

CUSTOMER CODE OF CONDUCT POLICY

PURPOSE: To maintain a safe, respectful, and professional environment for our staff and customers by clearly outlining behaviours that are unacceptable and specifying consequences for violations. UBC Properties Trust has zero-tolerance regarding aggressive, abusive, or violent behaviour from customers or clients toward staff or other customers. Any instance of aggressive behaviour will be taken seriously and addressed in accordance with this policy. Phone calls may be recorded for quality assurance. This policy exists to ensure the safety, dignity, and well-being of everyone in our business environment.

1. Key Principles

- The safety and well-being of our staff is our top priority.
- Everyone is to be treated with respect and dignity.
- Customers have the right to be heard and understood.
- We are committed to constructive dialogue and resolution.
- We will ensure customers have access to quick, friendly, personalized customer service free of barriers.

2. Customer Expectations

All customers are expected to:

- Interact respectfully with staff and other customers.
- Communicate issues calmly and respectfully.

Additionally, we ask all customers and clients to observe the following:

- Please allow a reasonable timeframe for responses to your inquiries, as this helps us provide thoughtful and thorough assistance.
- Once a decision has been made by our managers, we appreciate your understanding and acceptance of the outcome.
- Please avoid repeatedly contacting us about matters that have already been fully addressed so we can devote attention to all concerns fairly.
- Cooperation with our staff and sharing relevant information is essential for us to resolve your inquiries or complaints efficiently.

3. Definition of Unacceptable Conduct

This includes, but is not limited to:

- **Verbal Abuse:** Use of threats, shouting, insults, coercion, offensive language, or discriminatory remarks, including on the grounds of ethnicity, religion, sex or disability.
- **Intimidating Gestures or Behavior:** Intentionally creating an environment of fear through body language, invading personal space, or aggressive gestures.
- **Physical Aggression:** Any physical intimidation, pushing, hitting, or any form of physical violence.
- **Harassment or Bullying:** Repeated, unwanted behaviour that causes emotional distress or discomfort, including stalking or persistent harassment.

4. Consequences of Unwanted Behavior

- If a customer exhibits any unwanted behaviour they will be calmly informed of this policy and asked to change their behaviour immediately.
- If the behaviour continues, staff are authorized to end the interaction immediately.
- Customers who do not adhere to this policy may be asked to leave our premises.
- In cases of severe aggression or repeat offences, customers may be permanently banned from all company locations. These customers will only be dealt with through written correspondence.
- The company reserves the right to involve law enforcement in situations involving threats, physical violence, or any behaviour that endangers the safety of staff or other customers.

5. Communication of Policy

This policy is visibly posted on our websites and distributed internally. Upon request, a hard copy will be provided from our office locations.