

## **Customs Anti-Bullying Pledge**

I acknowledge that SARS Customs & Excise officials are dedicated to fostering a respectful and professional relationship with me as a trusted trader. I believe that mutual respect and understanding are essential for effective and efficient service delivery. This commitment aligns with SARS Strategic Objective 8: Work with & through Stakeholders to improve the tax ecosystem.

The South African government has a firm stance against bullying, harassment, and intimidation of officials, recognizing the importance of protecting employees from such behaviours to ensure a safe and productive work environment. This policy framework underscores the need for respectful interactions and the elimination of any form of abuse.

As a Customer, I pledge to:

- Treat all Customs & Excise officials with respect and courtesy, regardless of the situation.
- Refrain from any form of bullying, harassment, or intimidation towards Customs & Excise officials, including verbal, psychological, physical, or cyberbullying.
- Communicate my concerns and queries in a respectful and constructive manner.
- Understand that Customs & Excise officials are here to assist and ensure compliance with tax laws and regulations.
- Support a positive and respectful interaction that promotes a cooperative and productive environment.
- Acknowledge the efforts of Customs & Excise officials in maintaining the integrity of the tax system and providing quality service.

By taking this pledge, I commit to contributing to a respectful and professional relationship with Customs & Excise, ensuring a positive experience for both Customers and Customs & Excise officials.