

Communicating With You

**Our statement of principles
for accurate, transparent and
respectful conversation**

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We put you the customer at the heart of our business. Our Values set out the commitments we have made to deliver excellent service.

A key part of achieving our commitments is through improving the way we communicate. As well as working with our staff to deliver this, we believe that the greatest success will come from working with and listening to you. In doing so, we expect that our staff are treated with respect in the roles they perform.

What you can expect from us

We are committed to the highest levels of customer service across all of our business operations as well as in our communications with you. We will:

◆ **Be open and transparent in all our communications**

We will always seek to communicate as much relevant information as we can to our customers and wider stakeholders. This includes putting more information on our websites and adopting new ways of communicating with all of our external audiences.

◆ **Seek to ensure all publicly-available information is correct**

FirstPort's business centres on our customers' homes. It is therefore important to us that our customers are not concerned by inaccurate information or public speculation. We will always endeavour to ensure that information released by us is accurate, but if we ever make a mistake, we will promptly seek to correct it. If the information has come from elsewhere, and is causing our customers concern, we will seek to put it right.

◆ **Seek to ensure that our staff only communicate through official FirstPort channels when speaking for the Company**

It is important for you to know that the information you receive from us is accurate, trustworthy and truthful. We would always encourage anyone who is interested to know more about us and our services to contact us directly. All official FirstPort communications will only come through our official channels or spokespeople.

◆ **Identify whether a subject matter is sensitive and make sure our communications are appropriate**

We recognise that some areas in which we operate can often be personal to you. We will always seek to identify when an issue may be sensitive, and communicate with you in an appropriate way.

What we expect from you

Our staff are right at the heart of the services we deliver. We have a responsibility to support our staff to ensure that they are able to perform their roles in an environment that is free from abuse. We therefore expect that:

- **Our staff are treated with respect**
We will operate a zero tolerance policy on the bullying of any member of staff, including threatening behaviour, personal attacks or the use of unacceptable language. If any of these instances do occur, we will take appropriate action.
- **Our staff are able to operate without fear of impersonation**
We will always act to deal with anyone who misleadingly claims to represent FirstPort.
- **Our staff are able to work in a safe environment**
We recognise that our staff are at the frontline of delivering our services. We will always work with our staff to protect them against unfounded allegations, defamatory remarks and improper use of personal information. Where appropriate, we will take action in instances of distress being caused to any member of our staff.
- **Public comments about FirstPort are accurate**
We are a customer service-led business and we therefore respect our customers' right to freely express opinions about our service. If you do write about us in a public forum, we would simply ask that what you write is accurate.

You can read more about the way we work and our values via firstport.co.uk/aboutus