

■ Diversity & Inclusion Policy

1. Diversity & Inclusion

At Energy Action we are committed to a culture that embraces and fosters diversity and inclusion. Diversity encompasses differences in backgrounds, qualifications, and experiences, and differences in approach and viewpoints.

Energy Action values a diverse workforce and is committed to promoting a culture that is inclusive and embraces gender equality at all stages of the employment lifecycle, particularly, during our recruitment, assessment, promotion, and selection processes.

Energy Action ensures that individuals are provided with equal opportunity, while also creating opportunities for those groups that may be disadvantaged. Inclusion at Energy Action means that employees operate in an environment where difference is respected and actively leveraged to challenge how our business evolves to meet the needs of our customers. Energy Action has a strong commitment to diversity and inclusion and the fundamental principle that all employees should be able to equally participate in our Workforce, Management, Senior Executives and on the Board of Directors of Energy Action ("Board"). Our Leaders are committed to providing opportunities that allow all employees to reach their full potential.

Energy Action strongly believes diversity enhances the provision of exceptional customer service to an equally diverse client base and is representative of the Australian population. In order to attract and retain a diverse workforce, and in turn, a broad and varied client base, Energy Action is committed to providing an environment in which all employees are treated with fairness and respect and have equal access to professional development opportunities.

Inclusion in the workplace is when a diverse group of employees feel valued and respected. A prime example is when all employees have access to opportunities and resources and feel comfortable to offer their perspectives in contributing to the organisation.

2. Application

This Policy applies to all employees and agents of the Company and any of its related bodies (together the Company). This includes, but is not limited to, permanent full-time, permanent part-time employees, casuals, contractors or sub-contractors, interns, or work experience students.

3. Our Policies

Code of Conduct

Energy Action is committed to not only complying with its legal obligations, but also acting ethically and responsibly. Our Code of Conduct sets out the minimum standards of behaviour and conduct expected of all Energy Action employees, contractors, and consultants.

Equal Employment Opportunities

Energy Action is committed to maintaining a supportive, healthy, and productive work environment, free from unlawful discrimination, harassment, vilification, bullying or victimisation and to maintaining appropriate federal legislative commitments.

Remuneration Policy

Energy Action determines the remuneration for women and men undertaking similar work of equal value (considering position range, performance, qualifications, experience, and market considerations). We will undertake a review of remuneration annually to ensure pay equity remains within a 1% tolerance of difference.

Flexible Workplace Arrangements Policy

Energy Action provides an environment that supports a diverse, flexible, and adaptive workforce. We appreciate that employees' work preferences, and work needs, can change over time and are influenced by life outside of work. The use of flexible working arrangements, commensurate with the needs of the business, can achieve a "win-win" situation for both employees and Energy Action with flexible working options, our people have the choice in how and where they work, and to meet the changing needs of our customers.

Leave Policies

A range of leave options are available to Energy Action employees to ensure they have appropriate options for time off work. This includes annual leave, carers' leave, personal leave, parental leave, community leave, domestic violence leave and long service leave.

Parental Leave Policy and Parental Leave Guide

Energy Action provides a range of optional support programs and opportunities to employees whilst they are on parental leave and to help them plan their return to work.

Bullying, Harassment and Discrimination (Unacceptable Behaviour) Policy

Energy Action is committed to creating an environment that is free from bullying, harassment, vilification, discrimination, and victimisation. Energy Action is committed to supporting and maintaining a healthy and safe workplace which promotes the physical and mental wellbeing of our employees.

Learning and Development Opportunities

To support our employees to reach their full potential, Energy Action supports employees to develop and review a development plan each year, taking into consideration 'whole-of-self' development. Energy Action also offers a range of internal learning and development opportunities and support employees to undertake additional learning, relevant to their position. Energy Action's Learning and Development programs are a key enabler of organisational objectives including Diversity & Inclusion targets and supporting business continuity through developing a strong and diverse pipeline of talent for succession planning. Our programs aim to equip talented employees for future roles in management, senior management and beyond.

4. Our Focus

Diversity is embracing differences in age, gender, cultural background, language, sexual orientation, gender identification, religious beliefs, abilities, professional skills, qualifications, working style, work and life experiences, socio-economic background, job title, marital status, and family responsibilities. Diversity at Energy Action is about the commitment to equality and the treating of all individuals with respect. Energy Action's focus on diversity and inclusion is based on the following:

- *Gender*
Ensuring equal access to employment and opportunities for promotion regardless of gender
- *Disability*
Ensuring equal access to employment and opportunities for promotion
- *Age*
Recruitment of qualified persons irrespective of age. Engaging, developing, and retaining these employees
- *Cultural & Linguistically Diverse (CALD)*
Culturally diverse workforce across all areas of the business which is representative of multi-cultural Australia
- *Flexibility*
Providing all employees with access to flexible working arrangements

5. Gender

A key component of Energy Action's diversity and inclusion strategy is to enable our employees to fully contribute, to achieve outstanding business results, and to build successful careers. Our commitment to professionals in leadership comprises a range of initiatives including:

- Mentoring and career resiliency programs
- Continuing to embed equal opportunity principles throughout the employment at Energy Action
- Promoting employees into management positions on the principle of merit; and
- Providing a suite of flexible policies and practices that help employees balance their work, life, carer, and family responsibilities

Energy Action's Board has previously embraced diversity within its composition and will continue to embrace diversity particularly in terms of gender and cultural diversity under this Policy when a vacancy arises.

