

HARASSMENT & INAPPROPRIATE BEHAVIOUR POLICY



KEEP OUR GYMS SAFE FOR EVERYONE

Here at PureGym, Everybody is Welcome. This is central to our community and our goal to create a safe and positive space for everyone, no matter who they are, so they can enjoy the many benefits of fitness and wellbeing.

Safety is the cornerstone of a positive experience in our gyms. Everyone therefore has the right to be, and to feel, safe. Harassment is unacceptable and will not be tolerated in any form, by any person, at any time at PureGym. Staff, members, and PTs are all expected to be respectful to each other, at all times. There are no circumstances where it is okay to intimidate or harass another person.

If any member, staff, PT or visitor in our Gyms feel they have been harassed they should speak to a member of the gym management team or email safespace@puregym.com. Every person and every case will be reviewed in detail then dealt with sensitively and confidentially. Perpetrators will be banned from our gyms.

OUR POLICY

This policy applies to all people who use the PureGym facilities, including Staff, Personal Trainers, Members, visitors and contractors.

It outlines what PureGym defines as harassment and our approach to managing allegations or experience of this behaviour in our Gyms.

HARASSMENT CAN BE DEFINED AS

- Aggressive pressure or intimidation.
- Unwelcome attention based on a personal characteristic.
- Conduct which threatens, intimidates, alarms or puts a person at fear for their safety.
- Physical violence, or direct or inferred sexual threat.
- Threatening, offensive, unwelcome, abusive verbal language or behaviour.

HARASSMENT CAN BE

- Direct – to you as an individual from an individual or group.
- Indirect – witnessed toward someone else, or a group you are not related or linked to. Harassment doesn't have to be about you to affect you.

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HARASSMENT EXAMPLES

There are many forms of Harassment, some examples of this are:

- Negative, unwelcome, aggressive or detrimental comments about race, heritage or ethnicity.
- Comments, jokes or suggestive statements about someone's sexual orientation, gender or identity.
- Derogatory comments or actions regarding a person's ability or disability – physical or mental.
- Exclusive or negative comments, suggestions or behaviours towards a person because of their age.
- Unkind, negative comments that will offend or embarrass someone because of their size or fitness levels.

The extent of harassment is not limited to the above examples and each case will be fully investigated on its own basis.

IN GYM HARASSMENT EXAMPLES

Harassment may take on many forms, but in a gym environment all of the above can be seen through unwanted, unreasonable and unnecessary behaviours that have a negative impact on another person.

SEXUAL HARASSMENT EXAMPLES

There are many forms of Sexual Harassment, some examples of this are:

- Unwelcome physical contact – patting, pinching, stroking, kissing, hugging, fondling or inappropriate touching.
- Physical violence, including sexual assault (as defined by the Crown Prosecution Service/Sexual Offences Act).

- Sexual comments jokes or stories that offend or humiliate a person or group.
- Unwanted comments on a person's looks, dress, sexuality, age or gender in a derogatory or objectifying way.
- Repeated unwanted flirting or flirting at an inappropriate time which could be deemed to undermine or damage a person's reputation.
- Lewd behaviour such as leering, whistling or gesturing.

The extent of sexual harassment is not limited to the above examples only and each case will be fully investigated.

IN GYM SEXUAL HARASSMENT EXAMPLES

Harassment may take on many forms, but examples of this in a gym environment are:

- Uninvited correction of another gym user's form or technique when training.
- Taking unsolicited photographs of another person.
- Excessive watching or staring at another person – directly or via mirrors.
- Continuously exercising next to or near to another person or following them.
- Sending or sharing of unwelcome personal images to any other person.
- Unwanted flirtation or sexual advances.
- Commenting on other people's body, looks or clothing.

WHAT TO DO IF YOU HAVE EXPERIENCED HARASSMENT OR INAPPROPRIATE BEHAVIOUR

If you feel you have been the victim of harassment by a member, PT or employee, where appropriate you should discuss this with them directly. If this is not possible or you are uncomfortable to do so, you should report it to the Gym Management team immediately or alternatively, you can contact our confidential support team at safespace@puregym.com. We will then commence an investigation which will follow the company procedures and include:

1. Report the allegation to an appropriate senior person and our Member Care Team.
2. Take a detailed statement from you about the incident.
3. Discuss allegations with the individual they are against. This will only be done with your consent and at an appropriate time.
4. Review the initial allegations with the senior manager to agree any immediate action.
5. If considered appropriate, the member, employee or PT may be suspended from the gym while a full investigation is carried out.
6. A full investigation meeting will be arranged with you, with notes of the discussion taken.

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7. CCTV video will be reviewed.
8. Statements will be taken from any witnesses.
9. Review any written or other submissible evidence (text, email, social media posts etc).
10. If there is sufficient evidence to support the allegations a decision will be made to progress to a disciplinary hearing (employee), terminate licence agreement (PT), terminate membership (member) or close proceedings if there is insufficient evidence to support the allegations.
11. Summarise in writing the process findings to all parties.
12. Offer mediation to enable and support both parties to move forwards.
13. If the incident is referred to the Police, PureGym will cooperate in full with all requests.

POSSIBLE OUTCOMES OF EMPLOYEE DISCIPLINARY ACTION

If following an investigation of a minor incident, there is a belief that the individual had acted with poor judgement or made an innocent error – coaching and education would be the appropriate course of action to take.

If however, the investigation provides evidence that there has been direct or indirect intentional harassment, a formal sanction will be issued. Sanctions will be in line with the following guidance:

- A first written warning for a first offence.
- A final written warning for a second offence or a severe first offence.
- Dismissal if other sanctions are on the individuals record and an incident occurs.
- Summary Dismissal for Gross Misconduct cases.

Internal processes remain confidential as with all employee management, however the lessons learned, and evidence may be redacted and used in further staff training and education to promote best practice in the future.

POSSIBLE OUTCOMES OF MEMBER OR PT INVESTIGATION

If following an investigation of a minor incident, there is a belief that the member had acted with poor judgement or made an innocent error – a warning, apology and education may be the appropriate action to take.

If however, the investigation provides evidence that there has been direct or indirect intentional harassment, a formal sanction will be issued. Sanctions will be in line with the following guidance:

- A warning of potential ban for a second offence or a severe first offence.
- Immediate ban of the member or self-employed PT from all PureGym locations.
- Referral of the incident, with your consent, to the police.

Internal processes remain confidential, however the lessons learned, and evidence may be redacted and used in further staff training and education to promote best practice in the future.

SUPPORT TO MEMBERS OR SELF-EMPLOYED PTS WHO HAVE EXPERIENCED HARASSMENT

1. If you are not happy with the process or the outcome, you can request for the case to be escalated to a more senior manager in the business who will review your case.
2. We hope you will be comfortable to return to the gym and will support you as much as we can. Just let the management team know when you will be there so we can plan to see you.
3. You will be offered an opportunity for a mediated conversation with the individual the allegation was against if they are remaining in the gym, if they are agreeable to the session and if you feel this would be beneficial.
4. If you would prefer to train at another location, we would support the transfer of the home gym.

QUESTIONS ON THIS POLICY

If you have any questions on this policy or the process, please contact us at safespace@puregym.com