

Behavioral Policy

1. Introduction

GCCLAB aims to provide top-quality, consistent, and accessible services for the benefit of trainers, invigilators, examiner and clients, as well as creating and maintaining a positive work environment which ensures safety and well-being of its staff, and holds the dignity, respect and human rights of its staff in high regard. The purpose of this policy is to ensure that GCCLAB is managing unacceptable behavior of Employees or Clients in an impartial, confidential, fair, and timely manner.

2. Application and Scope

This policy applies to i) all Employees or Clients, and ii) all GCCLAB staff that interacts with a Subsidiary or a Client, while carrying out their duties or services for GCCLAB or on behalf of GCCLAB.

3. Purpose

The purpose of this policy is to ensure that GCCLAB is managing unacceptable behavior of Employees or Clients in an impartial, confidential, fair, and timely manner.

The objectives of the policy are to:

- Inform GCCLAB staff, Employees or Clients what types of behavior that are deemed unacceptable by GCCLAB
- Define the roles and responsibilities internally at GCCLAB in dealing with unacceptable behavior
- Informing Employees or Clients of how unacceptable behavior will be managed by GCCLAB

4. Defining Unacceptable Behavior

What is deemed to be unacceptable behavior often differs depending upon the individuals involved, the culture in which the Employees or Client operates and the particular circumstances of the interaction with GCCLAB. However, any behavior that is reasonably likely to be expected to make a member of the GCCLAB staff feel threatened, harassed, frightened, offended, or physically at risk is considered unacceptable. Annex A provides further examples of what will generally be considered unacceptable behavior.

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ANNEX A EXAMPLES OF UNACCEPTABLE BEHAVIOUR

A.1 Aggressive Behavior: This type of behavior is violent and may result in physical harm. This behavior also includes violent language used towards GCCLAB staff, whether written or verbal, which is threatening in its nature and simulates aggressive acts.

A.2. Abusive Behavior: Abusive behaviors are considered behaviors that may be verbal and intimidating.

a. Verbal — this includes rudeness, derogatory remarks, inflammatory statements, and unsubstantiated allegations. This type of behavior also includes offensive language or shouting towards GCCLAB staff via phone calls or any correspondence (email, letter, etc.).

b. Intimidating – This includes behavior that makes GCCLAB staff feel afraid and threatened.

A.3. Defamation: A Employees or Client must operate with integrity and shall not defame or disparage GCCLAB or its staff. A Employees or Client is prohibited from making false or misleading statements regarding GCCLAB or its products and services.

A.4. Discriminatory Behavior: This type of behavior is displayed towards someone because of their disability, gender identity, race, religion, or sexual orientation.

A.5. Deliberate Damage: Unacceptable behavior can also include deliberate physical damage caused by a Employees or Client to GCCLAB office premises.

A.6 Extreme Behavior: Extreme behaviors threaten the immediate safety and well-being of the GCCLAB staff and should be regarded with critical importance. **A.3. Vexatious Behavior:** This type of behavior is manifested generally through different comments, actions or gestures which are hostile or unwanted and such behavior affects the dignity or psychological integrity of a GCCLAB employee. Moreover, this type of behavior is manifested when a Employees or Client is seeking to cause unnecessary aggravation or annoyance to the GCCLAB employees through groundless complaints.

A.7. Persistent Behavior: A Subsidiary or Client’s actions may be considered as persistent behavior when after all internal review mechanisms have been exhausted, the Employees or Client still continues to challenge the decision of GCCLAB relating to their complaint or dispute. This persistent behavior is unacceptable because it may take up a disproportionate amount of time and resources. The following are some examples of persistent behavior:

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- a. Persistently refusing to follow the proper procedures explained to them by GCCLAB in order to pursue their issue;
- b. Continuously making excessive and unnecessary number of phone calls or visits to GCCLAB offices;
- c. Continuously contacting GCCLAB on the same issues without presenting any new information;
or
- d. Falsely using names to contact and access GCCLAB offices to raise the same issue.

A.8. Unauthorized Recordings: Any unauthorized filming or sound recording of face-to-face, phone communication, or meetings are prohibited without the prior agreement and knowledge of all parties involved.

A.9. Vexatious Behavior: This type of behavior is manifested generally through different comments, actions or gestures which are hostile or unwanted and such behavior affects the dignity or psychological integrity of a GCCLAB employee. Moreover, this type of behavior is manifested when an Employee or Client is seeking to cause unnecessary aggravation or annoyance to the GCCLAB employees through groundless complaints.