

MALLORIE ESTATES

ZERO TOLERANCE POLICY

The majority of individuals that contact our office do so in a polite & courteous manner however in recent years we have observed a significant increase in the number of aggressive and rude emails/phone calls received by our employees.

Our governing bodies ARMA & ARLA Propertymark are concerned about this trend, as are we, and are exploring ways to alleviate stress on people who work within the industry. We have ourselves taken advice from employment lawyers and regarding measures that can be taken to protect the mental health & wellbeing of our employees.

Our employees are held to high standards in their roles & responsibilities and are expected to adhere to those. The wellbeing of our employees is important to us, and we have a duty of care to ensure that their working environment is one where they are treated with respect.

We are therefore adopting a **zero-tolerance policy** when it comes to the content of communication received by our employees. If any email, voicemail, phone call or any other message received is deemed to be rude, abusive, vexatious, derogatory, factually inaccurate, or discriminatory in any way, our employees will no longer be responding to the sender but will retain a copy of the recording/email on file as evidence of the decision.

If you have been sent a copy of our **zero-tolerance policy** in response to communication you have recently sent to us, it is because we feel that it falls into one or more of the above categories.

Please note that we reserve the right to terminate any/all communication with any individual who repeatedly acts an unreasonable manner and in this situation the decision will be communicated to you.



Paul Mallorie | Director



Nicola Mallorie | Director

