

## ZERO TOLERANCE POLICY ON AGGRESSION, DISCRIMINATION & HARASSMENT

### 1. Company commitment

Rhino Boulder Ltd. is committed to providing a safe and welcoming environment where everyone is treated with dignity and respect. We maintain a zero tolerance policy toward aggression, discrimination, and harassment.

### 2. What is aggression, discrimination, & harassment?

**Aggression** and **discrimination** refer to hostile or violent behaviour or unfair treatment that makes others feel threatened or unsafe. Examples include:

- **Verbal aggression:** Yelling or using hostile language
- **Physical aggression:** Pushing objects or a person
- **Threatening behaviour:** Standing too close or using aggressive gestures
- **Discriminatory behaviour:** Exclusion, derogatory comments, or stereotyping based on characteristics such as race, gender, age, disability, or culture

**Harassment** refers to persistent, unwanted behaviour that is offensive, intimidating, or humiliating, creating a hostile environment. Examples include:

- **General harassment:** Mocking, belittling, or degrading comments
- **Sexual harassment:** Unwelcome comments about appearance, touching without consent, inappropriate staring, or persistently asking someone on dates
- **Online harassment:** Persistent messaging, inappropriate tagging, invasive comments on online activity, or following social media accounts without consent
- **Stalking behaviours:** Waiting for someone outside the gym, following them, or deliberately attending the gym to encounter them without their consent

### 3. Reporting an issue

If you are experiencing aggression, discrimination, or harassment at Rhino Boulder, please inform a member of staff for support. Alternatively, you can report your concern to senior management by emailing [info@rhinoboulder.co.uk](mailto:info@rhinoboulder.co.uk). In cases of immediate danger, alert a staff member immediately or contact the Police by dialling 999.

Rhino Boulder Ltd. reserves the right to respond to incidents of aggression, discrimination and harassment with actions that may include cancelling memberships, banning access to the premises, and reporting incidents to the authorities.

Thank you for helping us create a safe environment for everyone to enjoy.