

From: [REDACTED]

Sent: 30 January 2019 16:17

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Catering Unit - [REDACTED] Visit

Good afternoon [REDACTED]

My apologies if you have replied directly to [REDACTED] over this, but I have not yet seen a response.

Whilst we are all acutely aware of the history with [REDACTED] at the above project, it is nonetheless a situation we will not tolerate. My primary concern is the safeguarding of our employees and in no way should they be exposed to verbal or physical abuse, be that actual or threatened. We are legitimately carrying out our business in fulfilment of our contract with the client and as such request that you seek their support in this matter. We are aware of complaints made against both the client and [REDACTED] and understand the need to maintain a degree of separation whilst these complaints are resolved. However, in the meantime, it is our employees who are having to deal with the on-site issue.

In the absence of any comments, I have today contacted the police to seek their advice. They have suggested that the client, as the neighbour of [REDACTED] both now and for the future, write to them to confirm we are acting legitimately and fully in accordance with the client's contract. The client should advise that they are not to address [REDACTED] directly and to give [REDACTED] clear means of communication should they have a complaint. The police agreed that an unannounced visit by them to [REDACTED] would, more than likely, antagonise the situation further. They further stated that we should ring the police the moment [REDACTED] appeared again and they would attend immediately. This we will do without hesitation.

Our bottom line is we take this situation extremely seriously and hope you feel the same. I would be grateful if you could advise your intentions with regards the client making contact with [REDACTED] by return. I would remind you we are still unaware of who our client contact is in the absence of [REDACTED]

Thanks

[REDACTED]

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