



**AER Retail Authorisation Public Application**

**Banpu Energy Australia Pty Ltd**

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# 1. Introduction

Banpu Energy Australia (BEN) submits this application for an electricity retailer authorisation to the Australian Energy Regulator (AER).

BEN is an indirect, wholly owned subsidiary of Banpu Public Company Limited (Banpu), a leading integrated energy solutions company in Asia-Pacific and one of Thailand's largest listed companies.

Banpu originated as an energy resources company and has been operating in Australia since 2010, when it acquired Centennial Coal, the NSW coal mining company. Over the past few years, Banpu has pursued its Greener & Smarter strategy and made global investments in approximately 900MW of renewable capacity, 1 GWh of energy storage and battery production, as well as e-mobility, smart cities infrastructure, and energy management. Banpu has three core business areas:

- Energy Resources: coal and gas including related operations such as marketing, trading, logistics, fuel procurement and transmission
- Energy Generation: thermal and renewable power plants
- Energy Technology: total solar energy solutions, energy storage systems, electric vehicles, smart communities, and energy management systems

Within Banpu, strong adherence to quality Environmental, Social and Governance (ESG) principles has supported continuous growth and energy sustainability for the benefits of consumers, communities, society, and the environment.

Banpu's Greener & Smarter strategy prioritises eco-friendly business and smart integration of technologies and innovations whilst embracing the 3Ds of energy: Decentralisation, Decarbonisation, and Digitalisation.

BEN was incorporated in 2019 to develop and deliver Banpu's Greener & Smarter strategy in Australia, focusing on investments in renewable assets and new energy technologies, trading and supply of energy and portfolio management solutions. BEN is currently the owner and operator of around 167MW of utility scale solar across NSW (Beryl and Manildra Solar Farms) and has a number of greenfield and brownfield battery projects under development. Future projects include additional solar generation, wind generation, battery storage and pumped hydro energy storage. BEN has an active energy and environmental products trading business supported by well-developed risk management and market analysis capabilities. BEN has a strong digital capability through its custom-developed data platform that provides an integrated real-time view across the business and the markets it operates in. Combined, these strategic and operational capabilities provide strong foundations for BEN to expand its business in decarbonisation projects, energy solutions, and portfolio optimisation.

As an authorised electricity retailer, BEN seeks to leverage its developing, diversified renewable portfolio and its trading and portfolio optimisation capability to deliver bespoke, renewable-focused energy solutions and services for large customers using new energy technologies, tailored to each customer's unique operational requirements. Working closely with these customers, BEN seeks to offer its customers not only more competitive and tailored energy solutions but also support the customer's own corporate environmental and social responsibility objectives. The effectiveness of BEN's approach to retailer-consumer partnership will be a key point of competitive advantage and differentiation.

BEN, supported by its parent, has access to the necessary capital, capabilities and technology to enable it to develop into a leading and innovative renewable energy company that effectively manages the risks and opportunities energy markets present and maximises the value of the portfolio as a whole.

## 2. General particulars

1.	Legal name	Banpu Energy Australia Pty Ltd
2.	Trading name	Banpu Energy Australia Pty Ltd
3.	ACN	637 226 825
4.	Registered business address	Level 8, 1 Market Street, Sydney, NSW 2000
4.1	Address for correspondence	Level 8, 1 Market Street, Sydney, NSW 2000
5.	Nominated contact persons	Janine Moss – Regulatory Advisor, EGC [REDACTED]
6.	Form of energy	Electricity
7.	Date we intend to commence retailing	July 2025
8.	Nature and scope of proposed operations	Banpu Energy Australia initially intends to retail to C&I customers in NSW and will expand to other jurisdictions in line with the business strategy
9.	Applicable jurisdictions	Queensland, New South Wales, Australian Capital Territory, South Australia, Tasmania
10.	Type of customers intending to supply	Large customers (as defined in the National Electricity Retail Law) in the commercial and industrial market segment

## 3. Organisational and technical capacity

The Strategic Business Plan provided in *Confidential Attachment A6.1* provides more detailed information on BEN's organisational and technical capability. A summary is provided below.

### 3.1. Previous energy retailer experience

As a group, Banpu has two operating retail businesses, one in Japan and one in USA. Both organisations are successfully supported by a team of experienced energy professionals with global backgrounds in engineering, trading, and finance.



## Japan

Founded in 2018, Banpu Power Trading GK is a subsidiary of Banpu and holds a retail license in Japan issued by the Ministry of Economy, Trade, and Industry. It supplies electricity to High Voltage and Extra High Voltage consumers. Banpu Power Trading GK has 3000 retail contracts, across a mixture of fixed price, market price pass-through and derivative contracts. Sales are conducted through tendering, sales agents and direct sales. Clients consist of Central Government, Local Government, end-user clients, and other retailers. Wholesale electricity is sourced from retailers, other generators (solar plants, hydro-pumping station, and batteries in the future). Electricity and Non-Fossil Certificates (if required) are supplied to customers. Currently, Banpu Power Trading GK has 10 full-time employees working on the retail activities, with outsourced finance and accounting functions.

## USA

Founded in 2022, BKV-BPP Retail LLC (DBA names BKV Energy) is a subsidiary of Banpu Power US Corporation and BKV Corporation and holds a Retail Electric Provider certificate PUCT#10323 in the US issued by Public Utility Commission of Texas. As of December 2023, it supplies electricity to 35,000 customers in Texas. BKV Energy purchases power from the wholesale market and sells electricity directly to retail customers in most areas of the state of Texas. Currently, BKV Energy has 5 full-time employees and an additional 5 contractors.

### 3.2. Organisational structure

Please refer to *Public Attachment A1.2A and Confidential Attachment A1.2* for BEN's organisational structure.

### 3.3. Employees

The BEN retail business team is a lean team of experts who will be supported by third party providers as required. Some of the core BEN teams are fully deployed to retail business activities. Others are partially allocated to the retail business, particularly in the early years of operations. All BEN staff work solely for BEN, with varying amounts of time allocated to retail activities. The team members allocated to BEN Retail activities include 16 staff, across the following areas.

Area of business	Staff #'s
Business Management	3
Finance	2
Trading & Analysis	5
Data & IT	1
Risk & Compliance	2
Origination & Operations	3

### 3.4. Qualifications, skills and experience of key personnel

#### 3.4.1. Board of Directors

The BEN Board of Directors is comprised of 10 members who have extensive global skills, knowledge and experience to support BEN in realising its growth and expansion plans. Two members of the BEN Board are also members of the Banpu Board, including the Chairman – Chanin Vongkusolkrit, and the CEO – Sinon Vongkusolkrit, of Banpu. BEN CEO Stijn Koppers is also a BEN Board member.

Resumes for all BEN Board members are provided in *Confidential Attachments A1.4*.

#### 3.4.2. Key personnel

##### **Stijn Koppers – Chief Executive Officer**

Stijn has over 25 years of experience as a strategic business leader in global energy markets and brings a unique combination of commercial, operational, and financial skills. Stijn excels in the role of CEO at BEN through his deep capability of driving strategic agenda with creativity and vision across international and cross functional teams.

Stijn began his career in production and maintenance of offshore gas fields in the North Sea and coordinating engineering projects in South China Sea. He moved on to commercial roles, including energy trading and advisory roles with energy companies, supporting growth and capability improvement programs.

With a successful track-record of delivering value from commercial initiatives, collaborative leadership, and business transformation, Stijn exists as an instrumental and valued member of senior leadership teams. He has held senior roles in recognisable companies such as Executive Director of Trading & Wholesale for Alinta Energy in Australia and including Royal Dutch Shell, RWE, McKinsey & Co., and PwC. Through the wealth of his experience, Stijn has developed a comprehensive understanding of all aspects of the energy value chain.

Stijn has an MBA from INSEAD and MSc Mechanical Engineering from the Delft University of Technology and is an AFSL Responsible Manager.

##### **Steven Black – Chief Financial Officer**

As a certified practicing accountant and qualified solicitor, Steven is responsible for the financial management at BEN. He is an accomplished CFO, investment and M&A executive with over 20 years of global experience, specializing in the infrastructure sector with a keen focus on energy transition and transport. With demonstrated excellence leading teams to drive financial performance, corporate development, and strategic growth initiatives across established and emerging markets. He has deep expertise in managing the full investment lifecycle across greenfield development and brownfield asset acquisition.

With a proven track record of delivering strong financial returns through meticulous financial management, strategic M&A activities, and effective leadership of cross-functional teams.

### **Dean Price – Head of Trading**

Dean is responsible for determining and executing wholesale trading strategy across Australian energy and environmental derivative markets. He oversees a portfolio of Australian Renewable Energy Generating Assets, Electricity Transactions (physical and financial) and Environmental Product Transactions (physical and financial), including pricing products, executing products, and managing associated risk.

He has over 17 years' experience in senior management and direct trading, with 7 years directly as an Electricity Trading Manager. He is experienced in trading and leading teams of traders in Australian electricity, environmental and related commodity forward markets. He specializes in Trading Desk startup, capability uplift, trading strategy development and implementation, options trading and ETRM system setup.

Prior to BEN, Dean worked for Hydro Tasmania, recruited to enhance the Trading Desk performance and capabilities. He delivered key uplift in trading operation capabilities, including upskilling team members, documenting trading procedures, and creating advanced portfolio risk management dashboards. He also introduced innovative generator hedge strategies and consistently exceeded annual revenue targets while adhering to risk limits.

He has a Bachelor of Arts in Banking and Finance from Canberra University, and a Diploma of Financial Planning from Kaplan Professional. He is also an AFSL Responsible Manager.

### **Shaminda Hewakopara – Market Risk Manager**

Shaminda is responsible for leading the risk management functions across wholesale trading, retail operations and BEN wide, with a focus on sustainable risk management supporting growth into new markets.

He is a seasoned risk and compliance professional with over 10 years of experience in the financial services industry. With proven ability to develop and implement risk management and compliance policies and procedures, as well as manage and monitor risk across a variety of asset classes. His expertise is in derivatives trading, financial modelling, and risk analysis. Prior to BEN, Shaminda has worked at Life Trading, StarBeta Australia, Macquarie Bank, and Citigroup.

### **Patrick Gillett – Market Analytics Manager**

Patrick is responsible for fundamental market analysis, asset valuations and customer pricing, improving internal data services, managing AI price forecasting and BESS optimisation. He is an experienced analyst with over 20 years' experience in global power and gas markets, with a record of delivering successful trading strategies and developing data and forecasting systems.

Prior to BEN, Patrick has worked across multiple global trading companies, trading in Australian, European, Japanese, and New Zealand markets. Patrick holds a Bachelor of Engineering (Mining) and a Masters in Commerce (Finance) from the University of NSW.

### 3.5. Third party providers

BEN will complement its internal skills and capabilities with a number of closely related entities for the provision wholly or in part of customer and billing systems, compliance, legal advice, tax and accounting services, and specialist analytics systems.

*Attachments A2.1 – A2.6* provide detailed information regarding these related entities including:

- Credentials and experience in the specific area required; and
- Evidence of the vendors' ability to comply with relevant codes, laws, regulations and rules.

To ensure compliance across all areas of the business, including any activities undertaken by Third-party providers, BEN has a comprehensive Third-party management policy.

Please refer to *Public Attachment A2.7* for BEN's Third-Party Management Policy.

### 3.6. Strategic business plan

BEN aims to leverage its growing renewable portfolio and trading capabilities to offer customized, renewable energy solutions for large customers. By tailoring services to each customer's needs and supporting their environmental and social goals, BEN will provide more competitive energy solutions.

Having a strong foundation within the greater Banpu group, gives BEN unique insights, abilities and resources, which will allow BEN to deliver innovative, competitive, and customer-centered solutions that cater to the growing demands of today's environmentally conscious consumers.

*Confidential Attachment A6.1.* contains BEN's comprehensive 5-year plan for the retail business, including details on market analysis, target audience, financial projections, operational plans, and marketing strategies.

