Safety & respect policy

This policy has been produced in large print using a minimum font size of 18pt, in line with UKAAF large print guidance.

Our commitment

At Insite Energy, we are committed to providing a safe, inclusive and respectful working environment for all employees, workers, contractors and agency staff.

We believe everyone has the right to carry out their role free from harassment, discrimination, abuse, intimidation, violence or any other unacceptable behaviour.

We are committed to treating our residents, clients, contractors and stakeholders with respect and expect the same standard of behaviour towards our employees and representatives.

This policy applies to all interactions with Insite Energy employees, including:

- Telephone calls
- Emails
- LiveChat, WhatsApp and other messaging services incl. Microsoft Teams

- Social media interactions
- Video calls
- Customer/client meetings
- Site visits
- Property visits
- Communal areas and plant rooms
- Resident Surgeries
- Any other work-related interaction

A human approach

Our employees work hard to support residents and clients every day. We recognise that issues involving heating & hot water, metering & billing and energy costs can sometimes be frustrating and stressful.

Our teams will always aim to act professionally, courteously and with empathy. In return, we ask everyone interacting with Insite Energy employees to do so respectfully and appropriately.

Please remember that there is a person behind every email, phone call, site visit and resident, client, supplier or internal interaction.

Zero tolerance for harassment, abuse and violence

Insite Energy operates a zero-tolerance approach to any form of harassment, abuse, threatening behaviour or violence directed towards our employees.

Unacceptable behaviour includes, but is not limited to:

- Verbal abuse:
  - Swearing directed at an employee
  - Insults or personal attacks
  - Humiliating, offensive or intimidating language
  - Repeated shouting or aggressive behaviour
- Discriminatory behaviour:

  Any conduct related to a protected characteristic that creates an intimidating, hostile, degrading, humiliating or offensive environment, including:
  - Racist language or behaviour
  - Sexist comments
  - Homophobic, bi-phobic or transphobic comments
  - Disability-related abuse or mockery
  - Religious or age-related harassment
- Sexual harassment:
  - Unwanted sexual comments or jokes

- Sexual gestures or propositions
- Inappropriate comments about appearance
- Unwanted physical contact
- Any other unwanted conduct of a sexual nature

- Threatening or violent behaviour:
  - Threats of violence
  - Attempts to intimidate employees
  - Physical aggression
  - Damage to equipment or property
  - Blocking an employee from leaving a location
  - Aggressive behaviour towards lone workers or engineers attending a property
- Online abuse:
  - Harassing emails or messages
  - Offensive social media posts and messages directed at employees
  - Repeated unwanted contact
  - Sharing personal information about employees without consent

Protecting our field-based employees

We recognise that engineers, surveyors and other field-based employees may work alone and may enter residents' homes, communal areas or technical sites as part of their duties. We also recognise that employees may attend external meetings, supplier visits, training courses, industry events, workshops, conferences or hospitality functions independently as part of their role and may at times represent Insite without colleagues present.

Where an employee experiences harassment, abuse, threatening behaviour, inappropriate conduct, or feels unsafe:

- They may immediately end the interaction.
- They may leave the property, site, venue or meeting without completing the visit.
- Work, meetings or attendance may be postponed, rescheduled or reassigned.
- A manager may require future visits or meetings to be attended by two employees where appropriate.
- Alternative arrangements, including virtual meetings or different venues, may be considered.
- Further attendance may be refused until concerns have been addressed.

Employees are expected to prioritise their personal safety and wellbeing and should report any such incidents to their manager as soon as reasonably practicable.

Employee safety will always take priority over service delivery, business relationships, meeting attendance or commercial objectives.

How we may respond

Where unacceptable behaviour occurs, Insite Energy may:

- Further attendance may be refused until concerns have been addressed.
- Remind the individual of our expectations regarding respectful behaviour.
- Issue one or more warnings.
- Pause or end a telephone call, meeting or site visit.
- Ask the individual to communicate through specific channels only.
- Require communications to be made through an authorised representative.
- Restrict non-essential contact.
- Withdraw employees from a site or property where there are safety concerns.

- Record and investigate incidents.
- Report serious incidents to the police or other appropriate authorities.
- Take any other reasonable action necessary to protect our employees.

The action taken will depend on the seriousness of the behaviour and may be immediate where employee safety is at risk.

Reporting concerns

Insite Energy encourages employees to report any incident of harassment, abuse, discrimination, threatening behaviour or violence from third parties.

Reports will be taken seriously and investigated appropriately. Employees will be supported by their manager and the People Team, and appropriate steps will be taken to reduce the risk of further incidents.

Thank you

The overwhelming majority of our residents and customers engage with our employees respectfully, and we are grateful for their cooperation.

By treating one another with courtesy and respect, we can help create a safe and positive experience for everyone.