

## **Behaviour towards our Employees Policy**

### **May 2026**

At CMBC, the safety of our employees is our number one priority. We work hard to promote a culture of inclusivity, where all colleagues are treated equally, and to create an environment where our team members feel safe and secure, as they deserve the opportunity to do their jobs without fear of abuse. As a result, we want to be clear with our customers on the behaviours we expect to be exhibited towards our employees.

Our employees are expected to treat individuals with courtesy, respect and fairness. Similarly, we expect our employees to be treated in the same way and to be able to undertake their work free from all forms of inappropriate or unacceptable behaviour including, but not limited to, aggression, bullying, harassment, discrimination and abuse.

We will not tolerate inappropriate or unacceptable behaviour of any form. Inappropriate or unacceptable behaviour towards our employees may include:

- threats of physical harm or actual physical harm
- inappropriate physical contact
- behaviour or language (verbal or written) that may cause employees to feel offended, afraid, threatened or abused
- use of insulting, degrading or inappropriate language
- personal grudges toward certain employees
- making serious allegations against employees without any evidence
- threats, verbal abuse, shouting, making obscene / derogatory remarks and rudeness
- racist, sexist, homophobic, transphobic, disablist comments, or other harassment based upon personal characteristics
- recording meetings or telephone conversations without consent

We may also decide that comments that are not aimed directly at us, but at third parties, are inappropriate or unacceptable because of the effect that listening to them or reading them may have upon our employees.

We have a duty to protect the welfare and safety of our employees. By signing below, you agree to the following:

- If, in our reasonable opinion, we feel the behaviour of any of your employees (or any other individual acting on your behalf) towards our employees (or any other individual acting on our behalf) is inappropriate or unacceptable, we will advise you in writing (if legally permitted to do so) and you will then promptly implement such measures to resolve the issue as we may reasonably require.
- In the event that, in our reasonable opinion, the issue is not or cannot be resolved, or is sufficiently serious, we will be entitled to terminate this Agreement by giving written notice to you and without thereby incurring any liability to you.

We may also report incidents of unacceptable behaviour to the police (for example, if violence has been threatened).