### 3.7. Compliance strategy

BEN views compliance as a critical business function and understands the compliance requirements for the provision of retail services in the NEM. In all levels of the business there is a strong understanding that successful retail businesses need compliance and risk management embedded within the organisational culture and that it be kept at the forefront of all decision making. In addition, BEN has engaged experienced compliance and regulatory professionals and incorporates a mix of external and internal systems to ensure BEN is compliant by design, and that all relevant compliance risks are effectively managed.

BEN has established a comprehensive Compliance strategy, and the following documents are attached as *Attachments A4.1 - A4.7*:

- Compliance obligations register - *Confidential*
- Retail Compliance Policy - *Public*
- Compliance Reporting Procedure - *Confidential*
- Complaints Management Policy - *Public*
- Complaints register - *Confidential*
- NECF Life Support Policy - *Confidential*
- Privacy Policy - *Public*

### 3.8. Risk management strategy

Given the nature and volatility of risks associated with operating in the NEM, efficient risk management is crucial for the success of an energy retail business. Due to the depth of energy retail and trading experience, understanding and prudent management of these risks is a core strength of the BEN operations, management, and governance teams. Regulatory risk will be managed in line with the Compliance Policy and Risk Management Policy and BEN's regulatory obligations have been mapped out in the Obligations Register mentioned above.

BEN has established a comprehensive Risk Management Strategy, and the following documents are attached as *Confidential Attachments A5.1 – A5.6*:

- Risk Management Policy
- Market Risk Policy
- Non-Compliance Register
- Trading Processes RASCI
- Risk Register
- Gifts and Benefits Register.

### 3.9. External audit of risk management and compliance strategies

Evidence of an independent audit of the Risk Management Strategy is provided in *Confidential Attachment A5.7 and Public Attachment A5.8*.

### 3.10. Ombudsman Memberships

BEN has not initiated discussions with ombudsmen in any jurisdictions, as it will only be retailing to large customers and therefore is not required to be a member of those state-based schemes.

### 3.11. Market participant agreements

As part of the market entry plan, BEN is aware of the requirement to engage with the following key parties:

- AEMO
- ASX – Austraclear
- Network Service Providers
- Metering Service Providers

BEN has approached a number of these participants, as evidenced in *Confidential Attachments A7.1 – A7.5*. BEN notes that a number of these relationships cannot be initiated or progressed further until it has received a retail authorisation. BEN will ensure these are finalised prior to retailing energy.

BEN holds an Australian Financial Services Licence (AFSL), as evidenced in *Confidential Attachment A7.3*.

## 4. Financial Resources

*Attachments A8.1-8.16* provide a suite of documents setting out BEN's current financial position and its access to the financial resources required to support its energy retailing business. The Attachments include:

- a statement of BEN's current financial position, profit & loss, cash flow and funding requirements;
- details of BEN'S ownership structure, contractual arrangements and access to capital;
- consolidated audited financial statements for the relevant Group entities supporting BEN;
- a statement of going concern from Banpu – *Public Attachment A8.9*
- an independent auditor declaration confirming they are unaware of any factors that would impede BEN'S ability to finance energy retail activities under this authorisation
- financial stress tests of BEN's business plan under different customer acquisition and market price scenarios

## 5. Suitability

### 5.1. Directors' and officers' suitability statement

*Confidential Attachment A3.2, and Public Attachments A3.2A, A3.3, and A3.4* include written declarations from BEN's Chief Executive Officer addressing the criteria regarding the suitability of the management team.

### 5.2. Other offences or prosecutions

BEN confirms that it has not been involved in any prosecutions under any territory, commonwealth or foreign legislation including but not limited to, the Corporations Act 2001 (Cth) and Australian Securities and Investments Commission Act 2001 (Cth) that are relevant to our capacity as a holder of a retailer Authorisation.

BEN confirms that no offences have been committed against, or prosecuted under, any such legislation including Directors or Officers who have a significant involvement in BEN.

### 5.3. Criminal history check

Upon request, BEN can provide a criminal history check on any Director or Officer who has a significant involvement in BEN.

### 5.4. Declaration of bankruptcy or disqualification

A written declaration from BEN's Chief Executive Officer is provided in *Public Attachment A3.4* confirming no members of the management team have been disqualified from the management of corporations nor have any record regarding bankruptcy.

## 5.5. Key officer address details

See *Confidential Attachment A3.1* for the full names and current residential address for BEN's officers.

## 5.6. Probity and competence

BEN is committed to building a business that operates ethically and is the subject of robust governance frameworks and processes. All current and potential personnel of BEN are selected based on the agreed skill criteria in accordance with BEN standards and values set out in these frameworks and processes.

Candidates progress through intensive rounds of interview and reference checks to ascertain their level of competency. When an offer of employment is taken into consideration, probity checks are completed for senior management and other roles as required.

To maintain high standards, BEN has established the following policies, provided in *Confidential Attachments A1.6*:

- Code of Conduct
- Training Policy and Register
- Induction checklist
- Conflict of Interest Register.

## 6. List of Confidential Attachments

Please refer to 'BEN document list' for the list of attachments.



**ASIC**

Australian Securities &amp; Investments Commission

**Forms Manager**

Company Officeholders

**Company:** BANPU ENERGY AUSTRALIA PTY LIMITED ACN 637 226 825**Company details**

Date company registered 04-11-2019  
Company next review date 04-11-2025  
Company type Australian Proprietary Company  
Company status Registered  
Home unit company No  
Superannuation trustee company No  
Non profit company No

**Registered office**

LEVEL 8 , 1 MARKET STREET , SYDNEY NSW 2000

**Principal place of business**

LEVEL 8 , 1 MARKET STREET , SYDNEY NSW 2000

**Ultimate holding company**

BANPU PUBLIC COMPANY LIMITED

637226834

Incorporated in THAILAND

**Officeholders**

GILLARD, CRAIG REGINALD

[REDACTED]  
[REDACTED]

Office(s) held: Director, appointed 17-08-2020

CHAIMONGKOL, SOMRUEDEE

[REDACTED]  
[REDACTED]

Office(s) held: Director, appointed 04-11-2019

VONGKUSOLKIT, CHANIN

[REDACTED]  
[REDACTED]

Office(s) held: Director, appointed 04-11-2019

LIMPAPHAYOM, KIRANA

[REDACTED]  
[REDACTED]

Office(s) held: Director, appointed 16-11-2020

LINANANDA, VORAVUDHI

[REDACTED]



Office(s) held: Director, appointed 17-08-2020

CH AISIRI, TANARAT

Office(s) held: Director, appointed 04-11-2019

LOH, MELINDA ANNE

Office(s) held: Secretary, appointed 01-09-2021

JINDASUP, SOMNUK

Office(s) held: Director, appointed 17-08-2020

KOPPERS, STIJN

Office(s) held: Director, appointed 15-02-2022

VONGKUSOLKIT, SINON

Office(s) held: Director, appointed 21-05-2024

SRETHAPRAMOTE, SMITTIPON

Office(s) held: Director, appointed 12-09-2024

Company share structure

Share class	Share description	Number issued	Total amount paid	Total amount unpaid
ORD	ORDINARY SHARES	78001278	78001278.00	0.00

Members

BANPU AUSTRALIA CO. PTY LTD ACN 136 468 007      LEVEL 20 , 1 MARKET STREET , SYDNEY NSW 2000

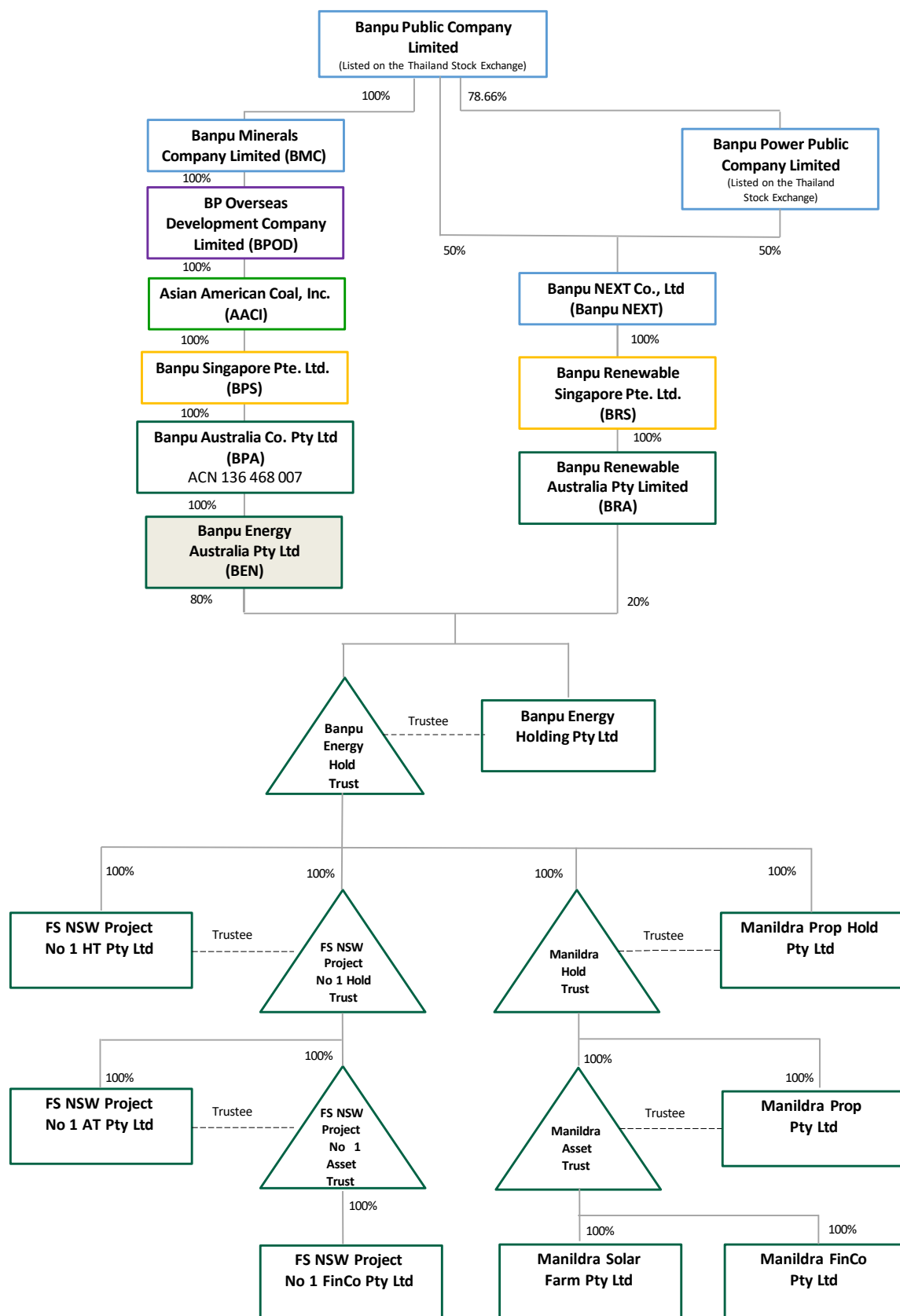
Share class	Total number held	Fully paid	Beneficially held
ORD	78001278	Yes	Yes

Document history

These are the documents most recently received by ASIC from this organisation.

