

Corporate Governance Statement

Energy Action Limited (“Energy Action”) is committed to the achievement of superior financial performance and long-term prosperity, while meeting stakeholders’ expectations of sound corporate governance practices. The Energy Action Board determines the corporate governance arrangements. As with all its business activities, Energy Action is proactive in respect of corporate governance and puts in place those arrangements which it considers are in the best interests of shareholders, and consistent with its responsibilities to other stakeholders.

This statement:

- reports against the 3rd edition of the ASX Corporate Governance Council’s Principles and Recommendations (**ASX Principles**) and the practices detailed in this Statement are current as at 16 October 2020; and
- has been approved by the Board and is available on Energy Action’s website at <http://www.energyaction.com.au/about/corporate-governance>

The table at the end of this statement provides cross references between the disclosures and statements in this Corporate Governance statement and the relevant ASX Principles.

1. The Board of Directors

The Board operates in accordance with the general principles set out in its Charter which can be viewed in the Corporate Governance section of the Company’s website.

1.1 Role of the Board

The role of the Board is to create sustainable shareholder wealth in a manner consistent with the Company’s constitution and principles of good corporate governance. The Board achieves this by representing the interests of shareholders in setting and overseeing the company’s values, direction, strategies, financial objectives and performance within a framework of prudent and effective controls for the assessment and management of risk. The Board has adopted a formal charter of Directors’ functions and matters that are delegated to management, having regard to the recommendations in the Principles.

An outline of the Board’s responsibilities under the charter is set out below:

Strategic Direction

- Oversight of the strategic direction for Energy Action and endorsing Energy Action’s strategy developed by the Chief Executive Officer (CEO);
- Decision making in relation to matters of a sensitive or extraordinary nature;
- Providing advice and counsel to management on a periodic and ad hoc basis; and,
- Ensuring management implement the policies and decisions of the Board.

Governance

- Undertaking all reasonable measures to ensure best practice corporate governance;
- Monitoring the performance of the CEO and approving senior management remuneration policies and practices; and,
- Reporting to shareholders.

Compliance

- Undertaking all reasonable measures to ensure that appropriate compliance frameworks and controls are in place and are operating effectively; and,
- Approving and monitoring the effectiveness of and compliance with policies governing the operations of Energy Action.

Risk Management

- Monitoring the integrity of internal control and reporting systems; and,
- Monitoring strategic risk management systems, including the review of processes for identifying areas of significant business risk, monitoring risk management policies and procedures, monitoring insurance coverage and oversight of internal controls and review of major assumptions used in the calculation of significant risk exposure.

Operating Performance

- Approving decisions concerning the capital of Energy Action, including capital restructures;
- Reviewing and approving the annual operating budget, the annual and half-yearly statutory financial statements and monitoring the financial results on an on-going basis; and,
- Determining dividend policy and approving dividends.

Operational Development

- The appointment of the CEO and the approval of the succession plan; and,
- Endorsing the appointment of the CEO's direct reports.

The Energy Action Constitution

The Energy Action Constitution is Energy Action's key governance document. The Board ensures that it and Energy Action complies with the provisions of the Constitution.

Compliance with Laws

Energy Action recognises that it must comply with the Corporations Act 2001 (Cth) ("Corporations Act"), as well as all other applicable laws. The ASX Listing Rules are also applicable.

As a company which is planning to operate in other jurisdictions, Energy Action recognises that it must ensure that it is aware of and complies with all applicable laws in those jurisdictions.

At least once each year, the Directors will review this Charter and approve any required amendments including those required to comply with the ASX Principles.

1.2 Composition and size of the Board

It is intended that the Board should comprise a majority of non-executive Directors with a broad range of skills, expertise and experience, consistent with the Energy Action Diversity & Inclusion Policy.

The Directors will determine the size of the Board, subject to the company's Constitution and applicable laws. The Company's constitution provides that the Board must comprise of a minimum of three (3) Directors.

The Board together with the Nomination & Remuneration Committee, will review the skills, expertise and experience required by Directors on the Board and determine whether the composition and mix of those skills, expertise and experience remain appropriate for Energy Action's strategy, subject to limits imposed by the Constitution.

Mr Mark de Kock resigned as a Director of the Company effective 30 April 2020. Other than this change, there have been no other changes to the Board in the past financial year.

As at the date of this statement, the Board is a three-member Board comprising 3 non-executive Directors of which 1 is independent (Nitin Singhi). The Board will continue to review the need to appoint an additional independent Director.

