



# INTEGER WEALTH GLOBAL

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## POLICY DOCUMENT

### Zero Tolerance Abuse

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#### Policy Statement

Integer Wealth Global Group of Companies, including all subsidiaries and associated entities (collectively referred to as “the Group”), upholds a strict zero tolerance policy regarding any form of abusive, threatening, or disrespectful behaviour from clients in all forms of communication.

We are committed to fostering a professional, respectful, and safe environment for our employees, partners, and stakeholders. Abuse of any kind will not be tolerated under any circumstances.

#### 1. Scope of Policy

This policy applies to all clients, prospective clients, representatives, and third parties interacting with the Group, irrespective of the communication channel used. This includes, but is not limited to:

- Face-to-face conversations
- Telephone calls
- Emails and written correspondence
- Video conferencing or virtual meetings
- Messaging platforms and social media interactions

#### 2. Definition of Abuse

For the purposes of this policy, abuse is defined as any language, behavior, or gesture that is:

- Threatening, intimidating, or aggressive
- Insulting, demeaning, or derogatory
- Harassing, bullying, or persistently intrusive
- Obscene, offensive, or abusive in tone or content
- Any other conduct that is considered disrespectful or inappropriate by professional standards



This applies regardless of whether the communication is in-person, written, verbal, or visual, and in any language or cultural context.

### **3. Policy Enforcement**

Any instance of abusive behaviour directed at our employees, representatives, or affiliates will be addressed with immediate and decisive action. This may include:

1. Issuance of a formal warning to the client.
2. Immediate suspension of communication and services.
3. Termination of any ongoing discussions, negotiations, or agreements.
4. Permanent refusal of future business engagement.
5. Reporting to relevant legal authorities if necessary.
6. Reporting to the police.

All decisions regarding the enforcement of this policy will be made at the sole discretion of the Group's executive management, who reserve the right to protect the dignity, safety, and wellbeing of all staff members without obligation to continue business relations with abusive clients.

### **4. Our Commitment**

Integer Wealth Global Group is dedicated to conducting business with integrity, mutual respect, and professionalism. We expect all clients and stakeholders to engage with us in the same manner. Our team is here to provide valuable services and solutions, and will always communicate respectfully and courteously. We require the same in return.

### **5. Acknowledgment**

Engaging with Integer Wealth Global Group or any of its subsidiaries implies acceptance and adherence to this Zero Tolerance Abuse Policy. Clients who fail to comply will forfeit their privilege to engage with the Group's services.