

ABUSE OF HARBOUR EMPLOYEES POLICY

Employees and contractors of the Organisation are expected to be helpful and courteous to all customers of the Organisation. Therefore the Organisation encourages all its customers to bring any matter or any occasion to the management's attention when those standards are not met.

In return the Organisation demands and expects that all customers refrain from any type of abuse when dealing with Harbour employees and to act with good manners and courtesy at all times. Notices to this effect are displayed around the Harbour.

The Organisation takes the safety of its employees and contractors very seriously. If there is ever a situation in which employees or contractors feel threatened or intimidated by the behaviour of a customer or member of the public, they should extricate themselves from the situation and go to a place of safety. Employees and contractors are encouraged to report any abusive behaviour to the Harbour Master or Deputy Harbour Master and/or the police if they deem it appropriate to do so in the circumstances.

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



Tim Adams
Chief Executive/Harbour Master