The Company Secretary is accountable directly to the Board, through the Chairman, on all matters to do with the proper functioning of the Board.

1.3 Director Independence

The independence of Directors is determined by objective criteria acknowledged as being desirable to protect investor interests and optimise the financial performance and returns to investors. The Board regularly assesses the independence of its Directors. In determining the status of a Director, Energy Action considers that a Director is independent when he or she is independent of management and free of any business or other relationship that could materially interfere with, or could reasonably be perceived to interfere with the exercise of unfettered and independent judgement. Energy Action's criteria for assessing independence is in line with standards set by the Principles.

The Board requires each Director to disclose any new information, matter or relationship which could, or could reasonably be perceived to, impair the Director's independence, as soon as these come to light. All material personal interests are verified at each Board meeting under a standing agenda item.

Mr Nitin Singhi is considered to be independent directors under the guidelines in ASX Principle 2.

Mr Paul Meehan is not regarded as independent under the guidelines in ASX Principle 2 nor the criteria adopted by the Company, as he is a substantial shareholder and has been a director of the company since inception in 2003. Mr Murray Bleach is not regarded as independent under the guidelines in ASX Principle 2 and the criteria adopted by the Company, as he is a substantial shareholder.

Accordingly the Company does not meet Recommendations 2.4 of the ASX Principles, insofar as the majority of the Board are not independent directors. Despite this, the Board considers that its composition is appropriate for the size and scale of the Company and its activities, and that the Company benefits from the skills, knowledge and experience of Mr Bleach and Mr Meehan individually and collectively. Mr Bleach and Mr Meehan also bring quality independent judgement to bear on all relevant issues falling within the scope of non-executive directors, notwithstanding their substantial interests in shares of the Company and are subject to the same duty of care and diligence as other non-executive directors to discharge their duties in good faith in the proper interests of the company as a whole and for a proper purpose. All directors are required to excuse themselves from any discussions in which a potential conflict of interest is perceived. The Chairman and Independent Chairman of the Audit & Risk Management Committee will resolve and make the final decision on any conflict of interest matter.

The Company does not meet Recommendation 2.5 of the ASX Principles as the Chair is not an independent Director. Despite this, the Board considers that there is an appropriate culture of openness and constructive challenge that allows for a diversity of views to be considered by the Board. The Board considers Nitin Singhi to be the senior independent Director who fulfils the role of chair whenever the chair is conflicted.

The Board also has procedures in place to ensure it operates independently of management. Non-executive Directors meet together periodically in the absence of executives of the company to discuss the operation of the Board and a range of other matters.

The Board believes the separation of the roles of Chairman and Chief Executive Officer and the composition of the Board comprising 1 independent and 2 non-independent Director is appropriate.

Directors' shareholdings are set out in the Remuneration Report.

1.4 Term of office and re-election of Directors

At appointment, each non-executive Director of Energy Action has received a letter of appointment which details the key terms of their appointment, including their powers, rights and obligations. Energy Action's senior executives, including the CEO, have formalised job descriptions and, as with all Energy Action employees, letters of appointment.

The Board has established a Nomination & Remuneration Committee which as at the date of this statement consisted of an independent non-executive Chairman, Nitin Singhi, Murray Bleach and Paul Meehan.

A copy of the Nomination & Remuneration Committee Charter which sets out the roles and responsibilities of the Committee is available on the company's website.

In making recommendations to the Board regarding the appointment of Directors, the Nomination & Remuneration Committee assesses the appropriate mix of skills, experience and expertise required by the Board and assesses the extent to which the required skills and experience are represented on the Board. When a vacancy exists, the Nomination & Remuneration Committee determines the selection criteria based on the skills deemed necessary. The Committee identifies potential candidates, and if appropriate, will utilise an external consultant to assist in identifying potential candidates. The Board then appoints the most suitable candidate.

The company will undertake appropriate background checks and screening checks prior to nominating a Director for election by shareholders and provides to shareholders all material information in its possession concerning the Director standing for election or re-election in the explanatory notes to accompany the notice of meeting.

New Directors will participate in an induction program to assist them to understand Energy Action's business and the particular issues it faces.

All Directors are elected by shareholders at the Annual General Meeting following their appointment and thereafter subject to re-election at least once every three years.

1.5 Access to information and independent advice

The Board collectively has the right to seek independent professional advice as it sees fit. Each Director individually has the right to seek independent professional advice, subject to the approval of the Chairman. All Directors have direct access to the Company Secretary.