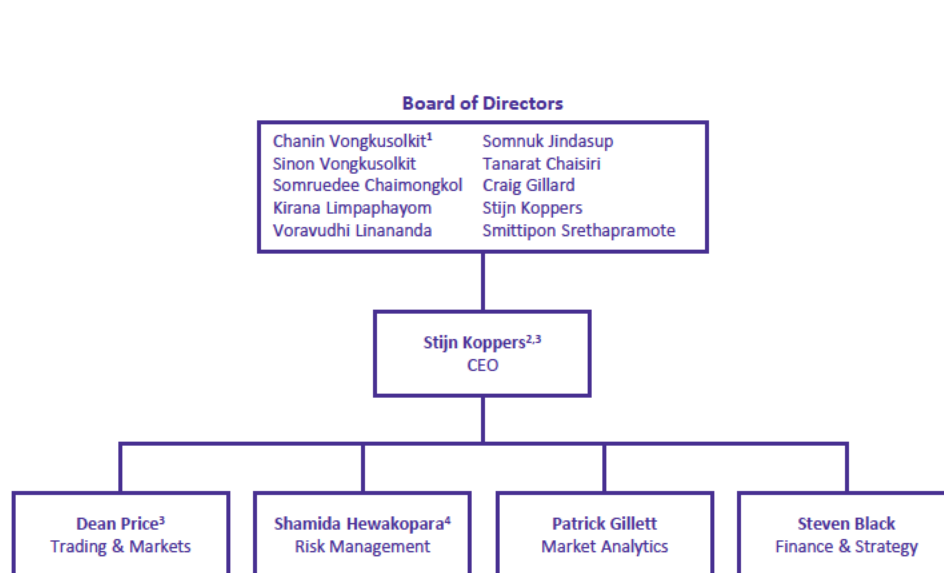
Received	Number	FormDescription	Status
09-12-2024	7EDD70498	492 REQUEST FOR CORRECTION	Processed and imaged
30-09-2024	7ECZ13555	484 CHANGE TO COMPANY DETAILS	Processed and imaged
12-06-2024	7ECT81260	484 CHANGE TO COMPANY DETAILS	Processed and imaged

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# Banpu Energy Australia Organisation and Directors


## Key roles



### Notes:

- 1) Chairman
- 2) Authorised representatives
- 3) AFSL Responsible Managers
- 4) Compliance Officer



		<b>BANPU ENERGY AUSTRALIA PTY LTD</b>
Version	1.1	<b>RETAIL COMPLIANCE POLICY</b>
Date	22 Feb 2024	

**Document History**

Version	Date	Approved	Description
1.0	15 Feb 2022	BEN Board	Initial version
1.1	22 Feb 2024	BEN Board	Review

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## 1 Overview

### 1.1 Purpose

This policy outlines Banpu Energy Australia Pty Ltd (Banpu Energy Australia)'s approach to compliance management, monitoring, and reporting. Banpu Energy Australia is committed to complying with all legislation and applicable licence conditions in all jurisdictions in which Banpu Energy Australia holds a licence or authority to retail electricity.

This Policy details the compliance and reporting framework Banpu Energy Australia implements in selling electricity to ensure compliance.

This Policy is approved by the Banpu Energy Australia Board.

### 1.2 Scope

The scope of this Policy is limited to retail obligations. There are a number of compliance obligations related to wholesale electricity trading, environmental trading (and any associated compliance reporting), collateral and credit risk etc. that sit outside the scope of this Policy but remain critical for the operation of a compliant retail business. These obligations are covered by the Market Risk policy.

Banpu Energy Australia has obligations to maintain the organisational technical capacity and remain financially viable under both its AER authorisation and Victorian licence. The People and Culture Team are responsible for the organisation technical capacity obligations. The financial viability is monitored daily by the Finance Team and reported to the Board on a monthly basis. A 6-month forecast is presented at each monthly Board meeting.

All Banpu Energy Australia staff are required to comply with this Policy, and all service providers and other contractors of Banpu Energy Australia Retail are engaged on terms that require them to also comply with this Policy.

## 2 Legislation

Banpu Energy Australia's objective is to undertake its electricity retail business in a manner compliant with applicable state based and Commonwealth laws, regulations, and other instruments, including but not limited to those listed below (together, the Relevant Laws).

### 2.1 Commonwealth

- Competition and Consumer (Industry Code - Electricity Retail) Regulations 2019 (Cth)
- Competition and Consumer Act 2010 (Cth), Part XICA
- Telecommunications Act (Cth) 1997
- Do Not Call Register Act (Cth) 2006 Privacy Act (Cth) 1988

### 2.2 National Energy Customer Framework (NECF) states

- National Energy Retail Law included in Schedule 1 of the National Energy Retail Law (South Australia) Act 2011 (SA)
- National Energy Retail Rules
- National Energy Retail Law (South Australia) Act 2011 (SA)
- National Energy Retail Law (Local Provisions) Regulations 2013 (SA)
- National Energy Retail Law (Adoption) Act 2012 (NSW)

- National Energy Retail Law (Adoption) Regulation 2020 (NSW)
- National Energy Retail Law (ACT) Act 2012 (ACT)
- National Energy Retail Law (ACT) Regulation 2012 (ACT)
- National Energy Retail Law (Queensland) Act 2014 (Qld)
- National Energy Retail Law (Queensland) Regulation 2014 (Qld)
- National Energy Retail Law (Tasmania) Act 2012 (Tas)
- National Energy Retail Law (Tasmania) Regulations 2012 (Tas)
- AER Compliance Procedures and Guidelines
- AER (Retail Law) Performance Reporting Procedures and Guidelines
- AER Retail Pricing Information Guideline
- AER Retailer of Last Resort Plan
- AER Customer Hardship Policy Guideline
- AER Benefit Change Notice Guidelines

### 2.3 Victoria

- Electricity Industry Act 2000 (Vic)
- Electricity Retail Licence
- Energy Retail Code
- Victorian Default Offer Order in Council
- Code of Conduct for Marketing Retail Energy
- Electricity Customer Transfer Code
- Electricity Customer Metering Code
- Electricity Distribution Code
- Electricity Industry Guideline No. 13 - Greenhouse Gas Disclosure on Electricity Customers' Bills
- AMI Cost Recovery Order in Council
- AMI Obligations to Install Meters Order in Council
- AMI Tariffs Order in Council
- Compliance and Performance Reporting Guideline
- Audit Guideline for Energy Businesses

### 2.4 ACT specific

- Utilities Act 2000
- Utilities (Consumer Protection Code) Determination 2012 (ACT)
- Utilities (Electricity Feed-in Code) Determination 2020
- Utilities (Representative Consumption and Reference Price) Determination 2021
- Utilities (ACT Retail Electricity - Transparency and Comparability Code) Determination 2021 (ACT) and the ACT Retail Electricity - Transparency and Comparability Code
- Electricity Feed-in (Renewable Energy Premium) Act 2003
- Energy Efficiency (Cost of Living) Improvement Act 2021

## 3 Compliance framework, team and responsibilities

This Retail Compliance Policy (**Policy**) details the compliance and reporting framework Banpu Energy Australia will implement in selling electricity so as to ensure such compliance.



### 3.1 Compliance framework

The compliance framework established by this Policy consists of measures for:

- (a) compliance monitoring;
- (b) compliance reporting and record-keeping, including creating and maintaining Compliance Obligations Registers;
- (c) monitoring changes in the Relevant Laws;
- (d) dealing with breaches;
- (e) promotion and training; and
- (f) reviewing this Policy.

This Policy sits within the wider Banpu Energy group risk management and compliance framework, to ensure that the compliance risks arising in connection with Banpu Energy Australia's electricity retail business are appropriately documented and managed.

### 3.2 Compliance Officer and Compliance Team

Banpu Energy Australia's Board has overall responsibility for, and commitment to, resourcing the compliance management system.

The BEN Risk Manager will act as Compliance Officer under this Policy, with principal responsibility for, and ownership of, this Policy.

The Compliance Officer is part of a Compliance Team which also includes Banpu Energy Australia's Chief Executive Officer and senior management.

The Compliance Team must meet quarterly or more often as required, as part of the Risk Management Committee meetings. Meetings of the Compliance Team are to be chaired by the Compliance Officer.

To ensure that the Compliance Officer remains up to date with all regulatory and legal changes, this is managed by subscriptions to regulator news and updates, multiple news feeds from third parties, and forum attendance where relevant.

### 3.3 Responsibilities

#### 3.3.1 Compliance Obligations Registers

The Compliance Officer must prepare, for the Compliance Team's approval, Compliance Obligations Registers detailing:

- (a) each obligation under the Relevant Laws applicable to Banpu Energy Australia's electricity retail business; and
- (b) the Compliance Team member responsible for developing a compliance measure for that obligation; and
- (c) the compliance measure.

#### 3.3.2 Compliance reporting

The Compliance Officer has responsibility for ensuring all relevant compliance matters are reported to the Retail Compliance Committee in a timely manner and any relevant Executives as required. The BEN Compliance Reporting Procedure provides the process and reporting obligations in detail, with references to relevant regulatory guidelines.

The Compliance Officer also has responsibility for ensuring all required retail energy reporting is provided to the Essential Services Commission under Banpu Energy Australia's electricity retail licence, the Australian Energy Regulator under Banpu Energy Australia's electricity retail authorisation and other jurisdictional regulators as required in each state.

The Compliance Officer has responsibility for compliance reporting as follows:

- (a) the Compliance Officer must report to the Compliance Team quarterly;
- (b) the Compliance Officer must report to Banpu Energy Australia's Board at least once annually; and
- (c) as required, the Compliance Officer must provide briefings to Banpu Energy Australia's Directors in relation to compliance matters.

The Compliance Officer also has responsibility for reporting on compliance to the Australian Energy Regulator and to Essential Services Commission.

### 3.3.3 Reporting calendar

The Compliance Officer is responsible for maintaining a compliance reporting calendar that includes all the compliance reporting due dates and the applicable internal approval processes.

### 3.3.4 Monitoring changes in the Relevant Laws

The Compliance Officer has responsibility for:

- (a) monitoring changes in the Relevant Laws; and
- (b) if necessary as a result of any such change, preparing any new or amended compliance measure, system or procedure, for the Compliance Team's approval.

### 3.3.5 Handling breaches

Any Banpu Energy Australia staff member, service provider or other contractor who becomes aware of any breach of a Relevant Law, or of any compliance measure, system or procedure, must immediately report that breach to the Compliance Officer.

The Compliance Officer must assess the gravity of the breach and its consequences, and:

- (a) if thought fit, immediately notify the Compliance Team of the breach; and
- (b) in any event record the details of the breach and subsequent corrective actions.

The Compliance Officer has responsibility for:

- (a) dealing with breaches, including identifying and implementing all mitigation measures and corrective actions, as well as subsequent management practices to avoid recurrence; and
- (b) dealing with the Australian Energy Regulator, the Essential Services Commission and any other regulatory body or authority in relation to any breach.

### 3.3.6 Promotion and training

The Compliance Officer is responsible for promoting this Policy, and in particular for ensuring that all staff, service providers and other contractors are fully informed about this Policy and the compliance measures, systems and procedures approved under it.

### 3.3.7 Review of this Policy

The Compliance Officer has responsibility for regularly reviewing whether, having regard in particular to any breaches, this Policy and the compliance measures, systems and procedures approved under it are achieving the objective stated in sections above.


In particular, the Compliance Officer must ensure that an external review of this Policy is completed in the first three years of operation, or earlier if the Compliance Officer considers this necessary having regard to the growth in Banpu Energy Australia's electricity retail business.

At least once each year the Compliance Officer must report to the Compliance Team as to whether or not, as a result of the reviews the Compliance Officer has undertaken, the Compliance Officer considers this Policy ought to be amended.

The Compliance Team has responsibility for considering any amendments to this Policy proposed by the Compliance Officer or any other person.

At least once each year the Compliance Officer must report to the Board as to whether or not, as a result of the reviews the Compliance Officer has undertaken and the Compliance Team's consideration of any proposed amendments to this Policy, the Compliance Team considers this Policy ought to be amended.

The Board has responsibility for considering and, if thought fit, approving any proposed amendments to this Policy.

		BANPU ENERGY AUSTRALIA PTY LTD
Version	1.1	COMPLAINTS MANAGEMENT POLICY
Date	22 Feb 2024	

#### Document History

Version	Date	Approved	Description
1.0	15 Feb 2022	BEN Board	Initial version
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# 1 Introduction

## 1.1 Purpose

This policy is intended to ensure that Banpu Energy Australia (BEN) handles complaints fairly, efficiently and effectively.

