

TREATING EMPLOYEES AND CUSTOMERS WITH RESPECT



At Beaches Energy, we pride ourselves on providing you with excellent customer service. Our employees receive the training, education, and support necessary to ensure that our staff handles every interaction with the utmost professionalism.



Just as customers have a right to be treated in a respectful, courteous manner, our employees have a right to work in a safe, professional, and productive work environment. We value both our customers and employees equally, so it is our expectation that both customers and employees treat each other with mutual respect.



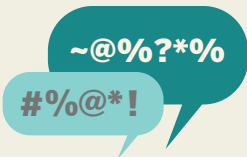
We consider our employees responsive, knowledgeable, and well-trained; however, we understand it can be frustrating when you feel let down or that you're not being heard. When these situations arise, we expect customers to act with courtesy and respect when interacting with our staff.



We have a zero-tolerance policy when it comes to any violence, abuse, or discrimination directed at our employees in any form of interaction, whether it is face-to-face, over the phone, online, or otherwise.

We consider the following behaviors unacceptable:

- Use of inappropriate language, verbal or written, which may cause an employee to feel scared, abused, intimidated, threatened, or offended. This includes:
 - Hostile, degrading, or offensive interactions
 - A bullying tone or language
 - Inappropriate religious, cultural, or racial comments or insults; including racial stereotypes and judgments based on a person's accent
 - Homophobic or transphobic comments
 - Sexist or other derogatory remarks
- Any form of physical, hostile, or abusive behavior



IN NO CIRCUMSTANCES ARE OUR EMPLOYEES REQUIRED TO SUBJECT THEMSELVES TO AN ABUSIVE SITUATION.



Our employees are trained to handle your frustrations with understanding and patience; however, if the situation becomes unacceptable, our employees may:

- politely and respectfully ask customers to stop using a certain language
- politely end the conversation and excuse themselves
- contact police authorities if physically attacked

Thank you for making the Beaches a better and brighter community for all by following our Customer Code of Conduct.