Directors also have complete access to the senior management team. In addition to regular reports by senior management to the Board meetings, Directors may seek briefings from senior management on specific matters and are entitled to request additional information at any time when they consider it appropriate.

2. Board Committees

The Board generally operates as a whole across the range of its responsibilities but, to increase its effectiveness, uses committees where closer attention to particular matters is required. The role of the Board Committees is to make recommendations to the Board on matters set out in each Committee's Charter.

After a review of the Committee structure, the Board determined that the Remuneration and Nomination Committees should be combined into one Committee to be named the Nomination & Remuneration Committee. This change was effective on 8 July 2019.

The Charters for each of the Audit & Risk Management and Nomination & Remuneration Committees are available on the corporate governance section of the Company's website.

The composition of each of the Audit & Risk Management Committee (ARMC) and the Nomination & Remuneration Committee (NRC) as at the date of this statement are set out below. Details regarding the number of Board meetings and Committee meetings held during the year and the attendance of each member is set out in the Directors' Report.

2.1 Audit & Risk Management Committee

Composition & size The Committee is chaired by an independent non-executive Director and currently comprises three non-executive Directors, one of whom is an independent Director and all of whom are financially literate. The Chairman of the Board is not permitted to chair the committee.

The composition of the Audit & Risk Management Committee as at the date of this statement comprises Nitin Singhi (Independent non-executive Chairman), Murray Bleach (Non-executive Director) and Paul Meehan (non-executive Director). The Board aims to progressively appoint independent Directors onto the Committee.

The Committee met on four (4) occasions during the year to 30 June 2020. Please refer to the Directors' Report for more information on members, including attendance at committee meetings.

Role The ARMC's role is to assist the Board in fulfilling its responsibility for overseeing the quality and integrity of the accounting, audit, financial and risk management practices of Energy Action.

Responsibilities The ARMC's responsibilities include:-

- Review the internal control and compliance systems of Energy Action;
- Monitor the integrity of the financial statements of Energy Action;
- Consider significant financial reporting issues and judgements made in connection with Energy Action's financial statements;
- Monitor and review the performance of the external audit function and make recommendations to the Board;
- Monitor compliance by the Company with legal and regulatory requirements; and,

- Where appropriate, and at least twice a year, meet privately with the external auditor to discuss any matters that the Committee or the External Auditor believe should be discussed privately.

A copy of the ARMC Charter and Risk Management and Audit Policy is available on the Company's website.

Consultation

The CEO, Chief Financial Officer (CFO) and external auditors are invited to attend all committee meetings. Other members of management may also attend by invitation. The committee has access to financial and legal advisers as it considers appropriate. The committee also meets separately with the external auditor to ensure the committee can be satisfied that the auditors have had the full cooperation of management in conducting the audit functions and to give the auditor the opportunity to raise any matters of concern. The external auditor must monitor its independence and report to the committee every six months that it has remained independent.

External Auditor

The external auditor is appointed by the Board and approved by shareholders in accordance with the requirements of the Corporations Act. The ARMC is responsible for reviewing the terms of appointment of the external auditor and for making recommendations to the Board regarding the appointment of the external auditor. It is the Company's policy to require that the external audit partner be rotated within 5 years from the date of appointment. Significant permissible non-audit assignments awarded to the external auditor must be approved in advance by the ARMC (or its chairman between meetings). All non-audit assignments are to be reported to the ARMC every six months. During the period to 30 June 2020, the Board and the ARMC undertook a competitive tender of external audit services, and the Board selected RSM Australia Partners as the proposed new auditor of the Company which was subsequently approved by shareholders at the 2019 AGM. The external auditor is required to be independent from the Company and Energy Action. RSM Australia meets this requirement. The external auditor will attend Energy Action's annual meeting and will be available to answer shareholder questions on the conduct of the audit, and the preparation and content of the auditor's report.

2.2 Nomination & Remuneration Committee

Composition & size

The Committee is chaired by an independent non-executive Director and currently comprises three non-executive Directors, one of whom is an independent Director. The Chairman of the Board is not permitted to chair the committee.

The composition of the Nomination & Remuneration Committee, as at the date of this statement comprises three non-executive Directors being Nitin Singhi (independent non-executive Chairman), Murray Bleach (non-executive Director), and Paul Meehan (non-executive Director). The Board aims to progressively appoint independent Directors onto the Committee.

During the year to 30 June 2020, the Nomination & Remuneration Committee met three times. Please refer to the Directors' Report for more information on members, including attendance at committee meetings.

