

Harassment or Abusive Behaviour

At Newton, we are committed to delivering excellent service to our homeowners and customers. We are equally committed to protecting the safety and wellbeing of our employees.

We will not tolerate:

- Abusive or offensive language
- Harassment, bullying, discrimination, or victimisation
- Threatening, intimidating, or aggressive behaviour
- Repeated inappropriate communications
- Any conduct that causes our employees to feel unsafe, distressed, or threatened

Where unacceptable behaviour occurs, we follow three steps:

01

First Incident

A formal reminder of our expected standards of conduct will be issued by the affected employees' line manager.

02

Second Incident

The matter will be escalated to the relevant Head of Department and a formal warning issued.

03

Third Incident

The matter will be escalated to the CEO and may result in communication being restricted, services being refused, or the business relationship being suspended or terminated.

Please treat our team with respect.

Our employees are here to help and are committed to providing the highest standard of service. We appreciate your cooperation in helping us maintain a safe, respectful and professional environment for our employees and customers.