Our complaint management system is intended to:

- enable us to respond to issues raised by people making complaints in a timely and cost-effective way
- ensure customer confidence in our processes, and
- provide information that can be used by us to deliver quality improvements in our services, staff and complaint handling.

This policy provides guidance to our staff and people who wish to make a complaint on the key principles and concepts of our complaint management system.

## 1.2 Scope

This policy applies to all staff receiving or managing complaints from the public made to or about us, regarding our services, staff and complaint handling.

## 1.3 Complaints channels

Complaints will be made to the following channels: Phone: (02) 9266 2760

- Email: [complaints@banpuenergy.com.au](mailto:complaints@banpuenergy.com.au)
- Post: PO Box Q254, QVB, NSW, 1230

## 1.4 Organisational commitment

This organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following table outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

Who	Commitment	How
CEO of Banpu Energy Australia	Promote a culture that values complaints and their effective resolution	Provide adequate support and direction to key staff responsible for handling complaints. Regularly review reports about complaint trends and issues arising from complaints. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Encourage staff to make recommendations for system improvements. Recognise and reward good complaint handling by staff. Support recommendations for service, staff and complaint handling improvements arising from the analysis of complaint data.

Manager responsible for complaint handling	Establish and manage our complaint management system.	Provide regular reports the CEO on issues arising from complaint handling work. Ensure recommendations arising out of complaint data analysis are canvassed with the CEO and implemented where appropriate.
		Recruit, train and empower staff to resolve complaints promptly and in accordance with BEN's policies and procedures. Encourage staff managing complaints to provide suggestions on ways to improve the organisation's complaint management system. Encourage all staff to be alert to complaints and assist those responsible for handling complaints resolve them promptly. Recognise and reward good complaint handling by staff.
Staff whose duties include complaint handling	Demonstrate exemplary complaint handling practices	Treat all people with respect, including people who make complaints. Assist people make a complaint, if needed. Comply with this policy and its associated procedures. Keep informed about best practice in complaint handling. Provide feedback to management on issues arising from complaints. Provide suggestions to management on ways to improve the organisation's complaints management system. Implement changes arising from individual complaints and from the analysis of complaint data as directed by management.
All staff	Understand and comply with BEN's complaint handling practices.	Treat all people with respect, including people who make complaints. Be aware of BEN's complaint handling policies and procedures. Assist people who wish to make complaints access BEN's complaints process. Be alert to complaints and assist staff handling complaints resolve matters promptly. Provide feedback to management on issues arising from complaints. Implement changes arising from individual complaints and from the analysis and evaluation of complaint data as directed by management.



## 2 Terms and Definitions

**Complaint** – Expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

A complaint covered by this Policy can be distinguished from:

- staff grievances
- code of conduct complaints
- responses to requests for feedback about the standard of our service provision [see the definition of ‘feedback’ below]
- reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response [see definition of ‘feedback’]
- service requests [ see definition of ‘service request’ below], and
- requests for information.

**Complaint management system** – All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

**Dispute** – An unresolved complaint escalated either within or outside of our organisation.

**Feedback** – Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint handling where a response is not explicitly or implicitly expected or legally required.

**Service request** – Requests for the provision of services and assistance, requests for action, and requests for explanation of policies, procedures, and decisions.

**Grievance** – A clear, formal written statement by an individual staff member about another staff member or a work related problem.

**Policy** – A statement of instruction that sets out how we should fulfill our vision, mission and goals.

**Procedure** – A statement or instruction that sets out how our policies will be implemented and by whom.

## 3 Guiding Principles



### 3.1 Facilitate complaints

#### 3.1.1 People focus

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, and complaint handling.

Any concerns raised in feedback or complaints will be dealt with promptly within a reasonable time frame.

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiples and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

#### 3.1.2 No detriment to people making complaints

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

#### 3.1.3 Anonymous complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

#### 3.1.4 Accessibility

We will ensure that information about how and where complaints may be made to or about us is easily available. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a person prefers or needs another person or organisation to assist or represent them in the making and/ or resolution of their complaint, we will communicate with them through their authorised representative. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, member of Parliament, another organisation).

#### 3.1.5 No charge

Complaining to us is free.

### 3.2 Respond to complaints

#### 3.2.1 Early resolution

Where possible, complaints will be resolved at first contact with BEN.

#### 3.2.2 Responsiveness

We will promptly acknowledge receipt of complaints.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible, of the following:

- the complaints process
- the expected time frames for our actions
- the progress of the complaint and reasons for any delay
- their likely involvement in the process, and the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our time frames for responding to their complaint and the reason for our delay.

### 3.2.3 Objectivity and fairness

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

We will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interests, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

### 3.2.4 Responding flexibly

Our staff are empowered to resolve complaints promptly and with as little formality as possible. We will adopt flexible approaches to service delivery and problem solving to enhance accessibility for people making complaints and/or their representatives.

We will assess each complaint on its merits and involve people making complaints and/or their representative in the process as far as possible.

### 3.2.5 Confidentiality

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by BEN as permitted under the relevant privacy laws and any relevant confidentiality obligations.

## 3.3 Managing the parties to a complaint

### 3.3.1 Complaints involving multiple organisations

Where a complaint involves multiple organisations, we will work with the other organisation/s where possible, to ensure that communication with the person making a complaint and/or their representative is clear and coordinated.

Subject to privacy and confidentiality considerations, communication and information sharing between the parties will also be organised to facilitate a timely response to the complaint.

Where a complaint involves multiple areas within our organisation, responsibility for communicating with the person making the complaint and/or their representative will also be coordinated.

Where our services are contracted out, we expect contracted service providers to have an accessible and comprehensive complaint management system. We take complaints not only about the actions of our staff but also the actions of service providers.

### **3.3.2 Complaints involving multiple parties**

When similar complaints are made by related parties we will try to arrange to communicate with a single representative of the group.

### **3.3.3 Empowerment of staff**

All staff managing complaints are empowered to implement our complaint management system as relevant to their role and responsibilities.

Staff are encouraged to provide feedback on the effectiveness and efficiency of all aspects of our complaint management system.

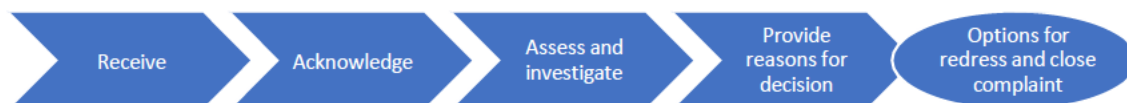
### **3.3.4 Managing unreasonable conduct by people making complaints**

We are committed to being accessible and responsive to all people who approach us with feedback or complaints. At the same time our success depends on:

- our ability to do our work and perform our functions in the most effective and efficient way possible
- the health, safety and security of our staff, and
- our ability to allocate our resources fairly across all the complaints we receive.

When people behave unreasonably in their dealings with us, their conduct can significantly affect the progress and efficiency of our work. As a result, we will take proactive and decisive action to manage any conduct that negatively and unreasonably affects us and will support our staff to do the same in accordance with this policy.

## **4 Complaint Management System**



### **4.1 Introduction**

When responding to complaints, staff will act in accordance with our complaint handling procedures as well as any other internal documents providing guidance on the management of complaints.

Staff will also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out above.

#### 4.1.1 Receipt of complaints

A dedicated email address for complaints will be established and listed on the BEN website.

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information. We will also assign a unique identifier to the complaint file.

The record of the complaint will document:

- the contact information of the person making a complaint
- issues raised by the person making a complaint and the outcome/s they want
- any other relevant and
- any additional support the person making a complaint requires.

#### 4.1.2 Acknowledgement of complaints

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

#### 4.1.3 Initial assessment and addressing of complaints

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

After assessing the complaint, we will consider how to manage it. To manage a complaint, we may:

- Give the person making a complaint information or an explanation
- Gather information from the product, person, or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and consider any statutory requirements.

#### 4.1.4 Providing reasons for decisions

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the reason/s for our decision
- the remedy or resolution/s that we have proposed or put in place, and
- any options for review that may be available to the complainant, such as an internal review, external review, or appeal.

If during investigation, we make any adverse findings about a particular individual, we will consider any applicable privacy obligations under the Privacy Act 1988 and any applicable exemptions in or made pursuant to that Act, before sharing our findings with the person making the complaint.

#### 4.1.5 Closing the complaint, record keeping, redress and review

We will keep comprehensive records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations, and
- Any outstanding actions that need to be followed up.

We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager and/or senior management.

## 4.2 Alternative avenues for dealing with complaints

We will inform people who make complaints to or about us about any internal or external review options available to them. This may include the relevant Ombudsman or Tribunal in their state.

### **Queensland**

Qld Ombudsman

Mail: GPO Box 3314, Brisbane, QLD, 4001

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

Phone: (07) 3005 7000

### **New South Wales**

Energy & Water Ombudsman NSW (EWON)

Mail: Reply Paid 86550, Sydney South, NSW, 1234

[www.ewon.com.au](http://www.ewon.com.au)

Phone: 1800 246 545

Fax: 1800 812 291

### **South Australia**

Energy & Water Ombudsman SA (EWOSA)

Mail: GPO Box 2947, Adelaide, SA, 5001

[www.ewosa.com.au](http://www.ewosa.com.au)

Free Phone: 1800 665 565

### **ACT**

ACT Civil & Administrative Tribunal (ACAT)

Mail: GPO Box 370, Canberra, ACT, 2601

[www.acat.act.gov.au](http://www.acat.act.gov.au)

Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

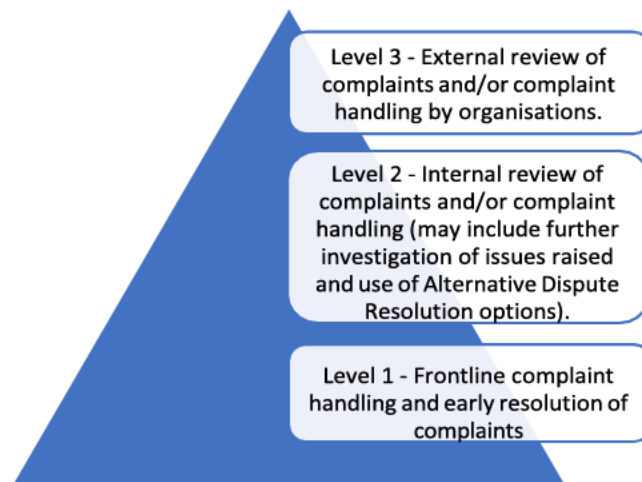
Phone Number: (02) 6207 1740

Fax: (02) 6205 4855

## VIC

Energy & Water Ombudsman Victoria  
Level 2, 570 Bourke St, Melbourne, Vic, 3000  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
Free phone: 1800 806 314

### 4.3 The three levels of complaint handling



We aim to resolve complaints at the first level, the frontline. Wherever possible staff will be adequately equipped to respond to complaints, including being given appropriate authority, training and supervision.

Where this is not possible, we may decide to escalate the complaint to a more senior officer within BEN. This second level of complaint handling will provide for the following internal mechanisms:

- assessment and possible investigation of the complaint and decision/s already made, and/or
- facilitated resolution (where a person not connected with the complaint reviews the matter and attempts to find an outcome acceptable to the relevant parties).

Where a person making a complaint is dissatisfied with the outcome of BEN's review of their complaint, they may seek an external review of our decision by the relevant Ombudsman or Tribunal in their state.

## 5 Accountability and learning

### 5.1 Analysis and evaluation of complaints

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis.

Regular reports will be run on:

- the number of complaints received
- the outcome of complaints, including matters resolved at the frontline
- issues arising from complaints
- systemic issues identified, and
- the number of requests we receive for internal and/or external review of our complaint handling.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to BEN's CEO and senior management for review.

## 5.2 Monitoring of the complaint management system

We will continually monitor our complaint management system to:


- ensure its effectiveness in responding to and resolving complaints, and
- identify and correct deficiencies in the operation of the system.
- Monitoring may include the use of audits, complaint satisfaction surveys and online listening tools and alerts.