Role

The role of the Committee in relation to remuneration is to oversee remuneration matters to ensure they are in line with strategic goals and enable the Company to attract and retain high calibre executives and Directors who will create value for shareholders.

The role of the Committee in relation to nomination is to oversee matters and policies to ensure succession planning, recruitment, appointment and remuneration of non-executive Directors.

Responsibilities

The responsibilities of the Committee in respect of remuneration include:

- Ensure Directors and executives are fairly and responsibly remunerated having regard to the performance of the Company, the performance of the executives and the general remuneration environment;
- Assisting the Board in determining an appropriate remuneration framework for senior management and remuneration, recruitment, retention and termination policies;
- Making recommendations to the Board on the Chief Executive Officer's remuneration, (including short and long term incentive plans and performance targets); and,
- Liaising with external advisors on remuneration-related matters, if and when external remuneration advice is needed.

For further information in regards to the Company's remuneration framework, please refer to the Remuneration Report, including a detailed description of the structure of non-executive Directors' remuneration and senior executives' remuneration.

The responsibilities of the Committee in respect of Nomination include:

- Review and recommend to the Board the size and composition of the Board: including review of Board succession plans and the succession of the Chairman and CEO;
 - Review and recommend to the Board the criteria for Board membership, including assessment of necessary and desirable competencies of Board members;
 - Review Board membership and make recommendations to the Board regarding its membership; and,
 - Assist the Board as required in relation to the performance evaluation of the Board, its committees and individual Directors, and in developing and implementing plans for identifying, assessing and enhancing Director competencies.
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Consultation

The committee may obtain information from, and consult with, management and external advisers, as it considers appropriate.

Charter	The Nomination & Remuneration Committee's charter which sets out further details on the role and duties of the committee is available in the corporate governance section of the Company's website.
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3. Performance evaluation and remuneration

3.1 Performance Evaluation

The Nominations Committee is responsible for determining the process for evaluating Board Performance. Evaluations are normally undertaken annually and the process led by the Chairman. A formal evaluation was not undertaken during the year to 30 June 2020 but the Board regularly undertakes informal reviews of their performance on an informal basis.

The formal annual performance review process involves all Directors completing a questionnaire including allowance for additional comments or raising any issues relating to the Board's or a committee's operation. The results of the review are reviewed by the Chairman and discussed with Board members as a whole at an appropriate Board meeting. The purpose of the review is to assess the strengths and weakness of the Board and Committees, and identify areas that might be improved. The findings of the performance review are considered by the Board and continue to be taken into account in identifying and nominating new candidates for appointment as Director, and in planning and conducting Board and committee matters. Directors are able to raise concerns regarding an individual Director's performance with the Chairman at any time during the year.

The performance of the Chief Executive Officer (CEO) is reviewed by the Board on a periodic basis. The Chairman coordinates the comments of all directors to provide a written assessment to the CEO. This is supported by half year verbal reviews by the Chairman.

The performance of the Company's senior executives is reviewed by the Chief Executive Officer as part of the annual remuneration review process and reported to the Nomination & Remuneration Committee. The reviews usually take place in July/August of each year. Further details regarding the remuneration review process are set out in the Remuneration Report.

3.2 Director and Executive Remuneration

Remuneration levels are competitively set to attract and retain appropriately qualified and experienced personnel. Performance, duties and responsibilities, market comparison and independent advice are all considered as part of the remuneration process. The total remuneration paid to Directors and key management personnel for the year ended 30 June 2020 is set out in the Remuneration Report.

The non-executive directors and chairman fees were reduced by 40% effective 1 February 2019. Due to the impact that COVID-19 has on the business, the non-executive directors and chairman's fees were temporarily reduced by a further 20% for 6 months effective from 1 April 2020..

Directors' fees are reviewed annually and are benchmarked against fees paid to Directors of similar organisations. Non-executive Directors are not provided with retirement benefits other than statutory superannuation and do not participate in employee incentive schemes or bonus payments. The remuneration packages of senior executives comprise salary and short-term incentives (i.e. bonus).

To ensure that Energy Action's senior executives properly perform their duties, the following procedures are in place:

- Performance is formally assessed twice each year as part of Energy Action’s formal employee performance review process; the full year achievement review takes place in July at the end of the financial year;
- All employees are assessed in terms of their achievement of agreed KPI’s (both financial and non-financial) for the period;
- There is a strong link between the outcomes of this performance review process and the subsequent remuneration review as outlined in the Remuneration Report; and,
- Executives are provided with access to continuing education to update and enhance their skills and knowledge.

