



POLICY CATEGORY: HUMAN RESOURCES

POLICY TITLE: TREATMENT OF CUSTOMERS AND STAKEHOLDERS

Policy Number: 2.04

Date Approved: March 9th, 2018

Purpose: Establish behaviours for NSCA employees

Definitions:

Policy Statement:

Level 1 Statement:

With respect to treatment of customers and stakeholders, the Executive Director shall not cause or allow conditions, procedures or decisions that are unsafe, unfair, disrespectful, undignified or unnecessarily intrusive.

Level 2 Statements:

Accordingly, the Executive Director shall not:

1. Operate without operational consultation policies.
2. Restrict access to information appropriate to the requesting customer or stakeholder.
3. Allow customers or stakeholders to be uninformed of their responsibilities and NSCA's expectations of their behaviour when participating in NSCA programs or events, including the consequences of violating rules.

Scope:

Related Procedure(s):

Revision History	
Date Approved	Comments

2. Executive Limitations

No: 4

Policy Title: Treatment of Customers and Stakeholders

Level 1 Statement:

With respect to treatment of customers and stakeholders, the Executive Director shall not cause or allow conditions, procedures or decisions that are unsafe, unfair, disrespectful, undignified or unnecessarily intrusive.

Level 2 Statements:

Accordingly, the Executive Director shall not:

1. Operate without operational consultation policies.
2. Restrict access to information appropriate to the requesting customer or stakeholder.
3. Allow customers or stakeholders to be uninformed of their responsibilities and NSCA's expectations of their behaviour when participating in NSCA programs or events, including the consequences of violating rules.