



Policy # 7: Customer Code of Conduct

Governed by: Administration

Approval Date: February 1, 2013

Last Updated: October 16, 2015

Purpose:

- **Provide organizational customer behavior expectations**
- Provide a safe and pleasant experience for all customers and staff
- Provide staff with a tool to most positively encourage and enforce desired behavior expectations.

Policy:

CEO's goal is to provide a safe and pleasant experience for all customers and staff.

Please Follow the Rules Below While at CEO

CEO CUSTOMER CODE OF CONDUCT

Those not following this Code of Conduct may be asked to leave, and could lose CEO services.

- No solicitation.
- No smoking on CEO property.
- Shirt and shoes are required.
- Please silence all cell phones and other electronic devices while services are being provided.
- Taking photos, videos or audio recordings is not allowed, except with permission from CEO.
- No pets are allowed on CEO property, except for service animals.
- Please, no loitering after your business with CEO is done.

For Everyones Safety:



- Services will not be provided to anyone under the influence of alcohol or other drugs.
- No firearms, shotguns, rifles, knives or weapons of any kind are permitted on CEO premises.
- The following will not be tolerated: Theft, illegal drug related activities, loud voices, foul or insulting language, uncontrolled anger, threats of physical harm, or physical contact causing harm.
- Direct supervision of children in your care should be provided at all times.
- Contact with children who are not under your care is not allowed. If you are concerned, please contact a CEO staff member.
- Child abuse, neglect or maltreatment will not be tolerated. Such behaviors will be addressed and/or referred to the proper authorities.

Thank you for your consideration. 😊

See Code of Conduct Enforcement Guidance / Violation Intervention Procedure for further information and guidance.