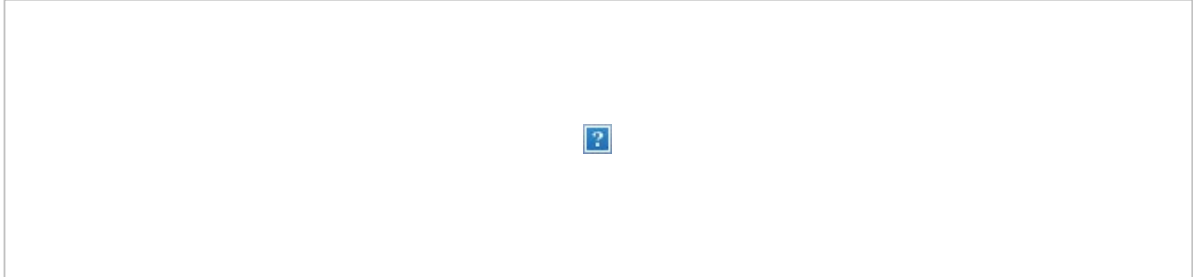


From: [REDACTED]
To: [REDACTED]
Subject: RE: Announcement - Message from [REDACTED]
Date: Thursday, 05 September, 2019 2:02:26 PM
Attachments: [image001.png](#)
[image905895.png](#)
[attachment 1.wav](#)
Importance: High



Hi Team,

Over the last few months we have taken further steps to ensure we create a positive and safe environment across CET. Our first priority is the health, safety and wellbeing of our people. Australia Post will not tolerate our employees being subjected to abhorrent behaviour from our customers.

We have taken on valuable feedback that we have received from our workforce, as well as reviewing a number of customer interactions. Commencing Monday the 9th of September, I am pleased to advise that we will be playing an uninterruptible announcement at the top of queues that will advise customers that such behaviour and abuse will not be tolerated.

Please find attached an audio recording of the message ahead of go live on Monday, and a transcript of the recording below:

All Australia Post employees have the right not to be subjected to any behaviour or abuse that includes threats of physical harm or violence, religious, cultural or racial insults, homophobic, sexist or other derogatory remarks. Such conduct may lead to termination of your call

Another component of this support is providing you with the tools and training to understand how best to handle aggressive customers. Whilst we cannot directly control our customers disposition, we most certainly can influence it in the manner in which we respond.

We will be running some refresher sessions on the topic of aggressive customers in the next month or so, and encourage you to take part.

I would like to thank you all for the amazing job you do servicing all our customers each and every day.

Regards



[Redacted]

Head of Customer Experience, Southern Inbound

[Redacted]

T [Redacted]

M [Redacted]

E [Redacted]