## 5.3 Continuous improvement

We are committed to improving the effectiveness and efficiency of our complaint management system. To this end, we will:

- support the making and appropriate resolution of complaints
- implement best practices in complaint handling
- recognise and reward exemplary complaint handling by staff
- regularly review the complaints management system and complaint data, and
- implement appropriate system changes arising out of our analysis of complaints data and continual improvement.



		BANPU ENERGY AUSTRALIA PTY LTD
Version	1.1	PRIVACY POLICY
Date	22 Feb 2024	

#### Document History

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1.0	15 Feb 2022	BEN Board	Initial version
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# 1 Introduction

Banpu Energy Australia Pty Limited (Banpu Energy or the Company) and its subsidiaries are committed to protecting the privacy of individuals and ensuring the Personal Information held by and within Banpu Energy is necessary, relevant, accurate, up-to-date, complete and not misleading.

## 1.1 Definitions

‘APP Entity’ has the meaning given to that term in the Privacy Act 1988 (Cth).

‘Australian Privacy Principles’ means the principles set out in Schedule 1 of Privacy Act 1988 (Cth).

‘Data Breach’ means unauthorised access, modification, use, disclosure, loss, or other misuse of Personal Information held by Banpu Energy.

‘Eligible Data Breach’ has the meaning given to that term in the Privacy Act 1988 (Cth).

‘Personal Information’ means information or an opinion, whether true or not and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. This means that personal information is any information that relates to an identifiable person. This definition covers not only traditional means of data storage such as paper files but also electronic records.

‘Privacy Officer’ means the Company Secretary of Banpu Energy (or delegate) who is responsible for administering the Privacy Policy.

‘Privacy Policy’ means this policy as amended from time to time.

‘Related Body Corporate’ has the meaning given to that term in the Corporations Act 2001 (Cth).

‘Sensitive information’ means Personal Information relating to an individual’s ethnic or racial origin, political opinions, religious or philosophical beliefs, trade union membership, criminal record, health or sexual activities.

## 2 Purpose

This policy describes processes for the use, disclosure, holding, correction and collection of Personal Information, and workplace surveillance monitoring conducted by Banpu Energy. The Privacy Policy has been prepared by Banpu Energy and is based on current legislation; that is, the Australian Privacy Principles which form part of the Privacy Act 1988 (Cth) and Workplace Surveillance Act 2005 (NSW).

### 3 Scope

This policy applies to:

- All sites and subsidiaries of Banpu Energy;
- All employees of Banpu Energy and its subsidiaries; and
- All contractors and consultants providing services to Banpu Energy and its subsidiaries.

Where relevant, this policy operates in conjunction with Banpu Energy's Code of Conduct, Information Security Policy and any applicable industrial instrument and/or contract. However, this policy does not form part of any contract of employment and/or contract for service.

### 4 Commencement

This policy commenced from 1 February 2022. It replaced all other policies, if any, relating to privacy (whether written or not). Banpu Energy may change this Privacy Policy at their discretion.

### 5 Objectives

To fulfil the objectives of this policy, Banpu Energy has:

- Appointed a Compliance Officer who is responsible for administering the Privacy Policy.
- Systems in place that comply with legislative requirements on the use, disclosure and collection of Personal Information and workplace surveillance.
- Determined how Personal Information will be collected, retained, used and disclosed by Banpu Energy and how that information may be accessed.

Banpu Energy has established standards for collecting and dealing with personal information and will continue to maintain those standards to minimise the risk of misuse, loss and unauthorised access, modification or disclosure of such information. In relation to information concerning employee health, racial, ethnic or criminal backgrounds Banpu Energy will treat Sensitive Information with the utmost confidence and professionalism.

### 6 Exceptions

- Certain acts and practices of an organisation in relation to the privacy of Personal Information are exempt from privacy legislation.

- This Privacy Policy does not apply to employee records (personal files, payroll records etc.) held by the organisation, if the act or practice is directly related to a current or former employment relationship between the employer and the individual.
- Banpu Energy will provide appropriate security measures for the handling, storing and disposal of exempt records in accordance with relevant legislation.

## 7 Procedures

### 7.1 Collecting information

If Banpu Energy collects Personal Information:

- it will do so only when the information is necessary and relates to one or more functions or activities;
- it will be collected using lawful and fair means and not in an unreasonably intrusive way;
- the information will only be collected directly from the individual concerned where it is practical to do so;
- the information may be collected from a third party only where it is not practical to collect the information directly from the individual but only if the individual has consented to such collection or would reasonably expect Banpu Energy to collect Personal Information in this way, or if it is necessary for a specific purpose such as the investigation of a complaint;
- Banpu Energy will take reasonable steps (whether directly or indirectly) to ensure the individuals whom the collected information is about are aware of:
  - the identity of Banpu Energy and how to contact Banpu Energy;
  - the purposes for which the information is being collected;
  - the fact that individuals are able to gain access to the information;
  - the organisation to whom the information will be disclosed;
  - any law that requires the information to be collected; and
  - the main consequences for the individual if the information is not provided.

Banpu Energy collects Personal Information from an individual in a number of different ways, for example when an individual applies for a position of employment, an employee/contractor provides Personal Information to Banpu Energy or an individual uses the Banpu Energy website (including via cookies). The Personal Information Banpu Energy collects about an individual may include (but may not be limited to) name, date and place of birth, contact details, Internet Protocol (IP) address, occupation and education/work history, passport details and information relating to the individual's dealings with Banpu Energy.

Banpu Energy may collect Sensitive Information about an individual, including (but not limited to) health information and criminal background checks. Unless the collection of Sensitive Information is required or permitted by or under law, Banpu Energy will obtain the individual's consent to its collection.

## 7.2 Use and Disclosure

Banpu Energy holds Personal Information about an individual that has been collected for a particular purpose (primary purpose), and will not disclose or use any Personal Information about an individual for another purpose (the secondary purpose) unless:

- the secondary purpose is related to the primary purpose for which the information was collected and Banpu Energy has no reason to believe that the individual concerned would object to the disclosure; or
- the individual concerned is reasonably likely to have been aware, or has been made aware, that the information is usually disclosed to other individuals or organisations, or the use or disclosure is required or authorised by or under law; or
- there are reasonable grounds to believe that disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person or a serious threat to public health or public safety, or the disclosure or use is reasonably necessary in order to investigate an offence where there are reasonable grounds to believe an offence has been committed or may be committed; or
- the individual has consented to the use or disclosure of the information.

Banpu Energy may disclose your Personal Information in confidence to third parties including:

- Related Bodies Corporate of Banpu Energy; and
- Third party services providers Banpu Energy use (subject to confidentiality obligations) including, without limitation, insurance brokers, banks and IT service providers.
- Some of the third parties to whom Banpu Energy disclose Personal Information may be located outside Australia. The countries in which these third parties are located will depend on the circumstances.

Where Banpu Energy intends to disclose Personal Information to another person or organisation (other than those third parties listed above), the individual concerned will be made aware at the time of collection that their Personal Information will be disclosed and to whom.

## 8 Access

### 8.1 Access to Personal Information

- Where Banpu Energy holds Personal Information about an individual, the individual may, upon request, access that information unless:
  - the request is frivolous or vexatious; or
  - giving access would have an unreasonable impact on the privacy of other individuals; or

- giving access would pose a serious threat to the life, health or safety of an individual, or to public health or public safety; or
  - there is an exemption under the Privacy Act 1988 (Cth), which prevents the information from being disclosed.
- Banpu Energy must respond to the request for access to the Personal Information within a reasonable period after the request is made, and give access to the information in a manner requested by the individual if it is reasonable and practicable to do so.

## 8.2 Correction of Personal Information

In the event of Banpu Energy being advised that Personal Information held about an individual is considered by that individual not to be accurate, complete, up to date, relevant or misleading then Banpu Energy will take reasonable steps to correct the information.

# 9 Information quality and security

## 9.1 Quality of Personal Information

- Banpu Energy will take all reasonable steps to ensure that Personal Information it collects is accurate, complete and up-to-date.
- Where Banpu Energy uses information collected by other organisations, it will take reasonable actions to ensure that acceptable standards for data exchange exist to confirm the information has the same meaning for all parties.

## 9.2 Security of personal information

- Banpu Energy will take all reasonable steps to protect Personal Information in its possession from misuse, interference, loss and unauthorised access, modification or disclosure by:
  - storing paper or electronic documents containing Personal Information in secure hardware and software systems;
  - maintaining physical and software protection over paper and electronic data stores and premises, by way of locks and encryption security systems; and
  - maintaining computer and network security via the use of firewalls, email, and internet monitoring systems, as well as security features that involve user identification and passwords that control access.
- It is Banpu Energy's policy that:
  - Personal Information is kept no longer than is necessary for the purposes for which it may lawfully be used;
  - Personal Information is disposed of securely and in accordance with any other requirements for the retention and disposal of such information; and

- where Personal Information is to be destroyed by an outside organisation, reasonable safeguards protect the information and prevent unauthorised access, disclosure, use, loss, or modification.

## 10 Openness

- The Banpu Energy Privacy Policy is available to any person who requests a copy and will be distributed to all employees.
- Subject to Clause 9, Banpu Energy will upon request, disclose to any individual or organisation, the type of Personal Information it holds and for what purpose the information has been collected, held, used and disclosed.

## 11 Data Breaches

### 11.1 Investigation

Banpu Energy is required to comply with the Notifiable Data Breaches scheme under Part IIIC of the Privacy Act 1988 (Cth). If Banpu Energy becomes aware that a Data Breach in respect of Personal Information held by it may have occurred, Banpu Energy will:

- investigate the circumstances surrounding the potential Data Breach to determine whether a Data Breach has occurred; and
- if a Data Breach has occurred, carry out a reasonable and expeditious assessment of whether there are reasonable grounds to believe that the relevant circumstances amount to an Eligible Data Breach.

### 11.2 Notification

If Banpu Energy becomes aware that there has been an Eligible Data Breach in respect of Personal Information held by it, Banpu Energy will ensure that either it, or a relevant APP Entity that is the subject of the same Eligible Data Breach:

- prepares a statement that complies with subsection 26WK(3) of the Privacy Act 1988 (Cth);
- provides a copy of the statement to the Office of the Australian Information Commissioner; and
- if it is practicable, notify individual(s) to whom the information relates or who is at risk from the eligible data breach of the contents of the statement, or otherwise publish a copy of the statement on Banpu Energy's website and take reasonable steps to publicise the contents of the statement, as soon as practicable after the completion of the preparation of the statement.



## 12 Notice of surveillance

- Banpu Energy conducts workplace computer and camera surveillance, in accordance with the Banpu Energy Internet/Email Policy and the Workplace Surveillance Act 2005 (NSW).
- Banpu Energy monitors and records employee's usage of electronic systems and equipment and accesses information contained on its electronic systems which includes but is not limited to:
  - e-mails;
  - information about internet use; and
  - documents created or accessed by employees.
- The ways in which this is done may include remotely accessing log files, equipment and back up tapes as well as by retrieving information directly from an employee's computer. Such activities extend to the use of electronic systems and equipment when employees are not at work or when they are working off site. Some or all of these activities may constitute computer surveillance for the purposes of the Workplace Surveillance Act 2005 (NSW).
- Camera surveillance and telephone recordings are carried out at various sites to monitor the safety and security of employees, property, assets and resources. Video cameras are mounted in various locations throughout the various sites and are clearly visible. Clearly visible signs are erected at sites reminding people that they may be under surveillance in that place.
- Covert surveillance may be carried out where Banpu Energy believes there may be unlawful activity, or a real and significant likelihood of the security of the workplace, or persons in the workplace, being jeopardised unless the covert surveillance is carried out. Banpu Energy will notify employees at the workplace in writing of the intended surveillance for that purpose before it is carried out.
- The records produced as a result of this surveillance may be used by Banpu Energy for various purposes including investigating alleged misconduct, disciplinary action and any other legitimate business purposes that Banpu Energy may have.
- At the time of the revision of this policy, surveillance has been in place for some time and is ongoing. It is conducted on both a continuous and intermittent basis.

