

## **Purpose**

The purpose of this procedure is to set out how Ceres and Barrow ensure that site visits are undertaken in a responsible manner that complies with the requirements of our shipper and supply licences.

## **Scope**

All applicable sections of this procedure should be carried out each time that a site is visited. The procedure ensures that representatives who visit sites are competent and engage with customers appropriately.

## **Procedure**

### **1) Personnel visiting site:**

- a) At least one attendee for all site visits must:
  - i) Have a strong understanding with the terms of the client's contract or offer.
  - ii) Have a strong understanding of Ceres or Barrow's business offering, risks and limitations.
  - iii) Be a fit and proper person to visit and enter the client's premises.
  - iv) Be able to inform the customer how to contact Ceres or Barrow.

The above requirements can be shared between attendees to the site visit, so long as all are covered.

- a) When preparing for and visiting a site Ceres and Barrow must:
  - i) Agree a convenient time and date to attend site. All reasonable measures must be taken to gain the customer's consent to attend site and only in extreme circumstances can this requirement be waived. Please refer to the relevant Non-payment and Disconnection procedure for more information.
  - ii) If required, use a password agreed between the customer and Ceres or Barrow.
  - iii) Bring a form of photo ID to be provided upon request by the customer.
  - iv) If visiting a plant or construction site, wear a hi-vis vest, sturdy shoes and any other attire required by the customer. Ceres and Barrow hi-vis vests should be worn if possible.
- b) While on site, Ceres and Barrow representatives must abide by all site rules and treat customers with full respect at all times. On leaving site, customers should be reminded of how they can contact the company in future.