



Town of Ludlow, Massachusetts
Office of the Select Board

Visitors' Code of Conduct Policy

Adoption Date: 8/18/2026

Purpose: To ensure a positive and safe experience for town staff and visitors to town buildings and facilities

I. Introduction

The Town of Ludlow employees strive to provide a positive experience for those visiting Town facilities and otherwise interacting with Town staff by following the Personnel Policy Handbook. In addition, the Town supports a workplace that is conducive to personal safety and security and is free from intimidation, threats, or violent acts. The Town does not tolerate workplace violence, including the threat of violence by anyone who conducts business with the Town.

The Town will not tolerate harassing conduct that affects employment conditions, that interferes unreasonably with an individual's performance, or that creates an intimidating, hostile, or offensive work environment.

Complying with the Code of Conduct is required by all those doing business with Town employees. Violators of this policy may be asked to leave the premises.

II. Expected Conduct

- Show respect for others, building facilities, and personal property of others.
- Use common courtesy when interacting with others.
- Do not engage in any lewd or offensive behavior.
- Any form of violence is prohibited.
- Smoking, drinking alcohol, or appearing to be under the influence of any illegal substance is prohibited.
- Avoid causing disturbances, disruptions, or roaming from office-to-office.

A copy of this policy shall be conspicuously posted in all town offices.