

Energy Charter Principle	Principle in Action	Supporting Activity
Principle 1: We will put customers at the centre of our business and the energy system		
	A Board that actively develops a business culture that is in line with Energy Charter Principles.	•CleanCo has a stringent Board endorsed Company Code of Conduct •Company values and vision are discussed at the Board level routinely •Energy Charter membership is signed off at the board level and updates on activity are provided as needed •Board policies are discussed and adapted as needed and regularly
	A recruitment and onboarding process that has selected candidates for trading and delivery with a customer focussed outlook	•CleanCo are in the extraordinary position of staffing an energy company from establishment and careful work and consideration has gone to developing a customer focussed staff and culture •From day one, recruitment strategies have been designed to recruit for value alignment between candidates and CleanCo's stated commitment to excellent customer outcomes, team collaboration, and customer focused personality traits and competencies •Module one of new hires' orientation training focuses on discussing company values and working to customer satisfaction and inclusion.
Principle 2: We will improve energy affordability for customers		
	Execution of establishment mandate to increase competition in the energy market	•CleanCo was established with a clear mandate to increase competition in the Queensland energy generation market which we are fulfilling through the establishment of a trading strategy that will improve utilisation of several existing generation assets and bring more energy into the Australian grid
Principle 3: We will provide energy safely, sustainably and reliably		
	Maintain the highest standards of safety for its people, the community and the environment.	•CleanCo has developed a number of Board approved policies to protect employee safety and to promote a culture of safety •Workplace safety is a component of CleanCo's internal communications programme •CleanCo have been actively working through health and safety issues as part of planning for the transition of assets into CleanCo operation. This has included working closely with site management teams on safety planning and to identify opportunities to improve worker satisfaction and appositve culture.
	Develop business strategy and manage operations to respond to the shift to a cleaner energy system that is already underway.	•CleanCo's entire business strategy during this period has been to establish a company poised to capitalise on developments and opportunities presented by renewable and cleaner energy generation. •This work has included scoping and analysis of market opportunities and the opportunities presented by the ongoing operation of four renewable and one low emission generation asset •In order to generate sustainable energy you must have a sustainable business. To this end much of CleanCo's work during this reporting period has been in establishing a corporate structure and governance processes and bodies that can deliver long term benefit to the people of Queensland and the renewable sector as a whole.
	Work with government, other energy businesses, the community and industry bodies to develop a planned transition to a cleaner energy system.	•CleanCo maintains a close working relationship with the Queensland Government's Just Transition team. During this reporting period, CleanCo have undertaken a number of meetings with this taskforce and are exploring future opportunities for co-working •CleanCo was established largely to operate and contribute to the transition to a cleaner energy system. During this reporting period CleanCo has undertaken countless meetings with government and industry designed to further this transition. •CleanCo has a dedicated stakeholder engagement team who, during this reporting period, have worked to map out and engage with stakeholders, including the Energy Charter, in relation to CleanCo establishment works.
Principle 4: We will improve the customer experience		
Principle 5: We will support customers facing vulnerable circumstances		