
CLIENT CODE OF CONDUCT POLICY

1. OVERVIEW

Staff and representatives of Whittles have the right to be treated with courtesy and respect. Zero tolerance of unacceptable behaviour is vital in providing a safe and healthy workplace and working environment.

2. SCOPE

This code of conduct covers interactions with any staff-member or any other person acting as a duly appointed representative of Whittles (“Whittles member”) in the course of undertaking a work activity or performing a function in the course of Whittles business (“work activity”) including but not limited to activities required pursuant to the Service Agreement.

3. POLICY

The Whittles workplace covers any location where the Whittles member is undertaking the work activity. The location includes but is not limited to the Whittles premises, the site of a Community Corporation or Strata Corporation or any location from which the Whittles member is present either in person or by electronic device in the course of undertaking a work activity.

“Unacceptable behaviour”

Any unacceptable behaviour in the presence of a Whittles member undertaking a work activity is not acceptable and will not be tolerated.

Unacceptable behaviour includes-

- Behaviour that is;
 - aggressive,
 - offensive,
 - violent,
 - harassing,
 - of a threatening nature, or
 - unlawful including behaviour which is of a discriminatory nature.
- Behaviour that is not necessarily directed toward the Whittles member but nevertheless causes the Whittles member to feel unsafe, uncomfortable and/or disrespected;
- Threats or other intimidating behaviours that causes a person to feel they are unsafe or being threatened. It may involve an actual or perceived threat to safety, health or wellbeing;
- Physical contact such as pushing, shoving, tripping, grabbing, hitting, or any other type of unwelcome physical contact;
- Any threat involving the use of a physical object;
- Unlawful conduct including but not limited to conduct of a sexual and/or racist nature;
- Any conduct of a discriminatory nature including conduct discriminatory on the basis of gender/sexual identity, race, religion and/or cultural diversity;
- Written or oral communications, or by actions or conduct.

Consequences of Unacceptable behaviour

If a person exhibits unacceptable behaviour to a Whittles member, the Whittles member will be at liberty to-

- Give a warning to the person that the behaviour is unacceptable and no further unacceptable behaviour will be tolerated;
- Require a written document to be withdrawn and resent without content which amounts to unacceptable behaviour; or
- Immediately bring an end to the interaction.

At the request of the Whittles member, anyone exhibiting unacceptable behaviour will be sent a letter from the General Manager advising that the behaviour was unacceptable and future unacceptable behaviour will not be tolerated.

Any subsequent or ongoing violation of this policy-

- Will result in our refusing to conduct business in person or over the telephone with the person who has exhibited unacceptable behaviour and only transacting with that person in writing;
- May result in a referral to the Police or other legal action (including civil remedies).

Whittles reserves the right to require any person exhibiting unacceptable behaviour to leave our offices immediately. Any refusal to leave will be considered a trespass and further civil or criminal action may be taken.

4. DOCUMENT CONTROL

Policy Name	Whittles Client Code of Conduct Policy
Version	1
Effective Date	1 st August 2023