4. Risk Management and internal controls

4.1 Risk Management Framework

Energy Action has a formalised risk management framework. The identification and effective management of risk, including calculated risk taking is viewed as an essential part of the Company’s approach to creating long term shareholder value. Compliance with risk management policies is monitored by the ARMC. The Risk Management and Audit Policy is included on the Groups website. As part of its risk monitoring duties, the ARMC is required to:

- Oversee and approve risk management, internal compliance and control policies and procedures of the Company;
- Oversee the design and implementation of the risk management and internal control systems;
- Regularly monitor risk management reports provided by management; and,
- Assess at regular intervals whether Energy Action’s internal financial control systems, risk management policies and risk management systems are adequate.

During the period the company reviewed and updated the Risk Appetite Statement and associated Risk Management Policies.

4.2 Internal controls framework

Energy Action has a robust risk management framework in place for identifying, assessing, monitoring and managing its risks. A key component of the framework is a periodical Operational Risk Self-Assessment (ORSA) whereby management workshop key risks and controls in place and their effectiveness. Findings resulting from this assessment are reported to the ARMC, which in turn reports on this to the Board. During the year, management has reported to the ARMC as to the manner in which it manages its material risks, the effectiveness of the framework and the results of the annual ORSA.

Considerable importance is placed on maintaining a strong control environment through an organisation structure with clearly drawn lines of accountability and authority.

At this point in time, the Board is of the opinion that the structure of the Company does not warrant an internal audit function as the Company’s internal audit function is carried out by the ARMC. This policy is subject to ongoing review.

The Board of Energy Action has received assurance from the CEO and CFO that their confirmation given to the Board in respect of the integrity of financial statements is founded on a sound system of risk management and internal control which implements the policies adopted by the Board and that the system is operating in all material respects in relation to financial reporting risks.

5. Energy Action governance policies

5.1 Integrity, ethical standards and compliance

Energy Action is committed to being a good corporate citizen and has a robust framework of policies to achieve this. These include:

- The practices necessary to maintain confidence in the company's integrity;
- The practices necessary to take into account their legal obligations and the reasonable expectations of their stakeholders; and,
- The responsibility and accountability of individuals for reporting and investigating reports of unethical practices.

Energy Action has established a Code of Conduct for its Directors and employees which forms the basis for ethical behaviour and is the framework that provides the foundation for maintaining and enhancing the Company's reputation. The objective of the Code is to ensure that all stakeholders and the broader community can be confident that the Company conducts its affairs honestly in accordance with ethical values and practices.

The Code sets the standards for dealing ethically with employees, investors, customers, regulatory bodies and the financial and wider community, and the responsibility and accountability of individuals for reporting and investigating reports of unethical behaviour.

A full copy of the Code of Conduct is posted on the Corporate Governance section of the Group's website.

Directors are provided with Board reports in advance of Board meetings which contain sufficient information to enable informed discussion of all agenda items.

The Board has the responsibility for the integrity of Energy Action's financial reporting. To assist the Board in fulfilling its responsibility, the processes discussed below have been adopted with a view to ensuring that the Company's financial reporting is a truthful and factual presentation of Energy Action's financial performance and position.

5.2 Dealing in Securities

The Company has in place a formal Security Trading Policy which regulates the manner in which Directors and staff involved in the management of the Company can deal in Company securities. It requires that they conduct their personal investment activities in a manner that is lawful and avoids conflicts between their own interests and those of the Company and contains all contents suggested in the ASX Principles.

The policy specifies trading blackouts as the periods during which trading securities cannot occur. Trading is always prohibited if the relevant person is in possession of non-public price sensitive information regarding the Company. The Securities Trading Policy was updated during the period and released to the ASX on 23 October 2019. A copy of the current Security Trading Policy is available on the Company's website.

5.3 Diversity & Inclusion

The Company has in place the Diversity & Inclusion Policy. The Policy includes requirements for the Board to establish measurable objectives for achieving gender diversity and for the Board to assess annually both the objectives and progress in achieving them. The objectives set by the Board, which are included in the Policy, are as follows:

- Selecting and appointing Directors from a diverse pool of talent by developing an appointment process for future Directors that takes diversity of background into account, in addition to previous Board and leadership experience and experience in a specified field.
- Considering the Diversity & Inclusion Policy when assessing, selecting and making recommendations to the Board on senior executive appointments. In considering these recommendations, the Board is also required to take into account the objectives of this policy.
- Implementing policies and training which address impediments to diversity in the workplace.

