



STANDARDS OF CONDUCT

The CTHS is committed to maintaining a safe, respectful, and professional environment for all individuals and animals involved in our operations including our head office and sales grounds. Any form of abusive behavior whether verbal, physical, emotional, or otherwise toward staff, customers, consignors, vendors, or horses will not be tolerated under any circumstances.

This includes but is not limited to:

- (a) Verbal threats, insults, or offensive language
- (b) Harassment, intimidation, or bullying
- (c) Physical aggression or violence
- (d) Mistreatment, rough handling, or neglect of horses
- (e) Discriminatory remarks or actions based on race, gender, religion, nationality, or other protected characteristics

Violations of this policy may result in immediate consequences, including removal from the premises, termination of business relationships, reporting to relevant authorities, or permanent bans from future participation in events or sales.

Everyone has a responsibility to uphold this standard of conduct. If you witness or experience abusive behavior, please report it promptly to management.