

Customer Code of Conduct Policy

Introduction

At CSWD, we prioritize fostering a respectful and positive environment for both our team members and customers. Our success hinges on maintaining a culture of mutual respect, professionalism, and dignity in all interactions. This policy outlines the expected behavior of customers towards our team members to ensure a harmonious and productive relationship.

Expectations of Customer Behavior

1. **Respect and Courtesy:** Customers are expected to treat all team members, and fellow patrons, with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
2. **Civil Communication:** Customers are expected to treat others with dignity, listen to understand, and act fairly. Disagreements or dissatisfaction should be expressed calmly and respectfully.
3. **Non-Discrimination:** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic protected by applicable law will not be tolerated. All customers must treat our team members fairly and without prejudice.
4. **Compliance with Policies:** Customers are required to comply with all CSWD policies, guidelines, and procedures during their interactions with team members.
5. **Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our team members is strictly prohibited.
6. **Resolving Disputes:** In the event of a disagreement or dispute, customers are encouraged to engage in constructive dialogue and seek resolution through appropriate channels provided by CSWD. Aggressive behavior or threats will not be tolerated.

Customers may contact the Facility Manager, or the Executive Director, to discuss unresolved disputes. Detailed process and contact information is located on the CSWD website.

Consequences of Violating the Policy

Violation of this policy may result in various measures, including but not limited to:

1. **Warning:** Initial violations may result in a formal warning outlining the breach and requesting corrective action.

2. **Refusal of Service/No Trespass Notice:** Serious or repeated violations may lead to the suspension or termination of services provided to the customer.
3. **Legal Action:** In extreme cases involving severe misconduct or unlawful behavior, CSWD reserves the right to take legal action against the customer.

Reporting Violations

Any team member who experiences or witnesses a violation of this policy should report it to their supervisor, human resources, or designated authority at CSWD. All reports will be treated with confidentiality to the extent permitted by law and addressed promptly and appropriately.

Conclusion

At CSWD, we are committed to maintaining a supportive and respectful environment for our team members. We expect our customers to adhere to these guidelines to ensure positive interactions and productive relationships. By following this Customer Code of Conduct Policy, we aim to create a welcoming atmosphere that fosters mutual respect and civility.

Approved By: Chittenden Solid Waste District Board of Commissioners

Date Approved: June 24, 2026