

Unacceptable Behaviour Statement

Statement for the year ending **December 2021**

We are committed to treating our customers fairly and helping them to resolve any complaints about our products and services promptly.

We understand that people may become angry or frustrated sometimes, especially if they feel matters they believe to be urgent are not being dealt with as they would like.

We are committed to protecting our employees and those working on our behalf. Our staff have the right to go about their duties in a way which is free from any form of harassment, discrimination, threats, abuse or unreasonable demands.

We operate a zero-tolerance for unacceptable behaviour towards our staff, whether in person, over the phone or via any form of electronic communication or social media.

The Unacceptable Behaviour Statement was reviewed and approved by the Board of Directors on 15 December 2020.

Signed



W. N. Bullen
CEO, Utilita Group Limited

Unacceptable Behaviour might include any or all of the examples below:

- ✓ Actual or threats of physical violence.
- ✓ Intimidation or harassment.
- ✓ Obscene, abusive or threatening language – whether verbally, in writing or through any form of electronic communication.
- ✓ Any discriminatory, harassing or abusive comments or behaviour based on a person's race, gender, ethnic origin, disability, sexual orientation, age, religion or beliefs.
- ✓ Unreasonably persistent contacts or behaviour, including excessive or abusive calls, contacts and complaints which are unfounded, or inaccurate.

We take Unacceptable Behaviour towards our staff very seriously and we will support them appropriately.

Where a customer or individual exhibits behaviour we reasonably believe to be unacceptable or which may place our staff at risk, we reserve the right to take appropriate actions, which may include:

- ✓ Reports to the Police
- ✓ Requests to stop the behaviour
- ✓ Refusal to provide new products or services
- ✓ Extra charges, e.g. to ensure engineers are accompanied for their safety
- ✓ Withdrawal of services
- ✓ Termination of supply