



Our Ethos

We have set the very highest standards for the quality of service we provide and the way we run our business. This document sets out our commitment on how to do business in a fair way: treating everyone (customers, colleagues, gymnasts, as well as the wider community) equally, fairly, with honesty, integrity and respect.

Our people (customers, gymnasts and employees) are key to the success of our business. We respect and value the individuality and diversity that every employee brings to the business. We seek to create a positive, open, working environment wherever we operate.

- We are committed to fair treatment for all.
- We aim to recruit and promote employees on the basis of their suitability for the job, without discrimination.
- We aim to foster effective communication to enable all our employees to perform their work effectively. This will include encouraging and helping employees to develop relevant skills to progress their careers.
- We place the highest priority on the health and safety of our employees, gymnasts and customers and the security of the environment in which they work.
- We do not tolerate any form of discrimination or sexual, physical, mental or other harassment of any kind toward our employees, whether from our own staff or others.
- We require any employee with a potential issue or concern to communicate such to their Line Manager, Centre Manager, or Senior Management Team.
- We operate in an environment where each employee should treat fellow employees as they would like to be treated. It is understood that we are all individuals and standards of treatment will vary dependant on an individual's approachability and character.
- All managers and employees must be open for communication with their colleagues, managers, customers and gymnasts. It is important that any employee in the workplace can refer to another so that their work as well as work condition can be as productive and problem-free as possible. All staff must be approachable.
 1. Any concerns or issues should be reported firstly to: your line manager/centre manager
 2. Should your concern or issue not be satisfied, then please report to Vicky or Paul Baskerville or Katherine Law