

## Zero tolerance – aggressive, violent and abusive behaviour

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All Insight PBS employees have the right to a safe workplace free of any abusive, aggressive, or violent behaviour. Insight PBS has a zero-tolerance policy towards any aggression and violence being displayed against its employees, whether that be in person, over the phone or via email.

### **If you happen to display abusive, threatening, or violent behaviour towards Insight PBS employees, they will:**

1. Advise you that they will be unable to assist you if you continue the behaviour
2. Warn you that they will end the conversation if your aggressive behaviour continues
3. End the conversation if your aggressive behaviour continues
4. Follow formal incident reporting procedure in accordance with its own WHS practices and guidelines.

When engaging with our employees please ensure that you:

- Treat others with dignity and respect
- Communicate in a non-threatening way, and refrain from abuse or offensive language.
- Conduct yourself without using offensive gestures or behaviour.

Insight PBS reserves the right to end our provision of services if it is deemed to place our employees at risk of acts of aggression, violence, and abuse. Concerns raised of any such instances will be investigated and police will be notified where we feel it is necessary.

Insight PBS expects that you will offer respectful and courteous communication/treatment to our employees. Insight PBS also acknowledges the nature of the industry, role and presentation of the population we work with, yet our employees shall not be subjected to mistreatment.

Insight PBS may also report any abuse or harassment of its employees as a breach of the Insight PBS Code of Conduct.