

## TheirCare Customer or Authorised Representative Code of Conduct

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The purpose of the Customer or Authorised Representative Code of Conduct is to define the standards of behaviour expected from all individuals interacting with TheirCare employees. The Code aims to foster a positive, safe, and respectful environment for both customers and employees. By adhering to these guidelines, customers help us maintain the highest level of service and ensure that everyone is treated with courtesy and respect.

The TheirCare Customer or Authorised Representative Code of Conduct applies to all individuals whether that be in person, via phone, email, or our online platforms.

Customers are expected to interact with staff in a respectful and courteous manner.

- **Polite and considerate behaviour:** Use respectful language and show consideration for the well-being of others.
- **Constructive communication:** Provide clear and honest feedback and engage in dialogue without resorting to rudeness or hostility.
- **No physical or verbal abuse:** Any form of violence, aggression, or threatening language is strictly prohibited.
- **Respect personal space and privacy:** Do not engage in behaviour that invades another person's personal space or privacy.

Customers are expected to act with honesty and integrity during their interactions with TheirCare.

Harassment, discrimination, or any form of offensive or inappropriate behaviour based on race, gender, age, disability, sexual orientation, religion, or any other protected attribute is strictly prohibited.

The following behaviours are considered unacceptable and may result in termination of the interaction, suspension or a permanent ban from the service.

- **Abusive language or actions:** Verbal abuse, threats, or any form of harassment.
- **Aggressive or disruptive behaviour:** Fighting, intimidation, or causing disturbances.
- **Substance abuse:** Entering the service or engaging with services while under the influence of alcohol, drugs, or any other substances.
- **Theft or vandalism:** Stealing or causing damage to property.
- **Fraudulent or illegal activities:** Any attempt to deceive, cheat, or engage in illegal practices.

If a customer is in violation of this Code of Conduct, the following actions may be taken:

- **Warning:** A first-time violation may result in a verbal or written warning.
- **Suspension/ Permanent Ban:** A customer who repeatedly violates the Code of Conduct may have access to services temporarily or permanently suspended.
- **Legal Action:** TheirCare PTY LTD reserves the right to take appropriate legal action in response to illegal activities, including but not limited to fraud, theft, vandalism, unauthorised access, or misuse of company resources. This may involve reporting such activities to the relevant authorities.

We value feedback and encourage customers to share their concerns. If a customer feels that they have been treated unfairly or disagrees with any enforcement of this Code, they can:

- **Submit a complaint:** Reach out to our customer support team to address any grievances.
- **Appeal decisions:** The business will review appeals and resolve issues in a timely and fair manner.

By adhering to this Customer Code of Conduct, we ensure that our business remains a positive, safe, and respectful space for everyone involved. Thank you for helping us maintain a great experience for all.