Gender diversity has continued to be a key strategic focus to attract, develop, promote, and retain senior employees. The Board is responsible for establishing the measurable objectives for achieving gender diversity. The Remuneration Committee is responsible for assessing on an annual basis, the achievement against gender diversity objectives, including the representation of women at all levels of the organisation.

The increased focus on diversity at all levels of the business will reinforce the importance of equality in the workplace. This is facilitated by Energy Action's practice of making decisions based on merit for internal promotion, leadership development and flexible work arrangements.

6. Disability

Energy Action is an equal opportunity employer and is fully committed to ensuring all employees and job applicants with a disability receive fair treatment and are considered based on job relevant skills, qualifications, and experience.

- Design recruitment processes that eliminate any potential barriers for people with disabilities
- Promote and advertise to attract a diverse range of candidates, including people with disabilities
- Identify roles within the organisation that would be suitable for persons with a disability
- Provide access and relevant adjustments/modifications required to accommodate an employee with a disability.

7. Age

Each age cohort brings a unique perspective and experience to Energy Action. Being age diverse means appreciating the invaluable contribution each group makes to our business. With an ageing population in Australia, age diversity is becoming more and more relevant.

Our mature population is more active than ever before, are living longer and are continuing to work well into what was once standard retirement time. Economic changes and talent shortages are also motivating employees to lengthen their working years.

Energy Action is building a workforce that reflects our clients, shareholders and community and we need to ensure that we continue to support our employees, whatever age, while offering the work/life balance they need.

8. Culturally & Linguistically Diverse (CALD)

The cultural diversity of our employees enriches the business. We acknowledge, celebrate, and recognise the value and benefits of a culturally diverse organisation. Energy Action values diversity of opinions, perspectives as well as ideas.

We recognise that our employees need to represent our clients and local communities and is committed to recruiting and retaining a culturally diverse workforce. We understand that building a culturally and linguistically diverse workforce will result in improved services for our clients and return for our shareholders. Energy Action supports cultural diversity through awareness, inclusiveness, and harmony in the workplace.

9. Flexibility

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

- Seeks to engage with Energy Action employees through talent development and career opportunity, creating flexible work practices and providing support for family and personal choices

- Focuses on practices designed to assist all employees regardless of gender, age, sexual orientation, background, religion, or carer responsibilities
- Assists employees with career responsibilities as well as those employees looking to transition towards retirement.

Flexibility benefits the business because our employees are more engaged, and this translates to increased engagement, improved performance, and productivity. By adopting flexible work practices at Energy Action, we have helped reduce staff turnover and absenteeism and have been able to retain experienced employees.

10. Measurable Objectives

The Board is required to establish measurable objectives for achieving diversity and inclusion. To set meaningful objectives, the Company will need to assess its current diversity levels and identify where gaps exist. Measurable objectives can then be developed which are tailored towards improving diversity in areas where work is most needed. The Board has set the following measurable objectives for achieving diversity for each reporting year:

- Ensuring the Board Remuneration Committee actively monitors all aspects of diversity annually and where elements of diversity need improvement that improvement targets are met
- Establish an internal review and reporting procedures in consultation with the CEO and HR
- Ensure that our merit-based system remains the central criteria when employees, team leaders, senior leaders and directors are appointed or promoted
- Ensure that applicants continue to be selected from diverse candidate pools and continue to be interviewed by a diverse selection interview panel

Directors (Non-Executive & Executive)

Should any positions become available during the reporting period, the Board will:

- Consider each applicant on the merit-based system
- Seek to increase the female, culturally and linguistically diverse representation on the Board

General Managers & Senior Managers / Team Leaders

Should any positions become available during the reporting period, the CEO and the Company will:

- Consider each applicant on the merit-based system; and maintain and seek to increase the current level of female, culturally and linguistically diverse representation in general management and senior leader roles
- Consider each applicant on the merit-based system
- Maintain and seek to increase the current level of female representation in team leadership roles

11. Review

This Policy will be reviewed annually to ensure that it complies with the objectives of the relevant legislation and remains effective for Energy Action. This Policy may be changed at any time, at the discretion of the Energy Action Board.

- Revision History

Version Number	Author	Date	Changes
Version 2	Sarjeet Arkan	30 August 2021	Section 1 Updated Added Section 2 Added Section 3 Updated Section 20

Approved by the Board of Energy Action Limited on 29 November 2021