

Policy on Aggressive Communication

At AFFINITY, we are committed to maintaining a professional and respectful environment in all of our interactions with clients, customers, and stakeholders. As a service provider, we value clear, constructive communication and believe that mutual respect is essential to achieving the best outcomes.

We do **not tolerate aggressive communication in any form**, including but not limited to:

- Aggressive or threatening language
- Raised voices or shouting
- Verbal abuse or intimidation
- Inappropriate or disrespectful behaviour, whether in person, over the phone, or in writing
- **Ranting** or excessive complaining without a constructive purpose
- **Demands** that are unreasonable or delivered in an aggressive manner

We recognise that situations may occasionally arise that may lead to frustration; however, we expect all parties to communicate respectfully and calmly at all times.

Our Commitment to Managing Aggressive Communication:

- **Over the Phone or in Writing:** If a caller engages in aggressive communication, we will provide a clear warning that this behaviour is not acceptable and inform them that the conversation will be ended if it continues. If aggressive communication persists, we reserve the right to **terminate the call or end the interaction** immediately. In some cases, we may follow up with the individual in writing to address any ongoing issues in a professional and structured manner.
- **Face-to-Face Interactions:** If an individual displays aggressive behaviour or engages in ranting or unreasonable demands during a face-to-face interaction, we will remain calm and professional. We will inform the individual that their behaviour is not acceptable and ask them to lower their tone and communicate respectfully. If the aggressive behaviour continues, we will politely but firmly end the interaction and request that the individual leave the premises. In extreme cases, we may involve security or law enforcement to ensure the safety and well-being of everyone involved.
- **Future Communication:** Should aggressive or disruptive behaviour continue after a warning, we reserve the right to request that all future communication with the individual be conducted through an alternative form, such as **only accepting written communication**. This is to ensure that all interactions remain respectful and professional.

We are committed to providing high-quality service to all of our clients and customers, and we ask that all interactions be conducted in a manner that reflects the values of respect and professionalism.

Thank you for your understanding and cooperation.