## 13 Identifiers

Banpu Energy will not adopt any Australian Government identifiers for an individual as its own and will use company specific identifiers. For example Banpu Energy will use an independent payroll number instead of a Medicare number to identify an employee.

## 14 Internal review process

- In the event that an individual believes their privacy has been breached including a breach of Australian Privacy Principles, Banpu Energy will conduct an internal review of the alleged breach. A Review Panel, comprising the Privacy Officer and either the Executive General Counsel, Executive General Manager Human Resources or CEO, will be convened for this purpose.
- Any complaints of an alleged breach of privacy must be in writing to the Privacy Officer who will then notify to commence proceedings for the internal review.
- Once a review has been completed, Banpu Energy will notify the applicant in writing of the following:
  - the findings of the review;
  - the reasons for the finding;
  - the action proposed to be taken;
  - the reasons for the proposed action; and
  - the applicant's right to have the findings and the reasons for the findings reviewed by the Office of the Australian Information Commissioner.

## 15 Review by the office of the Australian Information Commissioner

Individuals may apply to the Office of the Australian Information Commissioner (OAIC) (which is the regulator responsible for privacy) for a review of the decision made by Banpu Energy following an internal review. It is also open to individuals to complain to the OAIC about the action Banpu Energy has taken in respect of their request, including the length of time taken to conduct the review or the alleged failure to be notified of their right to seek a review.

## 16 Enforcement

- This Policy is designed to prevent unacceptable behaviours in the workplace by raising awareness and to protect Banpu Energy and its employees from legal liability arising from breaches of the Privacy legislation.
- Any proven conduct which is inconsistent with Banpu Energy's policies or relevant legislation may be subject to action by Banpu Energy including disciplinary action up to and including termination of employment.
- Action which may be taken by Banpu Energy in relation to a person who has engaged in conduct contrary to Banpu Energy policies or relevant legislation which may include but is not limited to: requiring an apology; participating in mediation; undertaking further training; counselling; transfer to an alternate work site; receiving a caution, suspension or termination of employment.
- As far as is reasonably possible, Banpu Energy will respect the privacy of individuals in the application and enforcement of this policy.

20<sup>th</sup> February 2024

Our Ref: 1128-02

Banpu Energy Australia Pty Ltd  
Level 20, 1 Market Street,  
Sydney NSW 2000

**Re: Banpu Energy Australia Pty Ltd Compliance and Risk Audit Action  
Verification**

Further to Shared Safety and Risk's independent audit of Banpu Energy Australia's compliance and risk management systems in February 2024, I can confirm that we have reviewed Banpu Energy's audit response and verified completion of the recommended actions through document review.


As such we can confirm Banpu Energy Australia's compliance and risk management arrangements meet the planned requirements.

If any further information is required or if you have any queries regarding this information please do not hesitate to contact me on [REDACTED].

Yours sincerely,

[REDACTED]

**SUE CHENNELL**  
**Exemplar Global Lead Auditor #114812**  
**Director**

		BANPU ENERGY AUSTRALIA PTY LTD
Version	1.0	THIRD-PARTY POLICY
Date	7 August 2024	

#### Document History

Version	Date	Approved	Description
1.0	14 August 2024	CEO	Initial Version

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# 1 Introduction

Banpu Energy Australia (BEN) engages various external entities, including software providers, analytical support and accounting and back-office providers. Acknowledging the risks these third-party relationships may introduce; BEN is dedicated to managing and mitigating potential risks that could affect its operational capabilities and business objectives.

This Third-Party Management policy establishes a procedure designed to evaluate, address, monitor, and manage the risks associated with third-party engagements and to ensure compliance with contractual obligations.

## 2 Definitions and scope

For the purposes of this policy:

- **Third-Party Provider** means any external entity that provides goods or services to BEN including but not limited to vendors, suppliers, contractors, and consultants.
- **Engagement** means any formal arrangement or contract between BEN and a third-party provider.

This policy applies to all third-party engagements and is intended to manage the risks associated with these relationships.

## 3 Objectives

The objectives of this policy are to:

- Ensure compliance with all applicable laws, regulations, and internal policies.
- Protect the confidentiality, integrity, and availability of BEN's data and systems.
- Identify, assess, and mitigate risks associated with third-party engagements.
- Maintain effective communication and collaboration with third-party providers.

## 4 Roles and responsibilities within the organisation

To ensure compliance with this policy, BEN has defined and delegated roles and responsibilities within the organisation.

### **Chief Executive Officer (CEO)**

The CEO provides overall leadership and strategic direction for implementing this policy. Responsibilities include aligning this policy with BEN's overall security posture and business objectives, approving major risk decisions, and reporting on key third-party risk exposures to the board of directors.

### **Contract Owners**

In the third-party selection process, the Contract Owner ensures that all third parties are evaluated based on compliance, risk, and performance. They oversee the onboarding process, manage the execution of contracts, collect necessary documentation, and complete due diligence checks. The Contract Owner engages the Compliance Officer as well as legal support during this process. Contract Owners are also responsible for managing relationships with third parties, ensuring clear communication and collaboration, and addressing any issues or disputes in a timely and effective manner.

### **Compliance Officer**

The key responsibility is to conduct regular audits and assessments to ensure compliance with regulatory requirements. The Compliance Officer reviews and evaluates compliance issues and concerns within the organisation and ensures adherence to all relevant laws and internal policies.

### **Engagement schedule**

Each responsible person within the organisation will dedicate specific hours per week to oversee third-party activities and engage with third parties to ensure smooth and effective collaboration. The following schedule outlines the time commitment for each stakeholder:

- CEO – 2 hours per week
- Compliance Officer – 2 hours per week
- Contract Owners – 2 hours per week

## **5 Risk tolerance**

At BEN we recognise that engaging third parties inherently involves various levels of risk. Our risk tolerance is defined by our commitment to maintaining the highest standards of security, compliance, and operational integrity. We categorise our risk tolerance as follows:

### **Zero tolerance for compliance risks**

We have zero tolerance for risks that may lead to non-compliance with regulatory requirements, legal standards, and internal policies. Third parties must fully comply with all applicable laws and regulations.

### **Very Low tolerance for operational risks**

We maintain a very low tolerance for operational risks, understanding that certain activities may carry inherent risks. However, these must be managed through robust controls and continuous monitoring to ensure minimal impact on our operations.

### **Zero tolerance for security risks**

We have zero tolerance for security risks that may compromise the confidentiality, integrity, or availability of our data and systems. Third parties must adhere to stringent security protocols to protect our assets.

## **6 Key processes in managing third-party providers**

BEN's risk management policy is applied to identify, assess, monitor, and mitigate risks associated with third party providers.

### **Initial screening**

Prospective third-party providers undergo an initial screening, during which basic information is collected about their business, financial stability, and market reputation.

### **Risk assessment**

Each provider is assessed on key risks, considering factors such as cybersecurity practices, compliance with relevant regulations, operational resilience, based on collection and analysis of data.

### **Approval and risk mitigation**

If the third-party provider meets BEN risk objectives, they proceed to final approval. If any risks fall outside BEN's risk objectives, they must be mitigated through additional controls, revised contract terms, or specific provider commitments before proceeding.

Upon successful completion of the due diligence and risk assessment processes, and once all risk mitigation strategies are in place, a contract can be finalised. This contract will include all necessary clauses related to compliance, data security, risk management responsibilities, and penalties for non-compliance.

### **Regular monitoring**

BEN monitors third-party adherence to contractual obligations, security requirements, and performance standards. This can include performing audits and assessments to evaluate the third party's compliance and will be scheduled when deemed appropriate by Contract Owners or Compliance Officer.

In the event of security incidents, breaches, or compliance issues, the third party must report these immediately to BEN upon discovery, followed by a detailed incident report and any preventive measures taken within a mutually agreed timeframe.

### **Communication**

Effective communication between BEN and third-party providers is crucial for maintaining compliance and performance standards.

Regular meetings between BEN and the third party will be held, such as monthly or quarterly, to discuss performance, compliance, and any other relevant matters.

All communications, including emails, meeting minutes, and reports, will be stored for future reference.

Additionally, any changes to the services provided by the third party must be communicated to BEN if they have the potential to impact compliance and security, in which case they will be assessed, and necessary adjustments will be made to the contract or operational procedures.

### **Escalation procedures**

If any issues or risks are identified during the contracting period, the following escalation procedures will be followed:

- Immediate notification to the relevant Contract Owner and the Compliance Officer.
- Assessment of the issue's severity and potential impact on BEN.
- Development and implementation of a mitigation plan.
- Reporting to the Chief Executive Officer if the issue is critical or cannot be resolved by the Contract Owner and Compliance Officer.

In the event of significant disruptions caused by third-party failures or breaches, BEN will:

- Activate the business continuity plan to minimise operational impact.
- Coordinate with the third party to resolve the issue promptly.
- Implement alternative solutions if necessary to maintain business operations.
- Conduct a post-incident review to identify lessons learned and improve future resilience.



**Termination procedure**

In the event that a third-party relationship needs to be terminated, the following procedures will be followed:

- Review of the existing contract for termination clauses and conditions.
- Notification to the third party of the termination decision and effective date.
- Coordination across the business to ensure a smooth transition and mitigate any risks.
- Collection and secure storage of all data and documentation related to the third party.

## 7 Review and revision schedule

This policy will be reviewed every two years to ensure its continued relevance and effectiveness. The Compliance Officer is responsible for initiating and overseeing the review process. Revisions may also be made in response to significant changes in regulatory requirements, business operations, or third-party risk profiles.



# **Energy Global Company**

## **Capability Statement**

**August 2024**





## EGC - Your Expert Energy Partner

### Our Story

Established in March 2017, Energy Global Company Pty Ltd (EGC) has been building and providing consulting services to retail energy businesses across the globe. EGC's extensive experience in retail energy market entry includes launching, building and scaling electricity and gas businesses in Australia, the USA and UK using a diverse range of models, including organic investment, joint ventures and strategic acquisition.

The EGC team has over 180 years of experience spanning across executive leadership, strategy, investment, business development and growth, operations, technology, project management, compliance and stakeholder engagement. The teams' complementary skill sets and experiences means we can offer clients diverse, informed and tangible perspectives, combining the best of our learnings to the clients' benefit.

With the broad range of capabilities set out below, EGC specialises in helping new and existing retail energy businesses achieve their strategic ambitions, supporting them until they're ready to support themselves.

### Our Core Services

#### Strategic Advisory Services

Compliance  
Advisory Services

Technology  
Transformation  
Services

Back Office  
Support Services  
(BoSS)

Revenue  
Assurance As a  
Service (RaaS)

## Compliance Advisory Service

EGC's compliance advisory services help you understand **today's change** so you can unlock **tomorrow's potential**.

### Energy is an exciting and dynamic sector with so much opportunity.

But the compounding effect of each regulatory change means energy retailers face increasing commercial and operational risk and evolving compliance obligations.

We embrace compliance as a business enabler, not a roadblock to innovation. By helping our clients embed a compliance consciousness in their operational and strategic decision-making, we offer operational confidence today and enable business opportunities for tomorrow.

Our compliance advisory services enable you to deliver competitive and innovative products and services to your clients by:

- Keeping you across the constantly changing regulatory landscape,
- Identifying and analysing which regulations impact your business and how,
- Presenting actionable advice to remain compliant, and
- Identifying potential opportunities in the evolving market frameworks.

### Our Services

No two energy retailers are the same, so we tailor our services to meet our client's specific needs and objectives.

