

Policy for Interacting with TransLink and its Operating Companies

Issued by: Chief Operating Officer

Approved by: Senior Executive Committee

Meeting Date: February 23, 2026

Effective Date: February 23, 2026

CEO Signature:  _____

1. Purpose & Context

TransLink and its operating companies are committed to providing excellent customer service. Everyone is entitled to be treated respectfully, courteously, and in a polite manner. Where a customer or member of the public raises an issue, complaint, or request, they have a right to be assisted fairly and to receive a timely response which fully addresses their concerns.

The purpose of this policy is to ensure communications with TransLink and its operating companies are courteous and respectful. The policy sets out the courses of action that TransLink or its operating companies may take against a customer or member of the public deemed to be displaying unreasonable behaviour.

2. Scope

This policy applies to all forms of communication by customers, job applicants, potential vendors, or other members of the public with TransLink or its operating companies. This includes emails, faxes, letters, telephone calls, social media posts, and in-person interactions.

3. Policy Objectives

- Set out clear expectations for individuals reaching out to TransLink and its operating companies; and
- Ensure a safe and respectful workplace for employees who interact with customers or members of the public who reach out to TransLink or its operating companies

4. Policy

TransLink and its operating companies seek to foster a safe, supportive, and healthy workplace for all employees, free of harassment, bullying and other abusive, offensive, or threatening behaviours. When unreasonable behaviours from customers or members of the public impact any employee's ability to perform their duties or their safety and well-being, restrictions on the customer or member of the public may be put in place.

Behaviours that may be deemed unreasonable include:

- Actions or language that may reasonably cause an employee to feel uncomfortable, afraid, humiliated, intimidated, threatened or abused. This includes the use of inappropriate, abusive or offensive language, discriminatory, sexist, homophobic and/or racist remarks, harassment, and/or unsubstantiated allegations.
- Communications that, because of their length, nature, mode or frequency, hinder any employee's ability to perform their normal duties.
- Use of multiple email addresses, aliases and phone numbers by one individual with the intention to circumvent this policy or otherwise mislead TransLink or its operating companies on the source of a communication.
- Refusing to accept documented information as factual.
- Communications that are false or inflammatory, trivial or Vexatious.

TransLink and its operating companies will consider all relevant circumstances of a particular situation when deeming that unreasonable behaviour has been displayed. TransLink or its operating companies will impose restrictions only to the extent necessary to prevent or mitigate the effects of the unreasonable behaviour. Information relating to any restriction imposed will be shared as needed amongst TransLink and its operating companies.

The individual will be informed verbally and/or in writing when TransLink or any of its operating companies considers the individual's behaviour to be unreasonable.

Responses to unreasonable behaviour may include one or more of the following:

- Limiting the form of contact the individual may have with TransLink and its operating companies. This includes format, time, duration, frequency or volume.
- Informing the individual that further contact on the matter will not be acknowledged or replied to.
- Asking the individual to cease direct contact with TransLink and its operating companies.
- If necessary, escalation to law enforcement agencies

Once an individual has been notified in writing of the limitations that have been placed upon them, the limitations will remain in place for twelve months, unless otherwise stated, and will be reviewed by TransLink prior to expiry. The limitations may also be reviewed at any time on request by an employee or following any further incidents of unreasonable behaviour.

A new complaint or request from an individual who has been or currently is subject to action under this policy will be treated on its merits, just like any other complaint.

5. Definitions

“Vexatious”: the complainant has habitually and persistently made numerous complaints or request for reviews against the same entity and these complaints or requests are identified as intending to annoy, harass, embarrass or cause discomfort to the entity or for some other improper purpose.

6. Monitoring & Review

This policy will be reviewed by TransLink’s Vice President of Customer Communications and Public Affairs twelve months from the effective date, and every five years thereafter.

7. References

- [TransLink Rules and Regulations](#)

Last Revised: 23-03-26 (NEW)