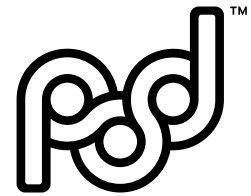


ZERO TOLERANCE POLICY

Last review: April 2025

Uncontrolled if accessed from sources other than pod-point.com/legal/policies



At Pod Point, the safety, well-being, and dignity of our employees are our top priorities. While the majority of our customers engage with respect and professionalism, a small minority may exhibit abusive or threatening behaviour. We operate with a **zero-tolerance policy** towards any form of abuse, harassment, or inappropriate conduct directed at our staff.

We expect all interactions with our customer service team to remain professional and respectful. Any behaviour that causes distress, constitutes harassment, or creates a hostile environment will not be tolerated. If such behaviour occurs, our team members are fully empowered to end the conversation and refuse further support.

While this is not an exhaustive list, examples of unacceptable behaviour include:

- Offensive language, verbal abuse, and swearing
- Racist, sexist, or discriminatory comments
- Unwanted or abusive remarks
- Negative, malicious, or stereotypical statements
- Threats of harm, violence, or self-harm
- Intimidation, bullying, or harassment
- Sexual harassment, including inappropriate comments or suggestions
- Aggressive shouting, yelling, or excessive volume
- Personal insults, name-calling, or belittling remarks
- Deliberate spreading of false information or defamation
- Repeatedly contacting the company after being asked to stop (harassment through excessive calls, emails, or messages)
- Attempting to manipulate, coerce, or deceive staff
- Recording or sharing conversations without consent
- Damage or threats of damage to company property or reputation
- Spamming, trolling, or disruptive behaviour on company platforms
- Stalking or contacting staff through personal social media or personal email

We are committed to providing a safe and respectful working environment for our team. If a customer engages in any of the behaviours listed above, we reserve the right to **terminate the interaction, refuse further support, and take appropriate action** if necessary.



Thank you for treating our team with the same respect and professionalism that we extend to you.