- **Subscription service:** monthly compliance advice and support
- **Phone-a-friend:** ad-hoc advice, call us when you need us
- **Monthly regulatory reports:** advice on policy and regulation changes most pertinent to your business
- **Project-based:** compliance consulting and support

### Capabilities

#### Compliance Advice & Support

- ✓ Reviews of Existing Business Retail Compliance Frameworks
- ✓ Gap Analysis & Process Improvement
- ✓ Retail Compliance Policies, Processes, and Procedures
- ✓ Risk Reviews and Audits
- ✓ Incident Management
- ✓ Regulatory Reporting Support
- ✓ Staff Training
- ✓ Compliance Committee Meetings

#### Regulatory & Policy Monitor and Support

- ✓ Monthly Energy Market Regulatory Change and Policy Monitoring Updates
- ✓ Tailored Briefings on Business Implications
- ✓ Stakeholder Engagement Support
  - Submission Writing, Policy
  - Market Engagement

#### Energy Retail Licensing, Authorisations, & Market Entry

- ✓ Define Strategic Objectives
- ✓ Scope Business Requirements
- ✓ Prepare and Submit your Energy Retail Licence and Authorisation
- ✓ Support your Market Readiness and Entry Activities

## Technology Transformation

EGC brings our expertise to support energy retailers who want to **build, improve, or expand** their business to stay **competitive**.

**The Australian energy market is currently experiencing a period of immense technology transformation.**

To remain competitive, energy retailers must be agile and adapt to the changing landscape. With so many platforms and tech solutions available, it can be hard to know which is the best choice for your business.

At EGC, we know and understand these challenges. Across our team we have evaluated, integrated and migrated across multiple platforms in multiple markets, and we have launched nine different energy retailers across three continents. We have practical expertise to assist with the technology change retailers are considering in today's environment.

Our team can provide:

- Evaluation of systems in the market,
- Automation solutions,
- Testing and implementation of new systems,
- Integration and migration and,
- A review of your operations to lower your cost to serve.

### Our Services

Helping retailers stay competitive and deliver the best value to their customers.

- **One off advisory:** consulting to support decision making through feasibility and RFP process
- **Project management:** project planning and management, delivery advice, and post implementation support
- **Subject Matter Expert in your business:** our SME staff placed within your business for support with business requirements, vendor management and project delivery

### Capabilities

#### Technical Evaluation

- ✓ System Selection and RFP process
- ✓ Pricing
- ✓ Feasibility and Investment
- ✓ Contract negotiation and vendor management
- ✓ Billing Roadmaps
- ✓ Fit gaps between Current and New Systems
- ✓ Scoping

#### Integration

- ✓ Billing Platform
- ✓ CRM
- ✓ Banking Integration
- ✓ Customer Portal/ App
- ✓ Customer Billing Data
- ✓ Reconciliation
- ✓ API/ Webservices Integration

#### Optimisation

- ✓ Business Process Documentation
- ✓ Systems Capability
- ✓ Customer Journey
- ✓ Loyalty and Churn Reduction
- ✓ Collection Process
- ✓ Customer Happiness Rating
- ✓ Data Security
- ✓ Data Migration

## Back Office Support Services (BoSS)

EGC specialises in providing **comprehensive** Back Office Support Services to energy retailers.

### The current retail energy market presents a number of operational challenges for retailers.

Resourcing, billing, regulatory change and evolving technology are creating additional operational challenges for business in an already disrupted market.

Drawing on multiple decades of collective experience within operational teams servicing residential, SME, and C&I sectors, we have a deep understanding of the challenges faced by energy retailers. We possess extensive expertise working with a wide range of billing and operation systems, having gained experience across most, if not all, of the major platforms.

By outsourcing your back-office operations to us, our team experts will handle the day-to-day operations, freeing up your time and resources to focus on regulated industry changes, technology improvements and most importantly, the projects that set your business apart.

- More than just performing BAU activities, our experience team will work with you to:
- Streamline your back-office operations,
- Identify areas for improvement or investment,
- Implement best practices for optimal performance and,
- Lower your cost to serve.

### Our Services

We offer energy retailers operational capability to suit whatever stage of business our clients are in.

- **Ongoing:** monthly support based on your specific needs
- **In-house, project based:** a member of our team based in your office
- **Temporary support:** we can provide maternity leave, long service leave or other short term placements to keep things running smoothly
- **Training:** training of inexperienced energy operators

### Capabilities

#### Back Office Support Services

- ✓ Customer Onboarding
- ✓ Customer Activations and Transfers
- ✓ Customer and Market Operations
- ✓ Metering Activities
- ✓ Billing
- ✓ Payment Processing
- ✓ Reporting

#### Process Structuring

- ✓ In-house Training
- ✓ Process Mapping
- ✓ Work Order Mapping
- ✓ Upskill and Embed Knowledge
- ✓ Network Tariff Audit
- ✓ Release Management/ Testing
- ✓ Reporting Set Up and Templates
- ✓ Quality Assurance/ Audit

#### Capacity Planning

- ✓ Maternity/ Long Term Leave Cover
- ✓ Seasonal Fluctuations for New Customer Onboarding
- ✓ Billing/ Data Migration
- ✓ System Testing
- ✓ Business Requirements Documentation
- ✓ Overflow Capacity
- ✓ Independent Bill Validation/ Shadow Billing

## Revenue Assurance as a Service (RaaS)

Revenue Assurance as a Service leverages market leading software, EGC's expertise and your data to **maximise returns**.

**Effective revenue assurance practices are crucial for retail energy companies in today's dynamic market.**

Customer expectations are rapidly evolving, and margins are increasingly tight. By implementing comprehensive revenue assurance strategies, energy retailers can ensure that their billing and revenue recognition processes are accurate and efficient, reducing the risk of revenue leakage and mitigating potential losses due to billing errors or bad data.

EGC partners with Energetiq, the leading settlement platform in Australia, to provide energy retailers with a cost-effective solution for ensuring the accuracy of their network and metering settlements. Our automated process is managed by our experienced team in Australia and New Zealand, effectively resolving disputes while saving time and money.

EGC's Network and Metering reconciliation services are tailored to energy retailers of all sizes. Our streamlined implementation process makes it easy and quick to set up, taking the burden off your technology teams.

Revenue Assurance as a Service:

- Reduces manual handling,
- Helps you pay bills with confidence,
- Optimises cash flow, and
- Ensures market compliance.

### Our Services

We deploy RaaS for our clients in the following ways:

- **Monthly:** an automated monthly reconciliation service for network and metering charges
- **One off:** a retrospective reconciliation (~12 months look back on fees paid)
- **Ad-hoc:** verify charges and tariffs to ensure accuracy

### Capabilities

#### Network & Metering Reconciliation

- ✓ Automated monthly reconciliation
- ✓ Compare network and metering invoices with market data
- ✓ Raise disputes monitored through to resolution

#### Network Tariff Optimisation

- ✓ Provide recommendations in customer friendly reports to NMI level
- ✓ Accommodate change management required in the market
- ✓ Reduce customer's costs
- ✓ Reduce margins

#### Global Settlements (AEMO invoices)

- ✓ Reconciliation, disputes, and resolution of weekly wholesale AEMO settlement charges
- ✓ Uses NMI level data to provide confidence prior to paying or disputing invoices
- ✓ Early identification of Compounding Errors



## Meet the EGC Team

### Tom Gilpin

#### Founder & Managing Director

As Managing Director, Tom leads his team with pride, with an emphasis on bringing quality developments to the energy sector. EGC first began in 2017 when, as a founding member, Tom acted on his fundamental vision of advancing the field of energy consulting to provide valuable advice and facilitate the entry and optimisation of energy retailers in the market. In 2023, Tom has brought together a well-rounded team of energy start-up experts, who continue the focus of customising solutions to achieve client-specific objectives.

With over 20 years' experience in the global energy space and a proven record in delivering world-class services, Tom's broad experience is the foundation on which the team provides services in market entry, strategic advice and BI consulting, implementation best practice, as well as regulatory, compliance, and energy retail operations capability.

As an MBA qualified business leader, who has a successful record in global energy markets, Tom has successfully founded four retail energy start-up ventures across three continents - Australian Power & Gas (Australia), Entrust Energy (Texas), Entrust Energy (New York) and Orbit Energy (UK). More recently, Tom has supported the successful entry/expansion of Nectr (Hanwha), Shell Energy Australia, Iberdrola (formerly Infigen Energy), SmartestEnergy and ZEN Energy in the Australian Energy market.

Tom regularly advises on the development and financing of new projects, M&A transactions, project documents, asset management, retail arrangements, the operation of the National Electricity Market, and associated regulatory issues in the energy sector.



## Angela Grace

### Senior Consultant

Angela has over 25 years of settlement experience both in the finance and energy industry. Most recently Angela has led complex billing implementation projects, system migrations and the establishment of end-to-end customer processes for Australian energy businesses.

Her leadership of operational and back-office teams in delivering results for clients is exceptional and as a key player in the growth of energy business, Angela will lead the development and management of settlements, reconciliation, and revenue assurance functions with a determined and meticulous approach.

Angela's natural affinity with people and collaborative personality means that the support she provides our partners in product development, retail pricing, sales & marketing, customer operations, systems & technology is an essential investment to be made.

## Pauline Henderson

### Senior Consultant

Pauline is an agile and accomplished leader, who as a Senior Consultant with EGC, brings a hands-on approach and specialist industry expertise when advising clients in the energy sector.

Coming from her previous position as Chief Operations Officer at Nectr, Pauline is a versatile, proactive, and accomplished professional. With 15 years of operational and strategic business implementation, Pauline holds a long track record of high performance within operational leadership, project management, account management, business development and process improvement.

Having had global, detailed exposure to multiple B2B & B2C industries including sales and marketing, digital services, energy, telco, media, financial services, retail and FMCG, she will capably progress our partners through new and diverse professional challenges, while consistently delivering bottom-line results.

## Rania Maatouk

### Senior Consultant

With over 20 years' experience in the energy industry, Rania, through astute project management, will turn products, ideas, strategies, and risks into streamlined business processes which deliver quality outcomes. As a system integration specialist with solid experience guiding C&I and Small Market businesses to their end goals, Rania excels in building strong relationships with, and solutions for, all of EGC's partners.

When leading projects of varying size or complexity Rania's in-depth understanding of retail energy business processes, products, and technical aspects allows her to design and deliver reengineered and improved systems, which are fit for purpose.

Rania is a highly skilled business leader with a solid and successful background in managing teams for product, pricing and risk management and analysis. Previously in this space, she has worked with retail energy companies including AGL, Origin, ERM Power, Momentum Energy and Tally group. While with EGC, our partners—including SmartestEnergy Australia, Iberdrola, Banpu Energy Australia and ZEN Energy—have gained value from the depth Rania possesses.

## Costa Gerondis

### Retail Energy Specialist

As an experienced professional with judicious planning and organisation skills in balancing workflows, reviewing, and resolving for error, Costa's full set of comprehensive analysis skills in maintaining the integrity of information are honed from his vast experiences working for global corporates.

Costa has worked on and in several diverse systems within energy, finance, and CRM fields, looking at electricity and gas pricing, tariff structures, pricing reconciliations, budgets, forecasts, billing anomalies and exceptions reporting, market obligations, and performance dashboards. He capably works with teams to provide tariff updates through to roll out, support smart meter installations, invoice runs, pricing disputes, and works with third party vendors to escalate and resolve any identified issues.

Having worked in disputes, investigations and monitoring to solve for root causes and the development of work arounds, Costa's 24 years in the finance and energy industries is an asset to any project team.

## Simon Rodgers

### Senior Business Analyst

With over a decade of experience in business analysis at Origin Energy, Tally Group, and Optus, Simon is an expert in energy processes and products, implementing regulatory changes, and billing system integrations.

With a deep respect for different perspectives, Simon excels in creating a bridge between technical and non-technical stakeholders, ensuring that everyone is aligned towards a common goal. His exceptional communication skills and ability to explain complex concepts in a relatable manner have made him a linchpin in facilitating successful project implementation throughout his career for retail companies including SmartestEnergy, Powershop, Iberdrola, Sonnen and BlueNRG. With an unmatched passion and proficiency in business analysis, integrations and technology change management, Simon delivers increased efficiency, reduced costs, and enhanced customer satisfaction for all our clients.

