

This Code of Conduct outlines the principles and standards that govern the behaviour and practices of Awaken Energy Pty Ltd in providing electricity brokerage services to business clients in Australia. It applies to all employees, contractors, and representatives of the company.

## Compliance with Laws and Regulations

We commit to full compliance with all relevant Australian laws, regulations, and industry standards, including the National Energy Retail Law and any applicable state and territory legislation.

## Integrity and Transparency

- Provide accurate, honest, and transparent information to clients.
- Avoid deceptive or misleading practices in marketing, billing comparisons, and contract discussions.
- Disclose all fees, commissions, and any potential conflicts of interest upfront.

## Client Focus

- Act in the best interests of our clients by recommending energy solutions tailored to their needs.
- Protect client confidentiality and ensure the secure handling of their energy bills and other sensitive information.
- Provide clear, concise, and timely communication to assist clients in making informed decisions.

## Professionalism

- Maintain a high standard of professionalism in all interactions.
- Treat clients, colleagues, and partners with respect, fairness, and courtesy.
- Continuously improve knowledge of the energy market and industry developments.

## Ethical Practices

- Avoid conflicts of interest and disclose any potential or perceived conflicts.
- Do not engage in aggressive or high-pressure sales tactics.
- Provide clients with ample time to review and consider proposals.

## Accountability

- Accept responsibility for the accuracy of our recommendations and advice.
- Address client concerns or complaints promptly and fairly.
- Regularly review and improve business practices to ensure alignment with this Code of Conduct.

## Environmental Responsibility

- Promote sustainable energy solutions, including solar and other renewable options, to support clients' energy savings and environmental goals.
- Educate clients on the benefits of energy efficiency and renewable energy sources.

## Fair Competition

- Engage in fair and ethical competition with other energy brokers and providers.
- Refrain from making disparaging remarks about competitors or their services.

## Enforcement and Reporting

- All employees and representatives are required to adhere to this Code of Conduct.
- Any violations or concerns regarding breaches should be reported to management for investigation.
- Non-compliance may result in disciplinary action, including termination of employment or representation.

## Continuous Improvement

- Regularly review and update this Code of Conduct to reflect changes in the industry, regulations, and business practices.
- Encourage feedback from clients and stakeholders to enhance service quality.

## Acknowledgment

## Code Of Conduct



By working with Awaken Energy Pty Ltd, all employees and representatives agree to uphold the principles and standards outlined in this Code of Conduct.