

Respectful Communication Policy

Customer Service Codes of Practice

Respectful Communication Policy

At Ecotricity, we're committed to treating everyone with respect — our customers, partners, and, most importantly, our people.

We understand that energy-related issues can sometimes be frustrating, and we're here to help resolve them as quickly and fairly as possible. However, **we do not tolerate abusive, threatening, or profane language** directed at our employees under any circumstances.

Our Commitment

Our team members are trained to assist customers with professionalism, empathy, and care. We're proud of the work they do every day to deliver excellent service and support. In return, we ask that all communication with our staff — whether by phone, email, chat, or social media — remains courteous and respectful.

Unacceptable Behaviour

We consider the following behaviours unacceptable:

- Use of **offensive, discriminatory, or profane language**
- **Personal insults, threats, or intimidation** of any kind
- **Harassment**, including repeated contact after a matter has been addressed.
- Any **abusive, aggressive, or disrespectful tone or content** in written or verbal communications

Our Response

If a customer engages in abusive or inappropriate behaviour, we may:

- End a call, chat, or email exchange immediately.
- Restrict the means of communication available to that individual.
- In serious or repeated cases, **suspend or terminate the customer relationship**.
- **Report any threats of violence, harm, or intimidation to the police** and cooperate fully with law enforcement investigations

Our People Come First

We believe everyone deserves to work in a safe and respectful environment. Protecting the wellbeing and dignity of our team is a fundamental part of how we do business.

We appreciate your understanding and cooperation in helping us maintain a positive and respectful environment for all.

Anita L Yandell-Jones

Anita Yandell-Jones
Chief Customer Officer

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