

## OPEN TO ALL ZERO TOLERANCE POLICY REGARDING HATE SPEECH & DISCRIMINATION

We are an Open to All Business. We believe in creating an environment that is inclusive and welcoming, where everyone—customers, employees, vendors, and community members—are treated with respect and dignity. We ask our employees to respect our customers, and we ask our customers to respect our employees. Discrimination is inconsistent with our company and also with Open to All’s mission and values.

### **Zero Tolerance for Hate speech.**

Hate speech is any form of expression through which speakers intend to vilify, humiliate, or incite hatred against a group or a class of persons on the basis of race, religion, skin color, sexual identity, gender identity, ethnicity, disability, or national origin<sup>1</sup>.

When customers visit our stores, and interact with our employees and fellow customers we ask that they:

- Communicate respectfully and refrain from language, gestures or actions that are abusive, harassing, and/or obscene—including but not limited to hate speech and slurs of any kind.
- Refrain from mocking, ridiculing or mimicking another’s culture, accent, appearance or customs.
- Refrain from wearing clothing, including masks and hats, that project obscene, indecent, pornographic, or otherwise objectionable content including hate speech and symbols.
- Refrain from threatening, intimidating or engaging in hostile or offensive acts that focus on an individual’s race, ethnicity, national origin, sex, sexual orientation, gender identity and expression, immigration status, religion or disability.

It is important to keep in mind that the key to determining whether or not a behavior is offensive generally depends on how it is perceived, not how it was intended. People often have different views about what is offensive. The fact that some people may not be offended by certain behavior does not mean that it is acceptable.

Anyone not contributing to a safe and welcoming environment will be asked to change their behavior. Anyone not changing their behavior may be asked to leave the store, with possible assistance from law enforcement if necessary.

Thank you for supporting our business—and our joint efforts to create a world that is Open to All.

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<sup>1</sup> Kenneth Ward, [Free Speech and the Development of Liberal Virtues: An Examination of the Controversies Involving Flag-Burning and Hate Speech](#), 52 U. Miami L. Rev. 733 (1998)