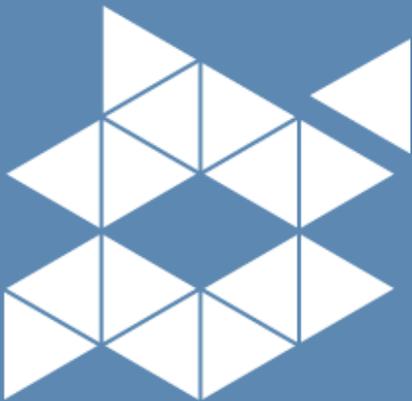




DIVERSITY & INCLUSION POLICY

July 2016



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1. Diversity & Inclusion

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 recruit, assessment and selection processes.

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. 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
- **Culture/Ethnicity** culturally diverse workforce across all areas of the business
- **Flexibility** providing employees with access to flexible working arrangements

3. 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 life cycle at Energy Action;

- promoting employees into management positions on the principle of merit; and
- providing a suite of flexibility policies and practices that help employees balance their work, life 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 will continue to be a key strategic focus in the coming years in order 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.

4. 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 on the basis of 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; and
- provide access to any relevant assistance or modifications required to accommodate an employee with a disability.

5. 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, 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.

6. Cultural/Ethnicity

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 reflect our clients and local communities and is committed to recruiting and retaining a culturally diverse workforce. We understand that building a culturally 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.

7. 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; and
- 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.

8. Measurable Objectives

The Board is required to establish measurable objectives for achieving diversity and inclusion. In order 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 2016/17 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, managers, senior managers, national managers, executives 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.

9. 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.