

**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

Employee Protection Policy – Abuse Prevention in Customer Premises

Purpose

This policy exists to safeguard all employees from abuse, harassment, or unsafe behaviour while carrying out their duties at customer properties. Our company is committed to always ensuring a respectful and safe working environment, regardless of location.

Scope

This policy applies to all employees representing the company while working in or attending customer properties.

Definitions of Abuse

For the purpose of this policy, abuse includes but is not limited to:

- **Verbal abuse** – shouting, insults, offensive language, or threatening remarks.
- **Physical abuse** – assault, unwanted physical contact, or threats of violence.
- **Harassment** – intimidation, unwanted attention, or discriminatory comments based on race, gender, religion, disability, age, or any protected characteristic.
- **Sexual harassment** – inappropriate comments, gestures, or physical contact.
- **Unsafe conditions** – being asked to work in environments that are hazardous or where safety is compromised.

Policy Statement

- Employees have the **right to refuse work** and leave immediately if they feel unsafe, threatened, or subjected to abuse while at a customer's property.

- Any form of abuse towards employees will **not be tolerated** and may result in the termination of service to the customer and, if necessary, legal action.
- Employees must report all incidents of abuse or unsafe conditions to their manager or the company director as soon as possible.
- The company will support employees by:
 - Investigating all reports of abuse seriously and promptly.
 - Taking appropriate action against customers, including refusal of future service and termination of contract.
 - Providing access to support services (e.g., employee assistance programs, counselling).
 - Cooperating with law enforcement where applicable.

Responsibilities

- **Employees**
 - Immediately remove themselves from abusive or unsafe situations.
 - Report incidents without delay, providing as much detail as possible.
 - Follow health and safety protocols at all times.
- **Managers**
 - Ensure incidents are recorded and investigated promptly.
 - Support employees affected by abuse.
 - Implement corrective action, including escalation to the company director or legal authorities if needed.
- **The Company**
 - Maintain a zero-tolerance stance on abuse.
 - Provide training on handling difficult or abusive situations.
 - Protect employees from retaliation after reporting abuse.

Incident Reporting & Response

1. Employee leaves the unsafe environment immediately.
2. Employee contacts their manager/company director to report the incident.

3. Manager logs the incident in writing.
4. Investigation takes place within **48 hours**.
5. Appropriate actions are taken (service termination, contract termination, warranty refusal, escalation to police if required).

Non-Retaliation

Employees will not face any retaliation, penalty, or negative consequences for refusing to work in an abusive or unsafe environment.

Review

This policy will be reviewed annually or following any serious incident to ensure it remains effective and compliant with legal requirements.

01.10.2025