

Respectful Conduct Policy

1. Mastergroup is committed to maintaining a safe work environment free of all forms of violence, including verbal and physical threats. Mastergroup has a zero-tolerance policy with respect to all forms of violence in the workplace. Mastergroup believes that a safe and secure work environment free from violence is fundamental to all Customers, employees, contractors, guests, or members of the public.
2. Mastergroup will not tolerate or condone any forms of threats or violence committed by or against its employees, contractors, customers (including the Customer), suppliers, or visitors on its premises or otherwise communicated (including in written form, via audio-visual facilities, SMS or telephone, or via other forms of electronic media such as email or social media), nor does Mastergroup tolerate or condone any forms of threats or violence by or against its employees while engaged in business on its behalf.
3. The Customer acknowledges that the following list of behaviours, while not inclusive, provides examples of conduct which is prohibited at all times in connection with any Training or Consultancy under this Agreement:
 - a) threatening, intimidating, bullying, or physically/verbally abusing another person;
 - b) aggressive or hostile behaviour that creates a reasonable fear of injury to another person;
 - c) causing physical injury to another person;
 - d) possession of a weapon while on Mastergroup property or while on Mastergroup business;
 - e) fighting, hitting, biting, kicking, pushing, shoving or spitting at another person;
 - f) intentionally damaging Mastergroup property, property of its employees or property of its customers;
 - g) committing acts motivated by, or related to, domestic violence on Mastergroup premises;
 - h) bothering someone by following or with an excessive number of unwelcome visits, calls, SMS messages, emails, social media posts or messages, letters, or gifts;
 - i) lewd behaviour or obscene phone calls, SMS messages, emails, letters, gifts, or graffiti; or
 - j) offensive language, rudeness or derogatory remarks.
4. Where Mastergroup employees or personnel are on a call and exposed to a breach of this policy, or where they feel their rights under this policy are in breach, they are asked to:

- a) transfer the call or dealings with the other party to a supervisor or manager; or
 - b) discontinue the call or dealings and report the event to a supervisor to follow up on.
5. Anyone who has experienced, witnessed or has knowledge of any prohibited conduct under this policy must report the incident at once to support@agrimaster.com.au or to Mastergroup's Sales and Success General Manager where the matter will be documented and investigated.