



Make it **safe**.  
Make it **home**.

# Aggressive behaviour: customer on employee

Audience: Everyone

## Remember the risks:

- Violence and harassment from customers is more prevalent in jobs that involve working alone, working with the public and providing a service – all of which apply to some types of work at Canada Post.<sup>1</sup>
- Aggressive behaviour includes violent or threatening behaviour or language.
- Shipping delays and changes to our safety measures can result in frustrated customers and, at times, lead to aggressive behaviour.
- Canada Post transports, delivers and handles all types of products, including valuable items and controlled substances that can be targets for thieves.
- Even good people can become frustrated at times. Much of the aggressive behaviour Canada Post employees experience is from frustrated customers, not criminals.

## What you need to know:

- Canada Post will not tolerate aggressive behaviour in any form against its employees, including violence, harassment, threats, intimidation, inappropriate language and bullying.
- Employees should not put themselves in harm's way. Your safety is most important. Do not intervene if you encounter an aggressive customer, someone attempting to steal a parcel, or any other threatening individual.
- All Canada Post employees have a right to work in an environment free from violence, harassment, intimidation and threatening language or behaviour.

## What you need to do:

- You should not tolerate aggressive behaviour from customers or anyone else, including violence, harassment, threats, intimidation, inappropriate language and bullying.
- If you are confronted by a customer and you believe your safety is at risk:
  - Do not put yourself in harm's way. Your safety is most important.

- Disengage immediately from the situation and get to a safe place.
  - If you are in danger, call 9-1-1.
  - If a customer threatens you and demands that you hand over a package or anything else, give it to them without confrontation.
  - As soon as it is safe to do so, report the incident to your team leader or, alternatively, another member of management or a bargaining agent representative.
  - Call the police (or have your team leader call the police on your behalf) to report any violence or threats, or if anything was stolen.
- If you need additional support following an incident, confidential help is available through the Employee and Family Assistance Program at no charge.
    - Homewood Health, our EFAP provider, is available to help 24 hours a day, 7 days a week: 1-866-565-4903.
    - Our Keep Wellness in Mind website also has additional information for team leaders and all employees on dealing with issues such as aggressive behaviour, as well as how to support your overall mental and physical well-being.

<sup>1</sup> Top risk factors for violence: <http://www12.esdc.gc.ca/sgpe-pmps/servlet/sgpp-pmps-pub?lang=eng&curjsp=p.5bd.2t.1.3ls@eng.jsp&curactn=dwnld&pid=57720&did=5154&qa=2.69864016.1945449136.152630252.1-1806148749.1513261079>