

Calor's Customer Care Mission Statement

Calor is committed to providing a consistently high level of service to all our customers. We understand that all customers are different and we are committed to listening to and responding to their needs.

To achieve this goal, we have put in place a Customer Care Charter to guide us in our engagements with customers. This charter outlines our principles of customer care and includes a number of promises to you, our customer.

Customer Care Charter

At Calor, we are extremely proud of the products and services we offer and provide to our customers. The way we conduct ourselves with our customers is important to us, the Calor Customer Charter is a series of pledges that we make to you, our customer, regarding our business.

1. **Safety.** We never compromise on safety. Safety always comes first.
2. **Customer First.** We strive to always put you, our customer at the centre of all decision making.
3. **Respect.** We will treat you, our customer with honesty and respect.
4. **Listening.** We will listen to you, our customer and act on all your feedback, ensuring your opinions and your concerns are taken seriously throughout all engagements.
5. **Fairness.** We will work to ensure that we are fair and accurate in all our dealings with you, our customer.
6. **Responding to Individual Needs.** We value all our customers as individuals and appreciate that you as our customers have different needs.
7. **Simplicity.** We will keep things simple and easy by providing you, our customer with a hassle-free energy solution.
8. **Sustainability.** Our mission in Calor is to ensure sustainability becomes embedded in our culture and is an automatic consideration in the way we approach our businesses and our customers, both today and for the future.

Calor is committed to improving our service to you and to learn from our successes and shortcomings. We welcome your feedback on any or all aspects of your experience with us as a Calor customer.

Our Customer Service Teams can be contacted Monday – Friday between the hours of 09.00am to 5.00pm, via telephone, email, our social media channels, or through our 'contact us' forms via our website at www.calorgas.ie. We guarantee that our customer service staff will treat you with honesty and respect, listening and responding to you in a professional and timely manner.

Code of Conduct for Marketing & Advertising

Calor is committed to providing customers with the information they need to make the best choice for themselves and their families. We will always provide accurate and relevant information which gives customers and the general public the power to make better energy choices. We are furthermore committed to providing the information in a manner which people can easily understand.

As part of our business, Calor uses marketing and advertising techniques to inform the public of our products and services. These communications take many forms and include, but are not restricted to:

- Advertising on TV, Radio, Outdoor, Online and in printed publications.
- Bill Inserts.
- Telesales.
- Sales agents.

Our advertising has a number of objectives, these include but are not restricted to:

- Acquiring new customers.
- Providing information about new or existing products.
- Differentiating our product from other energy sources.
- Promoting our brand and our brand values.
- Safety.

Marketing professionals within Calor have responsibility to the customers, company, colleagues, and to the public in general in relation to the professional delivery of marketing communications. Members of the marketing team, conduct themselves as persons of integrity in upholding the reputation of the business and observe the principles of the various codes as set out below.

Calor will invest the time and resources to ensure that our marketing personnel have the appropriate levels of competence, to enable them to meet customer's expectations for up-to-date information.

The marketing team shall comply with any and all applicable legislation, codes of practice and standards set by the (Advertising Standards Authority of Ireland – ("A.S.A.I")) and the Advertising Standards Authority ("ASA").

Principles for Marketing and Advertising

- Our marketing and advertising content will be clear and accurate; and presented in plain, accessible language explaining the use of technical language wherever possible.
- We will avoid, where possible, marketing products to people for whom those products are unsuitable.
- We will clearly outline the terms and conditions of any offer or promotion.
- Where offers are of a limited duration, we will clearly communicate that.
- Where we offer price comparisons, we will ensure that we are comparing like with like.
- Where we make other comparisons, e.g. emissions comparisons, we will clearly explain the basis of our calculations.
- We will comply with all legal requirements under the relevant codes of conduct, including those of the A.S.A.I. and ASA.

- We will invest in training and internal and external resources to ensure that our marketing meets these objectives.

Complaints regarding Marketing or Advertising

If a customer has a complaint about marketing or advertising, they can direct it to our Marketing Manager. If they are not satisfied with the outcome of this process, they can contact the ASAI (ROI) or the ASA (NI). The codes of conduct for advertising and marketing can be found on the websites of these organisations.

www.asai.ie

www.asa.org.uk

Opting out of marketing

We fully recognise that some people do not wish to be informed of our products and services. We are happy to facilitate an-opt out process for anyone who wishes to opt out of receiving marketing material. Customers can opt out by phone or email.

From time to time we engage with professional market research agencies to get feedback on our performance and services and identify areas where we can improve. These surveys are optional and we will only seek feedback from customers who have opted in to receiving marketing material from us. If you do not wish to participate in research you can avail of our opt-out process.

