



## **Customer & Visitor Code of Conduct**

### **Purpose**

To protect the rights and safety of Sherkston Supermart, Sherkston Café and Sherkston Laundry customers, visitors and employees and to protect the business's merchandise, equipment and facilities.

### **Policy**

The following actions or behaviours are not allowed within the premises of either Sherkston Supermart, Sherkston Café or Sherkston Laundry:

1. Failing to comply with; an employee's request to stop an inappropriate behaviour; this Code of Conduct; or, any other business policy.
2. Any act that constitutes a criminal offence under federal, provincial or municipal law, including, but not limited to:
  - theft;
  - vandalizing business property or causing damage to any other person's property;
  - indecent exposure, public sexual indecency, lewd acts, or any other sexual offence;

- disorderly conduct, including, but not limited to: fighting; engaging in violent or seriously disruptive behaviour, or threatening or intimidating employees, customers or visitors;

- harassing employees, customers or visitors. This conduct includes, but is not limited to: any person, for no legitimate purpose after being asked to desist, filming or photographing without asking that person's permission, watching a person for no legitimate purpose; or engaging in any other conduct directed at a specific person that would cause a reasonable person to feel seriously alarmed, annoyed or harassed; and,

- possessing, using, selling, or transferring any illegal drug.

3. Bringing guns, weapons, knives (other than pocket knives), or other items designed or intended to injure or harm people, unless explicitly permitted by law.
4. The use of e-cigarettes, smoking, including the holding of burning tobacco items.
5. Using abusive or offensive language or gestures.
6. Disrupting business operations because of being under the influence of alcohol, any drug or other intoxicant.
7. Shouting, making noise, running or otherwise behaving in a manner that disturbs employees, customers or visitors.
8. Entering the business with animals, except bona fide service animals.
9. Taking photographs or making recordings of any kind without the express permission of management.
10. Using radios, TV's, or other electronic devices if the noise disturbs employees, customers or visitors.

11. Leaving young children unsupervised or ignoring their disruptive behaviours.
12. Using business fixtures or fittings in any way other than their intended purpose.
13. Sleeping on the premises.
14. Selling, trading, distributing leaflets, undertaking surveys, circulating petitions or collecting for charity is not permitted without the express permission of management.
15. Bringing into the business premises, or attempting to place or store on the premises, any items so large as to interfere with business operations by:
  - creating a safety hazard;
  - denying space to other customers; and/or,
  - blocking access to or exit from the business.
16. Bringing into the business premises, or attempting to place or store on the premises, any items, regardless of size, that interfere with business operations or are in an unsanitary condition.
17. Exhibiting bodily hygiene so offensive that it constitutes a nuisance or interferes with another customer's patronage or with employees' ability to perform their jobs.
18. Engaging in activities not reasonably associated with the patronage of either a retail outlet, food outlet or a laundromat.

## **Communication**

Customers will inform an employee promptly of any concerns relating to the behaviour of other customers or visitors or of any concerns relating to general health and safety.

### **Enforcement**

These rules will be enforced in a fair and reasonable manner. Employees and security personnel will intervene to stop prohibited activities and behaviours. Failure to comply with the business's established policies may result in removal from the premises and/or refusal of entry to the premises. Law enforcement will be contacted if any customer or visitor engages in what is believed to be unlawful or dangerous behaviour.