
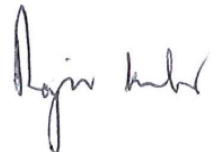


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|---|---------------------------------|------------------------|--------------|
|  | <b>Policy</b>                   | <b>Doc. No.:</b>       | QP 6.2-19/00 |
|   | <b><u>ZERO ABUSE POLICY</u></b> | <b>Supersedes:</b>     | <b>None</b>  |
|   |                                 | <b>Effective date:</b> | 24-04-2018   |
|   |                                 | <b>Review date:</b>    | April 2020   |
|   |                                 | Page 1 of 1            |              |

The purpose of this policy is to set out our company’s policy and procedures to prevent, manage and respond to work-related violence. Management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse, to our staff. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect.

This policy applies to all staff working on our premises, including floor supervisors, contractors and delivery personnel.



**Rajiv Kehr**

**Managing Director**