

# ZERO TOLERANCE POLICY

We understand that people can become angry when they feel that matters about which they feel strongly are not being dealt with as they wish.

If that anger escalates into aggression towards our staff we consider it unacceptable.

We adopt a "zero tolerance" approach to anti-social, abusive, aggressive or violent behaviour. Our staff have the right to ask anyone to leave the premises and/or refuse service to any person who is aggressive or abusive towards a staff member, another customer, or who damages property.

Aggressive or abusive behaviour includes:

- language (verbal or written) that may cause staff to feel afraid, threatened or abused
- personal verbal abuse
- profanity and derogatory remarks and rudeness
- inflammatory statements
- remarks of a racial or discriminatory nature
- unsubstantiated allegations

It is an offence under Section 175(1) of the Criminal Code of Canada for anyone not in a dwelling house to cause a disturbance in or near a public place, by fighting, screaming, shouting, swearing etc.