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## Ceres and Barrow Site Visit Procedure

## 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.

- b) 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) Where an agent (i.e. any entity not Ceres or Barrow directly, such as a Meter Asset Manager) has been appointed to carry out one or more site visits. Ceres and Barrow must ensure that all people that need to be informed of the visit, such as the customer and a relevant transporter, are notified of the name of the agent, and kept updated with any changes to the agent so appointed as necessary..
  - iii) If required, use a password agreed between the customer and Ceres or Barrow.
  - iv) Bring a form of photo ID to be provided upon request by the customer.
  - v) If entering with a warrant all conditions of the warrant must be complied with.
  - vi) 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.
- c) While on site, Ceres and Barrow representatives must:
  - i) Abide by all site rules and treat customers and premises with full respect at all times.
  - ii) Not misuse identity cards, uniforms, liveried vehicles or other items conveying evidence of identity.

- iii) On leaving site, remind customers of how they can contact the company in future.