

# Customer Code of Conduct

We aim to provide excellent products and service to all customers/patients in our goal to be the cannabis dispensary of choice. We believe that customers of our service have a right to be heard, understood, and respected. However, if a customer or their representative feels that our service falls below this standard, we want them to contact the site's management directly about their issue. We are committed to dealing with all complaints impartially, comprehensively, and in a timely manner.

We work hard to be open and accessible to everyone. Occasionally, the behavior or actions of individuals or their representatives, using our service makes it difficult for us to deal with their requests. In a small number of cases the actions of individuals become unacceptable because they involve abuse of our staff or our process whether on face to face, telephone, social media, or written correspondence. When this happens, we must take action to protect our staff. We also consider the impact of the behavior on our ability to do our work and provide a service to others.

We recognize that people may act out of character in times of trouble or distress. There may have been upsetting or distressing circumstances leading up to a patient's unacceptable behavior. However, we consider actions that result in unreasonable demands on our service or unreasonable behavior towards our staff to be unacceptable.

We do not view behavior as being unacceptable just because a consumer is forceful or determined. However, we do consider actions that result in unreasonable contact or demands on our employees or our service to be unacceptable. It is these actions that we aim to manage by this acknowledgement. The application of this policy will only be implemented when we feel we must take action to protect the welfare of our staff; this type of behavior may have a negative impact on the wellbeing of our employees. We also must protect the consistency of our processes; this is to ensure we are delivering fair and excellent service to everyone. This acknowledgement does not prevent the need to ensure that any service provided is accessible to all, on an equal basis.

As a cannabis provider we will always consider making reasonable tolerances, however, if a customer's or patient's frustration or anger escalates into aggression towards our staff, we consider that unacceptable. Any violence or abuse towards staff will not be accepted. Violence is not restricted to acts of aggression that may result in physical harm. It also includes behavior or language (whether verbal or written) that may cause staff to feel offended, afraid, threatened or abused.

Examples of unreasonable demands or behavior:

- refusing to accept explanations of what we can or cannot do.
- insisting the complaint be dealt with in incompatible ways with our process.
- going against State regulations, policies, or practice.
- Language which is designed to:
  - insult or degrade,
  - is racist,
  - sexist or homophobic; or

- which makes serious allegations that individuals have committed criminal, corrupt, or perverse conduct without any evidence is unacceptable.
- comments aimed not at us but at third parties are unacceptable because of the effect that listening or reading them may have on our staff.

A demand becomes unacceptable when it starts to (or when complying with the demand would) impact on the work of our employees.

### **Actions We May Take**

Except in extreme cases, such as a person making physical threats to staff where we end contact immediately, our decisions to restrict contact are carefully considered by a member of the management team. We will give the individual the opportunity to change their behavior before we decide.

### **Communicating Our Decisions**

We will always tell the person in writing why we have decided to restrict future contact, the arrangements and how long the restriction will be in place. We can respond in another format if required.

If we consider a person's behavior or actions unacceptable, we may decide to restrict or block contact from them. We may:

- limit future contact to a particular form or advise how often we can be contacted. For example, (NEEDED)
- allow contact to a specified staff member only.
- take any other action we believe is appropriate, including ending all contact with the person.

When we end contact immediately due to aggressive or abusive behavior, the person is told at the time of the incident.