

Staff and Customer behaviour/respect Policy.

When working on a customer's premises, staff should adhere to the following behaviours to maintain professionalism and ensure a positive customer experience:

- **Respect:** Show respect for the customer, their property, and their privacy. Avoid any behaviour that could be considered disrespectful or inappropriate.
- **Professionalism:** Present yourself in a professional manner, following the company dress code and grooming standards. Be courteous and helpful and communicate effectively with the customer.
- **Safety:** Follow all safety guidelines and procedures and be aware of any potential safety hazards. Take all necessary precautions to ensure a safe working environment.
- **Quality work:** Provide high-quality work and take pride in your job. Ensure that all work is completed to the customer's satisfaction and in a timely manner.
- **Communication:** Maintain open and clear communication with the customer and your employer and keep them informed of any updates or changes.
- **Responsibility:** Take responsibility for your actions and ensure that all equipment and facilities are used properly and not damaged.
- **Flexibility:** Be flexible and adaptable and be willing to accommodate the customer's needs and requests.

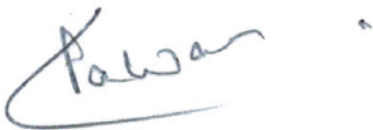
When working with staff who are following the behaviours outlined above, customers should also exhibit professional and respectful behaviour to ensure a positive working relationship. Here are some ways customers can behave appropriately:

- **Respect:** Show respect for the staff and their work and avoid any behaviour that could be considered disrespectful or inappropriate.
- **Communication:** Maintain open and clear communication with the staff and keep them informed of any updates or changes.
- **Cooperation:** Cooperate with the staff and provide necessary information and support to help them perform their job effectively.
- **Safety:** Follow all safety guidelines and procedures and be aware of any potential safety hazards. Take all necessary precautions to ensure a safe working environment.
- **Quality:** Expect high-quality work from the staff and be reasonable in your expectations. Provide constructive feedback if needed but avoid making unreasonable demands.
- **Professionalism:** Present yourself in a professional manner and be courteous and helpful when communicating with the staff.
- **Flexibility:** Be flexible and adaptable and be willing to accommodate the staff's needs and requests.

All Parties should avoid the following behaviours:

- Abusive behaviour: This includes verbal or physical abuse, harassment, or bullying. Such behaviour is unacceptable and will not be tolerated.
- Discrimination: Discriminating behaviour based on race, ethnicity, gender, religion, sexual orientation, or any other characteristic is unacceptable.
- Unreasonable demands: Making unreasonable demands, such as excessive time to perform the service, delay or asking staff to perform tasks outside their scope of work, can be unacceptable and put undue stress on the staff.
- Neglect or abuse of equipment or facilities: Neglecting or abusing equipment or facilities is unacceptable, as it can result in damage and increase costs.
- Interference with work: Interfering with the staff's work, such as disrupting their work or not allowing them to complete their tasks, is unacceptable.
- Disrespectful behaviour: This includes making inappropriate or offensive comments or engaging in any behaviour that is disrespectful or unprofessional.
- Safety hazards: Engaging in behaviour that creates or contributes to safety hazards is unacceptable. This includes disregarding safety procedures, failing to follow safety guidelines, or engaging in behaviour that could put the staff or others at risk.

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A handwritten signature in blue ink that reads 'Pawan'.

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Signed: Pawan Mishra – Managing Director

08/02/2023

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Date