



UNACCEPTABLE BEHAVIOUR POLICY

Certas Energy is the largest independent distributor of fuel and lubricants in the UK. We aim to provide our domestic and commercial customers with excellent service and a great range of energy products and services. By using our products and services, customers agree to adhere to this policy. This includes our Renewables, Energy Solutions, Roadside Services, Energy Transition and Lubricants divisions.

Within this policy, the “customer” is someone who is in contact with Certas Energy to make use of the services which we provide.

OUR CONTRACT WITH YOU, THE CUSTOMER

We understand that at times, the situation you are dealing with can be stressful. You may feel angry or frustrated and wish to complain about the service we have provided, however our colleagues have the right to be spoken to in a respectful manner at all times.

This Policy details our guidelines when dealing with the rare occasions where we face unacceptable behaviour from our customers. Certas Energy has a duty of care to its employees and we ask that customers respect our colleagues. We will not tolerate threatening, abusive, or violent behaviour. Under these circumstances no colleagues should be required to or feel obliged to deal with any customer either face to face, over the phone or in correspondence.

This policy enables us to manage unacceptable customer behaviour consistently and fairly. It sets out clearly what we consider to be unacceptable and the steps we may take to deal with such behaviour.

IDENTIFYING UNACCEPTABLE BEHAVIOUR

Unacceptable behaviour means acting in a way that is unreasonable, regardless of the level of someone’s stress, frustration, or anger. It may involve acts, words or physical gestures that could cause another person distress or discomfort.

Our employees have the right not to suffer abusive, offensive or threatening behaviour, whether it be on the telephone or face to face.

The following are what we consider unacceptable behaviour:

- Any form of harassment, including but not limited to, verbal, written, or visual harassment, is strictly prohibited. This includes offensive comments, slurs, threats, or any other behaviour intended to intimidate or harm.
- Discrimination based on race, ethnicity, gender, sexual orientation, religion, disability, or any other protected characteristic is not tolerated.

- Offensive gestures
- Bullying or intimidating behaviour
- Being violent or threatening violence
- Acting in a way that is making our employees uncomfortable
- If you are taking up an excessive amount of time which could prevent us from helping other customers, for example if you:
 - Keep demanding things in a timeframe which we cannot realistically achieve
 - Contact several different people to try and get a different outcome
 - Ask for sensitive or confidential information that we are not allowed to share with you for Data Protection purposes
 - Make several complaints without giving us the opportunity to resolve them within a realistic timeframe

Certas Energy take the view that these and other types of behaviour are unacceptable (as it impacts significantly upon workloads or the capacity to deliver an effective service to other customers).

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

If we find your behaviour or actions unacceptable, we will inform you of this, giving you a chance to improve your behaviour. If you do not improve your behaviour, we have the right to end our contact with you and close your account.

If your behaviour is so extreme that it poses an immediate threat to the health, safety or wellbeing of any colleague, you may not receive prior warning that access to our services may be restricted and we may apply notes to your account to record that a colleague has experienced unacceptable behaviour.

Violations of this Policy may result in one or more of the following actions, depending on the severity of the offense:

- **Warning:** A written or verbal warning may be issued, providing an opportunity for the customer to rectify their behaviour.
- **Suspension:** Continued or serious violations may result in the suspension of access to our products and services for a specified period.
- **Termination:** In cases of severe or repeated violations, we reserve the right to terminate the customer's relationship with you and prohibit future access to our products and services.

IN VERY SERIOUS SITUATIONS WE MIGHT:

- Call the police if we believe our customer facing colleagues are at risk

If you think our decision is unfair you can make a formal complaint by contacting our Customer Relations team at Customer.Relations@certasenergy.co.uk or via post to Customer Relations, Certas Energy UK LTD, First Floor, Allday House, Warrington Road, Birchwood, WA3 6GR. Please also find our Customer Complaint Policy here [\(Customer Complaints Policy - Certas Energy\)](#), which can also be found on our website.

This policy was updated in May 2024.