

## ACCEPTABLE BEHAVIOUR TOWARDS EMPLOYEES, CONTRACTORS AND VOLUNTEERS

Members are reminded that Code of Practice 20.1.2 extends to behaviours towards our employees, contractors and volunteers. 20.1.2 states "A member shall not engage in any behaviour that is contrary to the standards accepted by the community."

People working for Dogs Victoria should be treated fairly and with good manners and respect by members. In turn, people working for Dogs Victoria should also provide a professional and respectful member centred service.

Dogs Victoria is committed to providing a workplace for our employees, contractors and volunteers which is safe and where they are not subjected to unreasonable behaviours. These behaviours are unacceptable and will not be tolerated. This commitment is a legal requirement, and therefore a standard accepted by the community.

Unreasonable behaviour is any behaviour with the potential to physically or psychologically harm another person or property. It can be deliberate or unintentional and can range from aggressive gestures, expressions or comments, raising your voice, or verbal abuse such as yelling or swearing, intimidation, through to acts of physical violence and may include behaviour that is victimising, humiliating, stalking, bullying, harassing, aggressive, intimidating or threatening.

Actions that Dogs Victoria may take include one or more of; inviting an apology, initiating mediation, commencing disciplinary action, reporting the matter to the Victorian Police, or seeking a court or commission order.