

# ABUSE OF HARBOUR EMPLOYEES POLICY

Employees and contractors of Yarmouth Harbour Commissioners are expected to be helpful and courteous to all customers of the business and we encourage all our customers to bring the matter to management's attention on any occasion when our standards are not met.

In return Yarmouth Harbour Commissioners demand and expect all customers to refrain from any type of abuse when dealing with any Harbour employee and to act with good manners and courtesy at all times.

Notices to this effect are displayed around the harbour.

Any abuse of a Harbour employee may lead to withdrawal of Harbour facilities from the abuser without notice. For those holding a mooring licence or on the waiting list for a mooring licence or seeking to join the waiting list this may include termination or non-renewal of mooring licences, or removal from the waiting list or not being permitted to join it.

Tim Adams  
Chief Executive/Harbour Master

Version 1 : Approved by the Commissioners on 30 April 2007