



HuwsGrayGroup
Making Building Better



Respect in our workplace: customer charter

At Huws Gray, we are committed to ensuring a **safe, respectful, and inclusive environment** for all colleagues and anyone who works with us.

We expect everyone who interacts with our business – including clients, customers, contractors, and suppliers – to behave professionally and respectfully at all times.



We operate a zero tolerance approach to discrimination, harassment (including sexual harassment), racism, bullying, aggression, or any behaviour that undermines a person's dignity or sense of safety.

If any member of our team experiences unacceptable behaviour from a third party, they are supported to end the interaction, remove themselves from the situation, and report the incident. Where necessary, we may take action such as issuing warnings, refusing service, exclusion from our premises or escalating the matter formally.

Our priority is to maintain a **safe and respectful environment** for everyone.