

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

November 2025