In line with GDPR rules we respect that you should know what information about you we collect and how we use it. This issue is very important to us, so we have set out full details in our Privacy Policy on our website. Please take the time to read this Policy in full and understand it.

Code of Practice for Complaints handling

Our goal is to ensure that all our customers have a positive experience in all their dealings with Calor. As with all businesses, we have an established customer care process to ensure that we can resolve any issues that arise.

Our Principles for Managing Complaints

Calor has adopted a series of principles which govern our complaints procedures.

- We will make it easy for customers to make a complaint;
- We will ensure our team are trained and supported to resolve problems;
- We will aim to resolve problems in a timely manner;
- We will treat everyone with respect and courtesy;
- Where there is an extended process, we will maintain contact throughout and keep the customer updated;
- We will apologise when we get it wrong;
- We will take the feedback from our customer complaints and use these to improve our services.

How to make a complaint?

You can make a complaint by phoning, emailing, or writing to our customer care teams, outlining the nature of your complaint and giving as much detail as possible. We would kindly ask you to include your name, account number and specific details relating to your complaint.

How will your complaint be handled?

A member of our customer care teams will endeavour to answer your complaint as quickly as possible. If you are not happy with the resolution you may choose to have the matter escalated to the department supervisor. In all cases our customer service representatives will give you their name. Your complaint will be recorded on our complaints management system with a summary of your complaint.

Some complaints are simple and some are more challenging. However, if the complaint requires further investigation we may take longer, we will endeavor to resolve the complaint as quickly as possible and we will keep you updated along the process. Our goal is to resolve 99% of all complaints within 30 days.

If at the end of the process you are not satisfied with our response please feel free to email our Customer Care Manager, Siobhan.McCloskey@Calorgas.ie , who will route your query to the relevant department for follow up.

Consumer Rights

The complaints procedure within Calor is a facility provided to and for customers and in no way prejudices a customer's legal rights (contractual or statutory). Likewise, the procedure does not impact on the legal relations between Calor and the customer under the terms and conditions of supply. Under the complaint's procedure, Calor is committed to accepting any recommendation made by the relevant regulatory.

Code of Practice for Supporting Vulnerable Customers

At Calor, we recognise that certain groups of customers may be vulnerable and may need a more flexible and tailored service from Calor. Whilst not all customers in these groups may be vulnerable, we will consider a customer's individual circumstances where a potential vulnerability is identified and treat a customer on a case-by-case basis. If you would like to speak to one of our Customer Care Representatives regarding your personal circumstances, please call us on 1850 812 450 / 028 9045 5588, to discuss further.

Our Commitment to Vulnerable Customers

- We will ensure that our staff have the training and resources to communicate with you effectively and courteously;
- We will be flexible in our dealings with you;
- We will work with you in finding a suitable payment plan for settling your bills if you get into payment difficulties
- We will make it easy for you to make a complaint

Please see below additional services that we offer:

Add an additional name / nominate someone to your account.

If you need some support with managing your account, you can permit an individual to have access to your Calor account. To do so, please visit our website www.calorgas.ie and download our nomination form. Please note that Calor can accept payments from non-account holders however we will not disclose any information relating to your Calor account such as your account balance to a non – account holder.

In accordance with the Data Protection Acts of 1988 and 2003 for Republic of Ireland customers and the Data Protection Act 1998 for Northern Ireland customers, Calor will not disclose any information relating to your Calor account to a non-account holder unless you have provided the permission for the non-account holder to access such information via a nomination form.

Please note that a returned and completed nomination form provides the permission for a non-account holder to access your Calor account and that you are consenting to that person having access to any and all information to do with that Calor account.

Please find link to our nomination form <https://cdn.calorgas.ie/-/media/sites/ireland/help/can-i-add-an-additional-name-on-account/calor-account-nomination-form.pdf> or alternatively if you would like to speak to one of our Customer Care Representatives regarding your personal circumstances or any of the above, please call us on 01 450 5000 / 028 9045 5588, to discuss further.

Payment Difficulties

If you are having difficulty paying your bill on time, please get in touch and let us know. We will work with you to find a suitable solution.

Our EasiPay plan allows you to spread the cost of your full year's supply of gas and standing charge over twelve months. A fixed amount is processed monthly by direct debit. We will review your account during the year and if your Easi Pay plan is not in line with your consumption we will be in touch with you with a request to increase the monthly amount or alternatively make a payment on your account. The EasiPay option is available to domestic customers subject to terms and conditions.

We will engage with any relevant third parties such as registered charities for help with paying your bill, on your request.

if you would like to speak to one of our Customer Care Representatives regarding your personal circumstances or any of the above, please call us on 01 450 5000 / 028 9045 5588, to discuss further.