

## Quirky Campers Zero Tolerance Policy

Here at Quirky Campers, the wellbeing of staff, customers and owners is of the utmost importance to us. As an employer, we have a duty of care for the health, safety and wellbeing of our staff, we are committed to protect both the physical and mental wellbeing of those we employ. To ensure that the workplace is kept as a safe space for all involved, not just staff but owners and customers, we have a zero tolerance policy towards any abuse of staff, owners or customers.

As a small team we endeavour to do our best to respond to all enquiries and questions by phone and email in a timely manner. However, being a small business, this does mean that we aren't always able to offer a same day response, and every enquiry will be responded to with an email letting them know that we will respond within 3 working days. We endeavour to do our best to respond quicker than this, but this allows for time on days when we aren't fully staffed or are very busy.

When we engage with the owners and customers, we do so in a polite, courteous, and professional manner. We strongly believe that through our behaviour we can create an environment that promotes community and a positive workspace for staff as well as a welcoming and engaging response for customers and owners. As such the following behaviour will not be tolerated by any means of communication, across phones, email or socials.

- Threatening or abusive language.
- Threats of violence.
- Verbal abuse.
- Aggressive tone/ language.
- Swearing or foul language.
- Demanding to speak to a specific team member.
- Contacting individuals via means which are not the official channels (personal email or personal social media).
- Inappropriate language or comments about other individuals.
- Discriminatory language, including regarding race, religion, sexuality etc.
- Demands for personal information such as phone number, address, full name or any other personal details.

All communication between staff, customers and owners should be in a respectful manner. No individual should be left upset by the interactions, and any behaviour that falls into the above categories will not be tolerated. Quirky Campers reserves the right to cease communication should the behaviour of an individual fall into these categories or become damaging to the wellbeing of a member of staff.

If you feel that you are unhappy with the quality of service we have provided you, please provide us with feedback through our formal complaints process. We believe this policy will help create a respectful and tolerant community for customers, owners and staff.