



Hammer and Neil

Customer Code of Conduct

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Agreed by Owner	N. Byrne
Agreed by Secretary	Byrne
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At Hammer & Neil, we want to make every contact you have with us a positive experience.

Our Customer Code of Conduct is intended to provide clear guidance as to the standards of behaviour expected from visitors our sites.

We ask our customers to...

- Treat our employees with courtesy and respect
- Pay invoices on time
- Communicate to any correspondence
- Report concerns about the any work to the Secretary in a positive manner

We will not tolerate...

- The use of inappropriate or offensive language
- Any form of unacceptable behaviour or aggression as defined in our Customer Code of Conduct and Exclusion Protocol

While we will make every effort to engage and facilitate all customers, there may be occasions where behaviours cannot be tolerated. Whilst incidents are few, if our code of conduct is breached, we may take the following action to maintain the safety and wellbeing of staff:

- Employees have the right to ask customers to stop as a first warning
- Employees have the right to leave the customers' home and return the next working day
- Employees have the right to leave the customers' home and terminate the contract of work. Please note, the customer **MUST** still pay the agreed charges as per the quote prior to the work starting

CLASSIFICATION OF UNACCEPTABLE BEHAVIOUR

Classifications of Unacceptable Behaviour:

Unacceptable Behaviour generally falls into the following categories:

General Nuisance & Disruption

- Swearing which causes offence and distress to employees
- Any behaviour which puts the Health and Safety of employees or others at risk.

Non- Physical Abuse/Threatening Behaviour

- Abusive, threatening and derisory personal remarks and statements made directly at staff
- Any hate crime related behaviour
- Harassment, for example stalking, letters or inappropriate use of Social Media about the company
- Any forms of non-physical aggression

Physical Abuse / Threatening Behaviour / Criminal Activity

- Actual physical contact with staff which is intended to injure and/or intimidate such as spitting, pushing or striking (This may also lead to criminal charges)

Vandalism

- Deliberately causing damage to the work or fixture and fittings.