

## Lycoming County Resource Management Services Customer Code of Conduct Policy

### Intro-

LCRMS Customer Code of Conduct Policy outlines the expected behavior of customers towards our employees and other customers on site to ensure a harmonious, safe, and productive relationship. LCRMS values maintaining a culture of mutual respect, professionalism, and dignity in all interactions. We thrive to harbor a safe, respectful and positive environment for all employees and customers at our landfill, recycling and transfer station locations.

### Expectations of Customer Behavior-

1. **Respect and Courtesy:** Customers are expected to treat LCRMS employees and customers with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
2. **Professional Communication:** Customers are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. 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 will not be tolerated. All customers must treat LCRMS employees and other customers fairly and without prejudice.
4. **Compliance with Policies:** Customers are required to comply with all LCRMS policies, guidelines, and procedures during their interactions with LCRMS employees and customers.
5. **Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our employees and customers will not be tolerated and 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 LCRMS.

### Consequence of Violating the Policy-

Customer adherence to the LCRMS Customer Code of Conduct Policy is expected. LCRMS will enforce the LCRMS Customer Code of Conduct Policy as it deems appropriate in its sole discretion. Serious or repeated violations may result in suspension or termination of access to LCRMS facilities. In addition, LCRMS reserves the right to pursue legal action when warranted.

### Reporting Violations-

Any LCRMS employee or other customer who experiences or witnesses a violation of this policy should report it to the LCRMS director and/or supervisor. All reports will be treated with confidentiality and addressed promptly and appropriately.

### Conclusion-

LCRMS is committed to maintaining a supportive and respectful environment at our landfill, recycling and transfer station locations. 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 professionalism.

