**Conflict with Clients/Robbery:**

* Avoid cash transactions, do not carry cash.
* Utilize electronic transfers or cheques
* If a client becomes argumentative or aggressive leave the site
* Consider each client and avoid providing services to those who are aggressive, challenge you, are angry when you are around, or display any signs of aggression or hostility.
* Do not engage in verbal altercations with unruly or upset clients, these can rapidly escalate
* Maintain your work alone or in isolation plan

**Disclaimer:** This resource is intended for guidance and employers are advised to customize this document or design their own to meet their business needs and legal obligations. Once customized from its original content this disclaimer may be removed to function as part of your Safety Program. This resource does not relieve persons using it from their responsibilities under applicable legislation. If you need assistance contact us at www.AgSafeBC.ca