

CODE OF PRACTICE ON MARKETING AND ADVERTISING

For Non -Domestic Customers

Erova Energy Supply Limited (Erova) is committed to adopting practices that allow our business customers to have confidence in our services. This Code of Practice outlines our commitment to protect you against unwanted, unfair or misleading marketing and advertising.

We commit to adopting a fair and transparent approach to the marketing and advertising of our products and services. We will take all reasonable steps to ensure our marketing material is easy to understand, accurate, specifies clearly the product being marketed and the period it covers.

Not only will our employees, representatives or agents not misrepresent our company or portray our competitors in a negative or inaccurate way, but they also will not exploit a person's inexperience or vulnerability or apply undue pressure when marketing to you.

We commit to making sure that the information provided verbally or in writing through our marketing and advertising campaigns will:

- ▶ be easy to understand, complete, accurate, transparent, and not misleading in terms of information that is provided or omitted,
- ▶ be written in plain accessible language, fair in its content and format of presentation,
- ▶ clearly specifying the product being marketed, and
- ▶ relate to products and services which are appropriate to the customer it is directed at.

Erova will always respect the marketing choices you make. Further information on how we will manage your marketing preferences can be found on our Code of Practice on Sign Up.

CRU SIGN OFF

This Code has been approved by the Commission for Regulation of Utilities (CRU) on 01.07.2021.