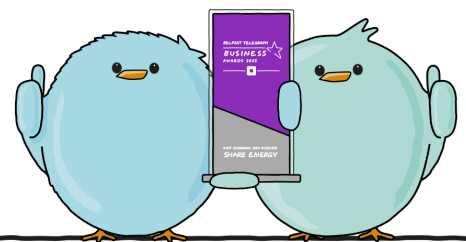


Annual Report on Compliance with the Code of Practice (COP) for consumers in vulnerable circumstances

Supplier	Share Energy
Reporting Year	2025





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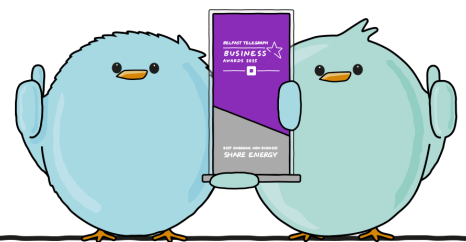
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Introduction

The purpose of this document is to demonstrate Share Energy's compliance with the Northern Ireland Utility Regulator's Code of Practice (COP) for consumers in vulnerable circumstances during the 2025 reporting year.

Training provided to our staff in 2025.

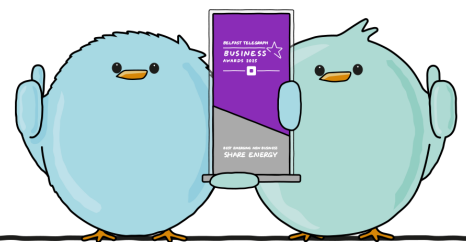
The following training has been provided to Share Energy staff during the 2025 reporting year to ensure that customers in vulnerable circumstances are identified and supported appropriately.

Training is provided to all teams, including Sales and Marketing, Operations, Regulation, Finance, Customer Service, and Trading and Generation, with particular emphasis on customer-facing roles.

Training completed includes:

- A high-level overview of the Code of Practice for Consumers in Vulnerable Circumstances
- Detailed training on understanding vulnerable customers and different types of vulnerability, including:
 - Hidden disabilities
 - Learning difficulties and communication barriers
 - Mental health and suicidal ideation
 - Critical care requirements
 - Financial vulnerability and emergency vends
 - Empathy and customer care training
- Mental Health Awareness (iHASCO – mandatory annually)
- Disability Awareness Training (iHASCO – mandatory annually)
- Equality, Diversity and Inclusion (iHASCO – mandatory annually)
- Communication Skills Training (iHASCO – mandatory annually)

All mandatory training is completed during staff onboarding and repeated annually.





Training on communicating with vulnerable customers and the Code of Practice for Consumers in Vulnerable Circumstances was refreshed for all staff in October 2025, ahead of the commencement of the 2025/2026 Consumer Energy Charter.

Additional refresher training is delivered on an ad hoc basis where knowledge gaps were identified through call coaching or one-to-one discussions. Training materials are stored centrally and are accessible to all staff.

Partnership with Consumer bodies that Share Energy are in partnership with to offer warm handovers.

Share Energy works in partnership with the following organisations to provide warm handovers for customers who require additional support:

- Bryson – formalised partnership in place
- Advice NI – formalised partnership in place

These partnerships allow Share Energy to refer customers directly to specialist support services when appropriate.

Special Identification Services

Share Energy provides a special identification service for our employees who may visit customers' homes.

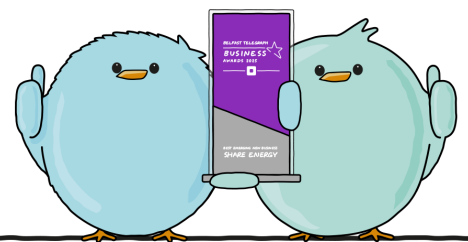
This includes:

- Participation in the Quick Check 101 scheme, allowing customers to verify the identity of staff members
- Customers may also contact Share Energy directly on 0808 304 9870 to confirm staff identity
- Door-to-door representatives wear branded photographic ID badges, valid for one year
- ID badges must be returned and destroyed when an employee leaves the company.

Alternative Communication Formats

Share Energy provides the following alternative communication formats free of charge for customers who require them:

- Large print documents
- Braille





- Alternative languages (on request)

The Share Energy website is screen-reader compatible. Staff are trained to support customers with additional communication needs, including those with hearing, speech, or learning difficulties.

Face-to-face support is also available at the Share Energy office by appointment and has been particularly beneficial for customers who find phone communication challenging.

Services Available to Vulnerable Customers

Share Energy provides a range of additional services to customers who are vulnerable due to age, disability, chronic illness, or other circumstances covered by the Utility Regulator's definition of vulnerability, including:

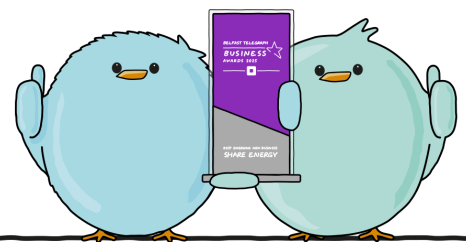
- Registration on the Customer Care Register (CCR)
- Communications in alternative formats
- The option to add a trusted person to assist with account management
- Flexible account access levels depending on customer needs
- Delegation of full financial responsibility where requested
- Face-to-face support at the Share Energy office
- Warm handovers to external consumer support bodies
- Assistance for customers experiencing financial difficulty, including benefit entitlement checks

Consumer Bodies who can assist customers with a benefit entitlement check

Customers experiencing affordability difficulties with their energy bills may be offered a warm handover to a consumer body that can assist with benefit entitlement checks.

The following partnerships apply:

- Bryson
- Advice NI





Research and Engagement with Consumers in Vulnerable Circumstances

Share Energy has not yet been operational for two years and has therefore not conducted formal research with consumers in vulnerable circumstances during the reporting period.

Research is scheduled to commence in March 2026, with completion planned for September 2026. A public version of the research report will be published once completed.

Conclusion

Share Energy continues to review its processes for supporting customers in vulnerable circumstances and actively engages with the Utility Regulator to ensure its practices remain responsible, compliant, and aligned with regulatory expectations.

Share Energy remains committed to improving awareness of the Customer Care Register, preventing self-disconnection, and delivering positive outcomes for vulnerable customers.

