

The Company does not tolerate acts of workplace violence committed by or against employees. The Company strictly prohibits employees from making threats or engaging in violent acts.

Note: This is a zero-tolerance policy, meaning that The Company disciplines or terminates every employee found to have violated this policy.

Prohibited Conduct - Prohibited conduct includes, but is not limited to:

- injuring another person physically;
- engaging in behaviour that creates a reasonable fear of injury in another person;
- engaging in behaviour that subjects another individual to extreme emotional distress;
- possessing, brandishing, or using a weapon while on company or client premises or engaged in Company business;
- damaging property intentionally;
- threatening to injure an individual or damage property; and committing injurious acts motivated by, or related to, domestic violence or sexual harassment.

General Points

- The Company will immediately investigate any reported violence, harassment, or threats committed on company or client premises.
- All employees who commit violent acts or who otherwise violate this policy are subject to corrective action or discipline, up to and including termination of employment.
- The Company will seek the prosecution of all of those who engage in violence on its premises or against its employees while they are engaged in employer business.

Employee Guidelines and Procedures

While we endeavour to provide our employees with a safe and secure workplace, The Company recognizes that crime and violence sometimes can spill over into the workplace. We are providing you with these guidelines so you can be better prepared to handle violent and threatening situations.

This document summarizes actions you should and should not take to deal with threatening or violent situations. Taking a few moments to familiarize yourself with these guidelines is an important part of being prepared for workplace emergencies.

General Security Practices

- Never hesitate to call the police if confronted with a potentially violent situation. It is better to have called the police unnecessarily than not to have the police available when a threatening situation turns violent.
- Never attempt to physically restrain or physically remove a threatening or violent individual by yourself. Doing so puts you in danger and leaves you and The Company vulnerable to possible lawsuits.
- Always report violent, threatening, or harassing behaviour to your supervisor. Alert your supervisor to the presence of strangers in your work area or the presence of any suspicious packages.

Coping With Threatening or Violent Individuals

Effective handling of threatening or violent individuals requires you to use good judgment and common sense and rely on your own assessment of the particular situation. Nevertheless, you might be able to resolve or cope with many types of threatening or violent situations by following the guidelines below.

- When confronted with an angry or hostile individual:
 - stay calm
 - listen attentively
 - maintain eye contact; and
 - be courteous and patient, but try to keep the situation under control by expressing a willingness to sit and calmly discuss the matter with the individual

- When confronted with a person shouting, swearing, threatening violence, or engaging in bizarre or dangerous behaviour.
 - stay calm
 - be courteous and patient, but maintain your distance from the individual
 - signal a co-worker or supervisor that you need help. Do not call for help yourself if you are being directly confronted by the individual; and
 - have the co-worker or supervisor call the local police
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- When confronted by someone with a gun, knife, or other weapon:
 - stay calm
 - never try to grab the weapon
 - quietly signal a co-worker or supervisor that you need help. Do not call for help yourself if you are being directly confronted by the individual
 - have the co-worker or supervisor call local police;
 - be courteous and patient. Keep talking, but follow the instructions from the person who has the weapon. Stall for time, but do not risk harm to yourself or others; and
 - watch for a safe chance to escape to a safe area. Take direction from the police once they arrive on the scene

Signed:



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Position: Managing Director

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