

Diversity, Inclusion, Equality & Belonging

STATEMENT

We're a friendly bunch and try to make all the services and facilities at 270 Climbing Park and Mobile Activities as welcoming as possible to everyone. Absolutely no one should ever feel unwelcome to work for us, visit us or take part in any of our activities or facilities at 270 Climbing.

270 Climbing are committed to improving equality, diversity and equal opportunities across our services and making climbing and adventure activities more accessible to underrepresented sections of society. We are taking steps, by following strategies and initiatives, to motivate behaviours and encourage actions both within our local community and across the wider climbing industry. We consider it our responsibility to help remove barriers to participation in climbing and adventurous activities and make these brilliant activities accessible to as many people as possible.

Using inclusive behaviour and language to interact with and talk about people with disabilities can be somewhat of a minefield, but inclusive behaviour and language is about respect, being aware of how we communicate and about creating an inclusive environment. We adhere to address people how they want to be addressed and try to understand how the words and language we use can be interpreted.

270 Climbing is committed to encouraging equality, diversity and inclusion among our members of staff and eliminating unlawful discrimination, and in the provision of our goods, services and facilities, and against the unlawful discrimination of customers or the public.

This statement is in accordance with our Accessibility Policy and our Equal Opportunities Policy which sets out our approach to equal opportunities and the avoidance of discrimination at work, in accordance with the Equality Act (2010).

The aim is for 270 Climbing to be representative of all sections of society and for everyone who visits or works for us to feel respected and able to give their best.

GOVERNANCE (STAFF)

- Provide equality, fairness and respect for everyone who visits, participates or is in our employment, whether temporary, part-time or full-time.
- Develop a workforce that reflects our philosophy, and the diverse community and customer base for which we provide.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex or sexual orientation
- Oppose and avoid all forms of unlawful discrimination. This includes in:
 - pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents
 - requests for flexible working, selection for employment, promotion, training or other developmental opportunities
- We are a member of our industry trade organisation, the Association of British Climbing Walls, and actively follow their various standards, legislation and guidelines issued to ensure consistent levels of operations.

Diversity, Inclusion, Equality & Belonging

Our Commitments

- Encourage equality, diversity and inclusion in the workplace – it's not only the right thing to do but they are also good practice and make business sense.
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy.
- Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.
- All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.
- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others during the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

- Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Our Staff Disciplinary & Grievance Procedures

Details of our grievance and disciplinary policies and procedures can be found within our Company Handbook. This includes with whom a member of staff should raise a grievance. Use of our grievance or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

Diversity, Inclusion, Equality & Belonging

GOVERNANCE (CUSTOMERS)

- Our goal is to bring the exciting world of adventurous activities to as many people as possible, in a fun, safe, accepting, inclusive and disability-aware space.
- We aim to create an environment that is safe and welcoming for all ages and abilities.
- Provide equality, fairness and respect for everyone who visits or participates in any of our activities – whether it be for the very first time, as an occasional user or regular member.
- Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:
 - Age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex or sexual orientation
- Members of staff are trained in diversity and inclusion etiquette and awareness.
- Monitor customer feedback to identify and develop opportunities for continual improvement.
- Where possible, facilitate target groups and/or events such as Women’s Only climbing sessions.
- Where possible, provide paraclimbing and gender-neutral categories in our competitions.
- We have a Quiet Room within our main building that we welcome to be used for a variety of purposes, including multi-faith praying, meditation, breastfeeding or if needed, somewhere to calm down and take a time-out or rest in a private sanctuary away from the sights and sounds of the park.
- 270 Climbing Park is happy to be a breastfeeding friendly zone, however the Quiet Room is also available to anyone who would prefer some private personal space.
- We have gender neutral toilets and changing area available.
- We have endeavoured to make our facilities and activities as accessible to as many people as possible (see our separate Accessibility Policy).
- We have made our website as user-friendly as possible (see our separate Accessibility Policy).

Version 1. July 2024
Reviewed by July 2025.