



## Service with Respect campaign

Insite Energy are proud members of the Institute of Customer Service's 'Service with Respect' campaign. We fully stand behind the new legal protections that impose tougher sentences for assaults against public workers and continue to support their efforts in protecting customer-facing staff.

### Our commitment

At Insite, we're dedicated to treating our residents with respect, and we kindly ask that all our employees are treated the same way in return. Everyone deserves to work in a safe and respectful environment, free from harassment, or any other form of unwanted behaviour.

### A human approach

When you reach out to us, please remember there is another person on the other end of the line. We understand that living on a heat network and managing energy bills can be confusing and frustrating at times. Our team members are also energy bill payers, just like you, so we're here to help you with empathy and understanding.

### Zero tolerance for abuse

We have a zero-tolerance policy for any form of harassment or abuse, which includes, but is not limited to:

- Abusive and derogatory language
- Racism
- Sexual harassment
- Threats of violence

In situations where these actions occur, we may:

- Politely give you notice before placing you on hold for a few minutes to give both parties a chance to reflect.
- Issue up to 3 warnings before taking further action.
- Disconnect the call if the behaviour continues.
- Limit communication to specific channels such as e-mail, WhatsApp or LiveChat.
- Ask you to communicate to us via a third party.
- In serious cases, contact the police.

### Thank you for your support

We're grateful that the vast majority of our residents are extremely respectful, and we thank you for your support in helping us maintain a positive and safe environment for everyone.