

Customer Conduct Statement

Version 2
November 2024

Customer service is at the heart of everything we do, and we will always endeavour to go above and beyond for our customers. We believe our customers have a right to be heard, understood and respected, but equally, our people have the right to work in a safe environment, free from abuse caused by others. We understand that people can become frustrated during matters which they feel strongly about. However, this does not mean that anger can be taken out on our people. We are committed to maintaining a respectful and safe environment for our staff. As part of this commitment, we have a zero-tolerance policy for any form of harassment, including sexual harassment.

We have a clear policy on customer conduct, underlining our culture of respect and openness:

- We expect all customers to treat our people with courtesy and respect at all times, and in return our people will treat all customers in a fair and respectful manner;
- We do not tolerate angry, abusive or threatening language or behaviour at any time. This may include threats, personal verbal abuse, derogatory remarks and rudeness. We also consider inflammatory statements, remarks of a discriminatory nature and unsubstantiated allegations as abusive behaviour;
- We do not tolerate unreasonable demands being made of our people.

Where our people feel threatened or uncomfortable, we may:

- Advise the customer of this;
- End the telephone call;
- Escalate the issue to senior management;
- Take any other steps we feel appropriate to the situation.

