

Our Commitment to a Safe and Respectful Environment

At Bott and Co, we are dedicated to providing professional, courteous services while safeguarding the wellbeing of our staff. We understand that legal matters can be stressful, but we ask all clients, third parties, insurers, medical professionals, and service providers to always treat our team with respect.

Unacceptable behaviour—including abusive language, threats, harassment, discrimination, aggressive conduct, malicious allegations, unreasonable demands, or unlawful recording—will not be tolerated. If such behaviour occurs, we may:

- Issue a clear warning and, if necessary, end communications.
- Restrict contact methods or response times.
- Pause work until acceptable conduct is confirmed.
- In serious cases, cease contact immediately and notify authorities.

We are committed to making reasonable adjustments for clients with disabilities or vulnerabilities, such as using plain language, allowing advocates, or agreeing to written-only communication. While we will always consider individual needs, unacceptable behaviour remains unacceptable.

All incidents are recorded and handled securely in line with our data protection policies.

Thank you for helping us maintain a safe and respectful environment for everyone.

Revision Date	Old Version	New Version	Amendment	By
2/12/2025		V1	Document creation	SH