

We are committed to providing a professional and fair service to everyone. In return we ask that our staff are treated with respect.

We do not tolerate threatening, abusive or violent behaviour. Under these circumstances no member of staff should be required to or feel obliged to deal with any customer either face to face, over the phone or in correspondence who are abusive or confrontational or have given our staff the impression that they are likely to be so.

### About this position statement

This position statement enables us to deal with unacceptable behaviour against our staff or subcontractors, professionally, consistently and fairly. It lets both staff, subcontractors and customers understand what we consider to be unacceptable and outlines the steps that we may take to deal with any such behaviour or the prospective of it. This position statement applies to all our customers' business contacts.

### What behaviour is unacceptable?

For the purposes of this position statement, unacceptable behaviour is defined as behaviour or language (written, verbal or online) that we consider may cause staff to feel intimidated, afraid, offended, threatened or abused.

Examples of this include (but is not limited to):

- Communication that we consider to be unreasonably demanding, or unreasonably persistent in its frequency, type and nature. By this we mean face to face, telephone, online or through social media.
- Inflammatory/derogatory statements, remarks of a racial, xenophobia or discriminatory nature and unsubstantiated allegations.
- Violent behaviour - Physical contact made in an aggressive or threatening manner. This includes: pushing; jostling; kicking; punching; physical restraint; sexual assault; spitting and use of weapons
- Threatening behaviour - Words or actions that cause a person to be concerned for their safety, the safety of colleagues, or the safety of their property. This includes visual threats or gestures; aggressive stance; sexually explicit or threatening language or body language; abusive phone calls; on-line bullying, use of aggressive dogs and obstruction or aggressive use of vehicles.
- Abusive behaviour - Words or actions that cause a person to feel harassed, intimidated or distressed. This includes: offensive gestures; aggressive stance; abusive, provocative or obscene language and inappropriate use of social media.
- Wilful damage to property - This can belong to ermc Limited, its employees or sub-contractors. This includes: buildings; fixtures; fittings; equipment and vehicles.

What action will we take?

Our position on threatening or violent behaviour, racism or xenophobia is very simple: zero tolerance. We will not tolerate it inside our organisation, and we will not tolerate it against our staff from people outside the organisation. If we feel that a person’s behaviour is unacceptable, we will take the following steps:

Step 1	Identify	<b>Customer behaviour is recognised as unacceptable.</b> We will ask the customer to modify their behaviour and explain why. If the behaviour continues, staff are advised to remove themselves from the situation
Step 2	Report	<b>Unacceptable behaviour reported internally</b> The staff member will inform their line manager about the situation and the incident will be recorded.
Step 3	Review	<b>Unacceptable behaviour investigated</b> The line manager will investigate the situation and decide what action totake. Where relevant we will keep the customer informed. In some instances we may need to escalate to the Police.

How customers can appeal

If you disagree with the final decision you are entitled to make a complaint. Please ask for a copy of our complaints handling procedure should you decide to make a formal complaint or appeal. Please send your written complaint to:

FAO: The Directors  
 ERM Limited  
 Granary Court, 128 Pyle Street  
 Newport, Isle of Wight  
 PO30 1JW