



## CODE OF PRACTICE ON MARKETING AND ADVERTISING for Non-Domestic Customers

Cenergise is committed to adopting a fair and transparent approach to the marketing and advertising of our services. We will take all reasonable steps to ensure that our marketing material is easy to understand, accurate, and clearly specifies the service we are advertising to you and the period it covers.

This Code of Practice outlines our commitment to protect you against unwanted, unfair or misleading marketing and advertising methods throughout our different marketing channels. We aim to make sure that:

- ▶ Our employees or representatives / agents will not misrepresent our company or portray our competitors in a negative or inaccurate way,
- ▶ Our employees or representatives / agents will not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to you,
- ▶ The information provided through our marketing and advertising campaigns will always be easy to understand, complete, accurate, transparent, and not misleading in terms of information that is provided or omitted,
- ▶ Our marketing content will be written in plain accessible language, fair in its content and format of presentation, and
- ▶ The service being marketed will be clearly specified, and appropriate to the customer it is directed.

Cenergise will always respect the marketing choices you make. Please see our Code of Practice on Sign Up for more information about how we will manage your marketing preferences.

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