

# ZERO-TOLERANCE POLICY

LC-P-007 / Rev02, January 2025



## 1 INTRODUCTION

Trojan Energy Limited (**Trojan Energy / we / us**) is committed to providing a professional, fair and respectful service to everyone with whom we conduct business. In return, we ask that our customers respect our staff and treat them fairly.

**We will not tolerate threatening, abusive or violent behaviour.**

Under these circumstances, no Trojan Energy employee (**Trojan Employee**) should be required to or feel obliged to deal with any customer - whether face-to-face, over the phone or in email correspondence.

## 2 POLICY STATEMENT

This Zero-Tolerance Policy (the **Policy**) sets out how we will handle unacceptable customer behaviour in a professional and consistent manner. It lets both Trojan Employees and Trojan Energy customers know what we consider to be unacceptable and outlines the steps that we may take to deal with such behaviour. This Policy applies to all of our customers without exception and is available to view on our website at <https://trojan.energy/zerotolerance>.

## 3 UNACCEPTABLE BEHAVIOUR

For the purposes of this Policy and our application of the Policy, unacceptable behaviour is defined as **behaviour or language (whether written, verbal or online) that we consider may cause staff to feel intimidated, afraid, offended, threatened, or abused.**

This may include, without limitation:

- **Communication** that we consider to be unreasonable demanding, or unreasonably persistent in its frequency, type and nature. By this we mean face-to-face, telephone, online or through social media channels.
- **Inflammatory or derogatory statements**, remarks of a racial, xenophobic or discriminatory nature and/or unsubstantiated allegations.



- **Violent behaviour**, such as physical contact made in an aggressive or threatening manner (including pushing, jostling, kicking, punching, physical restraint, sexual assault, spitting, use of weapons).
- **Threatening behaviour**, such as words or actions that cause a person to be concerned for their safety, the safety of colleagues or the safety of their property (including visual threats or gestures, aggressive stance, sexually explicit or threatening language or body language, abusive phone calls, online bullying, use of aggressive dogs, obstruction, aggressive use of vehicles).
- **Abusive behaviour**, such as words or actions that cause a person to feel harassed, intimidated or distressed (including offensive gestures, aggressive stance, abusive, provocative or obscene language, inappropriate use of social media).
- **Wilful damage to property**, whether that property is owned by Trojan Energy, Trojan Employees or other Trojan Energy contractors or subcontractors (including buildings, fixtures, fittings, equipment, and vehicles).

#### **4 THE ACTION WE WILL TAKE**

Our position on unacceptable behaviour is one of zero-tolerance. This means that we will not tolerate it inside our organisation, and we will not tolerate it against Trojan Employees or representatives from people outside the organisation. If we feel that a customer’s behaviour is unacceptable, we will take the following steps:

<b>STEP 1</b>	<b>IDENTIFY</b>	<b>Customer behaviour is recognised as unacceptable</b> We will ask the customer to modify their behaviour and explain why. If the unacceptable behaviour continues, Trojan Employees are advised and empowered to remove themselves from the situation.
<b>STEP 2</b>	<b>REPORT</b>	<b>Unacceptable behaviour reported within Trojan Energy</b> The Trojan Employee will inform their line manager about the situation and the incident will be recorded.



<b>STEP 3</b>	<b>REVIEW &amp; ACTION</b>	<b>Unacceptable behaviour investigated</b> Trojan Energy will investigate the situation and decide what action to take. Where relevant, we will keep the customer informed. In specific instances, we may decide to inform the Police.
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## **5 APPEALLING OUR DECISION**

If you disagree with the final decision, you are entitled to make a complaint in line with our **Complaints Handling Policy**, available at <https://trojan.energy/complaints>.

## **6 RELATED DOCUMENTS**

Complaints Handling Policy (LC-P-006)