- Implementing initiatives designed to identify, support and develop talented individuals with leadership potential to prepare them for senior management and Board positions. For example, in the case of gender diversity, such initiatives include:
 - mentoring programs; and,
 - supporting the promotion of talented women into management positions.
- Networking opportunities.
- Identifying ways to entrench diversity as a cultural priority across the group.
- Setting targets for women's participation in the Board.
- Aiming for greater representation of women in senior leadership and across all employees and report representation by gender in the Annual Report.

Energy Action strives for diversity and respects the unique contributions that may be made by employees with diverse backgrounds, experiences and perspectives. Energy Action strongly believes diversity allows the provision of exceptional customer service to an equally diverse community. In order to attract and retain a diverse workforce and, in turn, a broad and varied customer base, Energy Action is committed to providing an environment in which all employees are treated with fairness and respect, and have equal access to opportunities available in the workplace.

Energy Action's approach is about being flexible in the way we think, act and work. It is part of our on-going commitment to develop an inclusive workforce by recognising and accommodating individual circumstances and our work commitments.

Diversity in general:

- Energy Action currently has specific flexible working arrangements with 4 employees representing 4% of total staff (male & female employees).
- Energy Action has in its employment staff from more than 20 different culturally and linguistically diverse backgrounds.

The Board set the following measurable objectives for achieving diversity for the reporting year:

- Ensuring the Remuneration Committee actively monitors all aspects of diversity at each meeting and where elements of diversity need improvement that improvement targets are met.
- Ensure that our merit-based system remains the only mechanism adopted when employees, managers, senior managers, national managers, senior executives and Directors are appointed.
- Ensure that applicants continue to be selected from diverse candidate pools and continue to be interviewed by a diverse selection interview panel.

All of the above items were successfully in operation during the year ended 30 June 2020. As at 30 June 2020 there were no women on the Board, 43% of the Senior Leadership Team is female (10% increase from 30 June 2019), 50% of management positions were filled by women (2% increase from 30 June 2019) and 55% of employees are female. A copy of the Code of Conduct, Trading Policy and Diversity & Inclusion Policy is available on the Company's Website.

5.4 Health, safety and environment

The Company has continued its emphasis on health and safety in the workplace with the aim of ensuring that people achieve outcomes in a safe manner, thereby contributing to operational effectiveness and business sustainability. The Company has an occupational health and safety policy and a management system (MANGO) in place. MANGO is a web based safety management tool for housing safety information, record keeping and incident reporting. The Company's safety performance is reported regularly to the Board to assist the Board in monitoring compliance with the Company's policy and the relevant regulatory requirements.

During FY20 there were no reported environmental incidents and no Lost Time Injuries.

5.5 Continuous disclosure and communications with shareholders

The Company is committed to providing relevant and timely information to its shareholders and to the broader market, in accordance with its obligations under the ASX continuous disclosure regime. The Board has a Disclosure Policy, details of which are accessible in the Corporate Governance section on the Company's website. The policy includes procedures for dealing with potentially price-sensitive information which includes referral to the CEO, CFO and Company Secretary and sometimes the Board for a determination as to disclosure required. The ASX liaison person is the Company Secretary of Energy Action.

Energy Action has adopted a Communication Policy. The cornerstone of this policy is the delivery of timely and relevant information as described below:

- Investors receive an annual report and updates which keep them informed of Energy Action's performance and operations.
- Shareholders are able to provide their email address to Energy Action's share registry, Link Market Services Limited to enable all communications from the company to be received electronically. Contact details for Link Market Services Limited are on the company's website.
- After lodging market-sensitive information with ASX, Energy Action's policy is to place the information on its website, including annual and half year results announcements and investor presentations as soon as practically possible. Energy Action's website (energyaction.com.au) contains recent announcements, presentations and past and current reports to shareholders.
- Domestic investor road shows are held periodically throughout Australia. Where they contain new information, investor and road show presentations are released to the ASX and included on the Group's website.
- For formal meetings, an explanatory memorandum on the resolutions is included with the notice of meeting. Presentations by the chairman and CEO are webcast.
- Full copies of notices of meetings are placed on the Energy Action website. Unless specifically stated in the notice of meeting, all holders of fully paid securities are eligible to vote on all resolutions. In the event that shareholders cannot attend formal meetings, they are able to lodge a proxy on line in accordance with the Corporations Act.