## Patrick Davich

### Business & Change Analyst

Patrick is an accomplished Business and Change Analyst with 8 years' experience in the Australian Energy Retail Market. With previous experience at Origin Energy, Patrick specialises in navigating the intricacies of products and pricing, steering multiple clients through pricing transitions and managing price changes.

With a comprehensive understanding of the intricate web of Australian energy regulations, Patrick's strategic guidance helps our clients minimise disruptions and maintain operational efficiency amidst regulatory change.

Patrick is known for his collaborative leadership style, excelling in cross-functional collaboration, and fostering strong relationships between departments and stakeholders. With Patrick's extensive experience and commitment to detail, he is a trusted professional in the ever-evolving energy industry, ensuring that our clients remain agile and profitable in the face of industry challenges.

## Trish Bowles

### Retail Operations Specialist

Trish is a specialist with 17 years' experience in the energy industry and an abundance of knowledge in customer management. As a proven agent for change with a track record of solution development and excellent service delivery for end users, Trish applies her expert skills to the greatest benefit for our clients. Being a successful leader in both operation and project contexts in areas of customer initialisation, service and engagement, Trish will expertly deliver implementation support services that EGC provides.

Trish's extensive experience comes from managing and leading large teams and networks of external and internal stakeholders within well-known Australian companies such as Energex and Mojo. Streamlined workflow solutions and optimised BAU performance across the board are areas Trish is passionate about solving for our clients.

With determination and a professional manner, Trish will lead a team to improve business processes for frontline and back-office management and dedicate herself to producing the best outcomes for our clients.

## Stephen White

### Compliance and Regulatory Practice Lead

Stephen is a seasoned Regulatory and Compliance expert with over 15 years of experience working across small and large energy retailers. Before joining EGC as the Compliance and Regulatory Practice Lead, he spent the last 5 years as a Regulatory Manager for Red and Lumo Energy, working across some of the most significant regulatory reforms that have impacted the energy market.

Prior to this, Stephen worked as a Senior Manager at Diamond Energy, where he played a pivotal role in helping the company transition from a startup energy retailer to an established entity providing energy to multiple customer segments across the National Energy Market.

With extensive experience across the operations, regulatory, and compliance space, Stephen is adept at identifying and providing key insights and innovative solutions to the broad spectrum of challenges facing our clients. His deep understanding of market dynamics and regulatory frameworks positions him as a valuable resource in helping energy retailers adapt to changing regulations and achieve their business objectives.

As Practice Lead at EGC, Stephen's aim is to guide our clients through the intricate landscape of regulatory compliance, ensuring they remain compliant while seizing opportunities for growth and innovation.

## Janine Moss

### Regulatory Advisor

Janine is a highly skilled compliance professional with over 11 years' experience in the energy industry. Delivering multiple, complex energy retail implementation projects as a Compliance Quality Assurance Leader during her 8 years at EnergyAustralia, Janine brings expertise in quality assurance, process documentation, operations and system implementation, and remediation and resolution activities post launch to clients and the EGC team.

She also understands the complexities of energy retail businesses, their data and systems, and the importance of getting the processes and staff training right the first time. With her acute attention to detail and passion for compliance, Janine is an invaluable asset for clients needing support to both stay across the rapid pace of regulatory change in Australia's energy market and implement new obligations, requirements, and policies when they come to fruition.

## Julia Styrylska

### Policy Analyst

Julia is a foreign qualified lawyer and Assistant Professor at Bond University with research focus on international climate change law. With a rich legal background that includes almost five years of legal and public policy services including work with the European Commission, Julia brings a wealth of expertise to her role at EGC.

At Energy Global Company, Julia is a dedicated Policy Analyst assisting clients with compliance, ensuring they stay up to date with legislative changes and policy updates.

Julia's international experience spans Australia, Belgium, Norway, and Poland, enhancing her ability to navigate diverse legal landscapes. Her commitment to environmental sustainability and legal frameworks is evident in her professional and academic pursuits, making her an invaluable asset to clients and the EGC team.

## Testimonials

*"Working with the EGC Team has helped ZEN develop robust processes and a strong commitment to compliance throughout our retail energy business. Their vast industry experience and continued proactive approach helps ZEN continue to take a leadership role in the energy transition in a compliant and constructive way."*

Chief Executive, ZEN Energy

*"Vinergy has recently been working in close collaboration with the Consulting Services team at Energy Global Company on a large project to integrate Microsoft Dynamics 365 into the Sales and customer service processes and back-office systems for a Global Energy provider. Throughout the engagement EGC's approach has been all-encompassing, combining excellent project management with deep industry understanding to help guide the customer through the process of designing and refining business processes. Their ability to talk both 'Business Requirements' as well as 'Technical Solution' has helped us to transform the customer's business and deliver amazing systems in a compressed timeframe. We would highly recommend Energy Global Company's Consulting Services and would welcome the opportunity to work with them again."*

Matt Piper, Vinergy

*"The EGC account management team are a professional outfit which manage the interface, as well as any changes and challenges that occur."*

Chief Commercial Officer, Nectr

*"EGC has been pivotal in building our operational capability from the ground up. Their systematic approach to designing, documenting, implementing, and executing all our back-office processes gave our business a significant boost in terms of bandwidth. When we were ready to take this function in house, the EGC team comprehensively trained our staff. Not only are they a pleasure to work with, but their professionalism and dedication to our success exceeded our expectations. We are grateful for the positive impact they have had on our business and look forward to an ongoing working relationship with them."*

VP Commercial, Smartest Energy

*"With all the energy market uncertainty and increased regulator activity, it's highlighted what a fantastic job you do and how much it means to me that compliance is in a safe pair of hands thanks to the work you do for us. Compliance would keep me up at night without you, so just wanted to say thanks for everything."*

VP Risk, SmartestEnergy

*"EGC's 'phone a friend' service is a perfect fit for our current business needs. The ad hoc advice we receive is pragmatic, actionable and tailored to our specific circumstances. The experienced team clearly understands the complex regulatory environment. They are skilled at providing insights that help us meet our compliance obligations while pursuing our commercial objectives."*

Risk & Compliance Lead, FlowPower





# Energy Global Company

## Energy Global Company

**Address:** 26 Gibbens St, Camperdown, NSW 2050, Australia

**Contact:** Tom Giplin

**Phone:** +61 429 809 089

**Email:** [tom.gilpin@energyglobalco.com](mailto:tom.gilpin@energyglobalco.com)

**ACN:** 617 367 290

**Web:** [Energy Global Company - Retail Energy Experts](http://Energy Global Company - Retail Energy Experts)

**Financial Resources**

**Criteria 5**

I, **Stijn Koppers** of **Banpu Energy Australia, Level 8, 1 Market Street, Sydney NSW 2000 Australia**, being Chief Executive Officer and Director of **Banpu Energy Australia Pty Ltd.**, declare that **Banpu Energy Australia Pty Ltd.** is a going concern and I am unaware of any factor that would impede **Banpu Energy Australia Pty Ltd.**'s ability to finance its energy retail activities under the authorisation for the next 12 months.

Signed:  on 26 February 2024

**Stijn Koppers**  
**Chief Executive Officer of Banpu Energy Australia**





## Suitability

### Criteria 1

I, **Stijn Koppers of Banpu Energy Australia, Level 8, 1 Market Street, Sydney NSW 2000 Australia**, being **Chief Executive Officer of Banpu Energy Australia Pty Ltd.**, declare that **Banpu Energy Australia Pty Ltd.**, **Banpu Energy Australia Pty Ltd.**'s associates, any other business where **Banpu Energy Australia Pty Ltd.**'s officers have held an officer position and any other entity that exerts control over **Banpu Energy Australia Pty Ltd.** has not had:

- Any material failure to comply with regulatory requirements, laws, or other obligations over the previous 10 years, including infringement notices or other enforcement action (including voluntary administrative undertakings) being taken by a regulatory body, unless otherwise disclosed in the attached Schedule 1.
- Any previously revoked authorisations, authorities or licences held in any industry.
- Any failed authorisation, authority, or licence applications in any industry.
- Any past or present administrative or legal actions in relation to an authorisation, authority, or licence in any industry.
- Any situation where **Banpu Energy Australia Pty Ltd.** or an associate of **Banpu Energy Australia Pty Ltd.**, has previously triggered the RoLR provisions of the Retail Law or equivalent state/territory/foreign legislation, or have transferred or surrendered an authorisation or licence in circumstances where if not done, triggering a RoLR event would have been likely.

### Attachment:

- **Schedule 1** – Relevant disclosures

Signed: \_\_\_\_\_ on 23 Feb 2024

**Stijn Koppers**

**Director & CEO of Banpu Energy Australia**



## **1. Schedule 1 – Relevant disclosures**

The following are material ('significant') incidents in the previous 10 years related to Banpu Energy Australia's (BEN's) associates, any other businesses where BEN officers have held an officer position and any other entity that exerts control over BEN.

Water discharge at Centennial Charbon mine, Australia (Centennial - 2016)

Cultural heritage incident at Centennial Charbon mine, Australia (Centennial - 2016)

Discharge from Centennial Clarence mine, Australia (Centennial - 2017)

Land disturbance incident at Centennial Springvale Colliery, Australia (Centennial - 2017)

Transport spill at Centennial Springvale, Australia (Centennial - 2017)

Environmental non-compliance at Zhengding Power Plant, China (Banpu Power - 2017)

Civil Court finding for Hongsa, Lao PDR (Banpu Power - 2018)

Enforceable Undertaking for Centennial Springvale Colliery, Australia (Centennial - 2020)

Enforceable Undertaking for Clarence Mine, Australia (Centennial - 2020)

Cultural heritage incident at Centennial Mandalong, Australia (Centennial - 2021)

Subsidence at Airly Mine, Australia (Centennial - 2022)

Oil leakage from wind turbines, Vietnam (Banpu Vietnam - 2022)

Prosecutions for roof fall incident at Clarence Mine, Australia (Centennial - 2023)

**Suitability**

**Criteria 2**

I, **Stijn Koppers** of **Banpu Energy Australia, Level 8, 1 Market Street, Sydney NSW 2000 Australia**, being **Chief Executive Officer of Banpu Energy Australia Pty Ltd.**, declare that **Banpu Energy Australia Pty Ltd.**'s current director/s (or shadow / de facto director/s), and any other person that exerts control over **Banpu Energy Australia Pty Ltd.**'s business activities, the person/s with effective control of the business and all persons who are responsible for significant operating decisions for **Banpu Energy Australia Pty Ltd.** have not committed or been the subject of any offence or successful prosecution under any territory, state, Commonwealth or foreign legislation (including, but not limited to, the *Australian Securities and Investments Commission Act 2001* (Cth), *Competition and Consumer Act 2010* (Cth) and the *Corporations Act 2001* (Cth), relevant to **Banpu Energy Australia Pty Ltd.**'s capacity as an energy retailer.

Signed:



on 23 Feb 2024

**Stijn Koppers**

**Director & CEO of Banpu Energy Australia**

**Banpu Energy Australia Pty Ltd**

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Sydney NSW 2000, Australia

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W. [banpuenergy.com.au](http://banpuenergy.com.au)



**Suitability**

**Criteria 4**

I, **Stijn Koppers** of **Banpu Energy Australia, Level 8, 1 Market Street, Sydney NSW 2000 Australia**, being Chief Executive Officer of **Banpu Energy Australia Pty Ltd.**, declare that:

- No member of **Banpu Energy Australia Pty Ltd.**'s management team has been disqualified from the management of corporations;
- There is no record of bankruptcy, including in any overseas jurisdiction, of any member of **Banpu Energy Australia Pty Ltd.**'s management team.

Signed:  on 7/2/2024

**Stijn Koppers**

**Director & CEO of Banpu Energy Australia**

