

**CREATIVE JOINERY
[CHORLEY] LTD**



**Safe Trader
Scheme**

Lancashire
County
Council



Creative Joinery (Chorley) Ltd

REGISTERED OFFICE and RETAIL SHOWROOM

192 Lyons Lane CHORLEY, PR6 0PP

Tel. 01257 233331 / 01257 233161

WORKSHOPS and PRODUCTION CENTRE

Units 7/ 8 Yarrow Business Centre CHORLEY, PR6 0LP

Tel: 01257 233163

Products and Workmanship are insurance backed.

Construction Industry Training Board Registered

WEB ADDRESS www.creativejoinery.net

VAT Registration Number: 6861167 13

Showroom Staff Protection Policy

Our Commitment

We want our showroom to be a welcoming and safe place for both customers and staff. Our team should always be treated with respect while they are at work.

What We Will Not Tolerate

Abuse can include (but is not limited to):

- Verbal abuse – shouting, swearing, insults, or threats.
- Physical abuse – any form of assault, aggression, or threatening behaviour.
- Harassment – discrimination, intimidation, or unwanted comments.
- Sexual harassment – inappropriate comments, gestures, or contact.
- Unsafe behaviour – actions that put staff or other customers at risk.

What Will Happen if Abuse Occurs

If a customer behaves in an abusive or unsafe way, we will take action immediately. This may include:

1. Being asked to leave the showroom straight away.
2. Refusal of future service.

3. Termination of any service contract with us.
4. Reporting the matter to the police if the behaviour is serious.

Our Staff's Rights

- Staff have the right to end a conversation and walk away if they feel threatened or abused. In serious cases, a lock is in place on the inside of the office door for staffs and other customers protection.
- Staff will be fully supported by management in taking action against abusive customers.
- No member of staff will face negative consequences for protecting themselves.

In short:

Our showroom is a safe and respectful space.

Customers are welcome — but abuse of any kind means you may be asked to leave, refused service, or have your contract with us terminated.

01.10.2025