconds unless you have clearance from the Track marshal that the pit area is safe to enter.*



- The pit area is a safe area for drivers to get in and out of their karts. It is not part of the racetrack.



- All hazards in the pit area must always be coned off.
- All briefing staff must stay out of the danger zone unless seating or unseating drivers.
- Briefing staff are not allowed on or near the track viewing podium which is located in the “Danger Zone” unless they are, issuing a driver a warning, assist with the start of a race or starting a timer for a new session.

### Pit Area Danger Zone



- b. **Behind the counter** – Only Point of Sale (POS) or Café staff rostered on the day are permitted to be behind the counter, other staff can only be behind the counter if assisting either POS or Café or if getting information for a race, group or booking.
- c. **The Café** – The café is completely out of bounds to all unauthorised staff, if you are not rostered to work in the café or as counter staff and have not been assigned to be in the café, then you have no reason to be in there.

**To keep the café clean and germ free it is important that we always follow this strict safe practice.**

**IMPORTANT: When assigned to the café, you must clean your hands at the handwash station before you enter it.**

### 23. Rules for Cell phone use - The following positions rules for cell use.

- a. **Track Staff** – At no time should a track staff member be using their cell phone on the track or in the pit area. (unless it is someone with a Management title, then they can use the phone in the pit area and only on the track if no races are running).
- b. **Laser Tag Staff** – Can use their cell phone at the laser tag field, however this is “only for work purposes”. (E.g. Communicating with Counter staff or reporting faulty equipment).



- c. **Trampoline Park Staff** – **Cannot** use their phone during your shift unless you are reporting an issue, fault, lost property, or answering a work-related group message.
  - d. **Café Staff** - **Cannot** use their cell phone in the Cafe, unless you are reporting an issue, fault, lost property, or answering a work-related group message.
  - e. **Point of Sale Staff** - Can use their cell phone in the Counter, however this is “only for work purposes”.
  - f. **Management Staff** - Can use their cell phone for work purposes however they must still apply to all the above rules.
  - g. **Marketing and Promotions Staff** – Our marketing person can use their phone for marketing reasons only in all places, however they must follow all safety practice and **never** put themselves in an unsafe place or position.
  - h. If you switch roles during the day you must apply to the rules that apply to your new position
24. **Accident Causing Injury** – If we have an accident on site causing injury to a customer or staff member it must be dealt with immediately by one of our trained first aiders onsite.
- It is important that all staff also know how to complete an accident report form, please get the Trainee to fill one out staple it to this induction form. (information for form. Company Name: John Doe, customer number: 02188844466 Injury Time: 1:15pm, sprained ankle doing a flip on the trampolines.)  
All injuries must be reported to Nick before the End of the Day of the incident.
25. **First Aid kits** - It is important that all staff know the location of all the First Aid kits on our site.  
Please show the location of all First Aid kits
- a. **Show room**
  - b. **Trampoline Park**
  - c. **Workshop**
  - d. **Laser Tag trailer (New)**
  - e. **Ute**
  - f. **Hyundai**
- Please also show the Trainee where the ice packs are located. (Ice cream freezer)
26. **Fire Extinguishers** - It is important that all staff know the location of all the Fire Extinguishers on our site.
- a. **Track/Podium Fire Extinguisher**
  - b. **Café/Shop Fire Extinguisher**
  - c. **Workshop**
  - d. **Laser Tag trailer (new)**



27. **Sunscreen** – We have several free sunscreen dispensers for customer and staff use in the Showroom, Workshop and at the Trampoline Park. Please show the location of these.
- Two in the Showroom
  - One in the workshop by the fire exit
  - One at the Trampoline park by the entrance
  - Laser Tag trailer (new)
28. **Complete all 3 of our main briefings**
- Fun Karts
  - Pro Karts
  - Trampoline Park
29. **The TSM can now Drive some Karts** – If the trainee has not raced our karts in the past 12 months, they can Take a 10-minute drive in the following karts, It is important our staff know our product and what better way to find out about correct seat positions, helmet sizes, the speed of the karts, our track and much more by taking a drive of both the Fun Karts and Pro karts themselves.
- Please make sure the position seating is not perfect to start with and if it is a smaller staff member they do not have a seat insert for the first 5 laps, then bring them off and give them a seat insert and adjust the seating properly, so they see the difference in comfort levels.
- Fun Karts
  - Pro Karts
30. **Staff Car Parking** – Please explain where all staff must park their car during weekends, public holidays, and school holidays.
31. **Pro Karts Website navigation** – We would like all our staff to have some product knowledge and we also think it is important that they know a bit about our business and its history. As a test the staff member should have done approximately 30 minutes of price and product checking plus a google search to see what they find.



**Important: Please go to <https://www.prokartsandprobounce.com/extreme-risk> before going any further.**

**32. Top 12 most dangerous things you need to know from your first day at Pro Karts**

1. **No should race if they are wearing a scarf or head scarf – This could result in death if this is not followed!!!**
2. Long hair – All long hair must be tied up or put down the back of their shirt.
3. You wear a helmet that fit your head correct when on our karts.
4. You must wear the correct safety equipment (E.g. Eye, ear and hand protection) when using any power tools.
5. You must wear a Hi Vest in the required areas, listed in **section 20**
6. You must wear covered toed shoes when you on our karts.
7. No one unauthorised are allowed in the café – And if you are authorised clean your hands before every entry or re-entry.
8. Loose clothing – All loose clothing on the karts **MUST BE** Zipped up, tied up or removed.
9. Not wearing a seatbelt – All drivers and passengers must always wear a seatbelt.
10. Closed all gates – All pit gates must be closed immediately after passing through them.
11. Everyone on the Trampolines must wear grip socks!
12. No double bouncing anyone on the Trampolines!





Trainer's Name \_\_\_\_\_ Date     /     /

Sign once completed \_\_\_\_\_ Time

TSM Trainee's Name \_\_\_\_\_

Sign below, if you are happy and feel the onsite induction, and safety training was to a high enough standard and you feel comfortable to safety work in the listed areas.

Sign Here \_\_\_\_\_ Date     /     /

**It is also important that initial the bottom of every page to acknowledge that you have been through each section and fully understand all the sections on the page you have initialled.**