



A message from

Customer Network Solutions

08/2024

Respectful Communications

11 March 2024

Endeavour Energy's Code of Conduct and Statement of Business Ethics set the standards of behaviour that we expect of our employees and everyone we do business with. We wanted to reinforce these standards as we navigate the complex and challenging landscape of powering NSW's fastest-growing regions, which span from the Blue Mountains to the Illawarra, Southern Highlands and South Coast of NSW and includes unprecedented growth in Greater Western Sydney.

These standards, and corresponding behaviours, guide every aspect of our operations; and also apply to, business partners, suppliers, contractors and stakeholders. They include:

- **We put safety first** - we take safety seriously including psychosocial safety
- **We embrace diversity and treat each other with respect** - we want everyone to feel respected, valued and supported so they can contribute their best every day
- **We act with honesty and integrity** - we do the right thing, the right way. We comply with lawful directions and any applicable laws, regulations, policies and procedures
- **We are professional** - we strive to perform at our best, innovate, learn and adapt
- **We protect the good name and reputation of the business** - we will always protect the good name of Endeavour Energy and work with other reputable stakeholders, suppliers and ASP's

Our Endeavour Energy employees will always treat our customers and stakeholders with respect and communicate in a manner that makes us proud of the values we uphold. When you interact with our team you should feel safe, have a feeling that you are working together towards a shared goal, see our team owning challenges and quickly working towards finding a better way to do things. In return, our team ask that we are also treated with respect.

Respectful communication underpins the behaviours that we are striving towards. Where our team are subjected to behaviour where they do not feel that they are being respected or they feel unsafe, they will escalate their concerns to our leaders, who will assess the complaint and take appropriate action to protect the wellbeing of our team. Where there is evidence of continued disrespectful behaviours, Endeavour Energy may elect to cease dealings with any individuals or organisations that foster inappropriate behaviours.

We appreciate that currently, due to the protected industrial action being undertaken by the ETU, it may be more difficult to do business with us and that the protected industrial action may be impacting you and/or your business. We understand that this can be frustrating and that it may create issues and frustrations for your customers. Notwithstanding this, we still expect everyone to treat our employees with respect and courtesy. The action some of our employees are taking is consistent with their rights under the Fair Work Act.

We trust that each of you understand the importance of respectful relationships including communications and will fully support this stance of protecting our people's wellbeing.

You can read more about our Code of Conduct [here](#) or at <https://www.endeavourenergy.com.au/about/corporate-information/code-of-conduct> and our Statement of Business Ethics [here](#) or at <https://www.endeavourenergy.com.au/suppliers/statement-of-business-ethics>.

We look forward to ongoing respectful relationships.

Kind regards,

Customer Network Solutions