HICS
Consumer
Protection

Zero Tolerance Policy

Our Commitment
At HICS we believe that no employee should be subject to violent, threatening, or abusive behaviour. We will always seek to act according to the guiding principles of fairness, honesty, integrity, and respect. We expect that everyone we work with to also uphold these principles and adhere to this policy:

- We believe that all stakeholders have the right to be heard, understood, and respected. We also believe that our staff have the same rights.
- We value our employees, and we will not tolerate any form of sexual harassment or violent, threatening, or aggressive behaviour towards them.
- We have a duty of care for all our employees' health and wellbeing, and we make a commitment to upholding this duty with the highest regard.
- We will address all incidents reported internally and where there is a serious threat or action, we will report the incident to the appropriate authorities.

Unacceptable Behaviour
We understand that people can become angry when they feel matters that they feel strongly about are not being dealt with as they wish. If that anger escalates into aggression towards our staff, we consider the following unacceptable:

- Loud, intrusive conversation or shouting.
- Threatening or abusive language including excess swearing or offensive remarks or gestures.
- Derogatory behaviour such as racial, religious, sexist or sexual remarks.
- Malicious allegations relating to employees.
- Intimidation, threats or threatening behaviour (e.g., 'I know where you live').
- Harassment or stalking.
- Violence, perceived acts of violence or threats of violence.
- Any explicit or implicit challenge to the safety, well-being, or health of any employee.

Our Response
First and foremost, reasonable efforts will be made to deescalate any situation and seek mutual resolution.

Employees who directly experience aggressive or abusive behaviour from a member of the public, a consumer, or one of our members are empowered to act in the interests of their own safety and welfare, removing themselves from the situation.

Employees will end telephone calls if they consider the caller aggressive, abusive, or offensive.

Our staff have the right to make this decision, to tell the caller that their behaviour is unacceptable and to end the call. Our calls are recorded, and those recordings will be used in any investigation into inappropriate behaviour.

All incidents reported will be thoroughly investigated, and where appropriate further actions will be taken including account suspension, reporting to authorities, revocation of membership and access to associated services.

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