

	Unacceptable Conduct of Operators	Doc. No. : PD 09 Version : 01 Revision : 00 Date : 16/12/ 2022
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1. PURPOSE

This procedure clarifies the Glaze’s policy regarding discrimination, unsafe working conditions, intimidation, or manipulation by operator’s during inspection procedures. Glaze will not tolerate actions or language on the part of an operator or an operator's agent intended to intimidate, threaten, interfere with, or harass an inspector or otherwise alter the course of an inspection. Because of the subjective nature of these situations, each case will be considered on an individual basis to determine whether an action or statement is unacceptable, and whether there is justification for denying service.

2. POLICY

Glaze Service may be denied for any of the following reasons:

- i. **Discrimination** - Derogatory remarks made to or about an inspector or adverse actions that are clearly taken by an applicant or an applicant's agent because of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, or sexual orientation will be considered discrimination.
- ii. **Unsafe Working Conditions** - An unsafe working environment, a physical assault by an applicant or an applicant's agent toward an inspector, or other working conditions that jeopardize an inspector's health or wellbeing will be considered unsafe working conditions.
- iii. **Intimidation** - Any undue pressure, influence, or action, or any verbal threat made by the applicant or an applicant's agent to the inspector will be considered intimidation.
- iv. **Manipulation** - Any action by the applicant or the applicant's agent that is intended, by misrepresenting the facts, to alter the outcome of an inspection will be considered manipulation.

3. ACTION

If an inspector encounters a situation in which a reasonable person would assume that any of the above conditions exist, he or she should immediately leave the work area and report the circumstances to his/her supervisor or to Glaze office.

This includes any incidents involving harassment, verbal threats, or any action that could be interpreted as an attempt to intimidate, manipulate, or interfere with an inspector’s performance. The decision will never be based on an applicant's desire (stated or implied) for or against having certain inspectors assigned for reasons other than the inspector's qualifications and experience.