

# Modern Slavery Statement 2022



## 1. Introduction

Jacana Energy is opposed to all forms of modern slavery and acknowledges the importance of supporting Australia's *Modern Slavery Act 2018* (Cth) (the Act). This modern slavery statement is Jacana Energy's first such statement confirming Jacana Energy's commitment to zero-tolerance of modern slavery in any form.

This statement outlines Jacana Energy's approach in ensuring the risk of modern slavery does not encroach into our supply chain through robust procurement plans, as well as our approach to risk mitigation and controls. Jacana Energy's risk mitigation strategy includes increasing employee awareness through training and continually assessing compliance with our Modern Slavery Policy.

Jacana Energy acknowledges that while it cannot abolish slavery on its own it can monitor and engage with its suppliers, contractors and employees to mitigate the risk of any modern slavery practices. Jacana Energy is also committed to continual improvement and monitoring of its own operating practices so that its legal and ethical obligations in respect of modern slavery are adhered to.

This modern slavery statement was approved by the Board of Directors, the principal governing body of Jacana Energy, on 16 November 2022.

A handwritten signature in black ink that reads "Trevor James". The signature is written in a cursive style and is positioned above the printed name.

**Trevor James**

Chair, on behalf of the Board of Directors, Jacana Energy

8 March 2023

## 2. About us

Jacana Energy is the trading name of Power Retail Corporation, a 100% Northern Territory Government owned and operated company, established in 2014 pursuant to the *Power Retail Corporation Act 2014* (NT) following electricity industry reform in the Northern Territory.

Jacana Energy is the Northern Territory's largest electricity retailer, providing electricity retail services for residents and small and large business customers throughout urban, rural and remote areas.

Jacana Energy currently employs approximately 70 full time employees in Darwin and Alice Springs.

### **Our Vision:**

*"Leading smart energy solutions for the Territory"*

Our vision describes what we want to achieve as an organisation. It reflects our optimism, energy and thinking about our direction and purpose.

### **Our values and culture:**

*Diversity:* Tapping into our collective intelligence and embracing different perspectives.

*Innovation:* Continually evolving and finding the best solutions for our customers.

*Honesty:* Doing the right thing. Speaking up. Giving and seeking feedback.

*Teamwork:* Delivering as a team because we are stronger together.

*Wellbeing:* Being passionate about building a caring and supportive workplace.

At Jacana Energy we are at our most successful when we are working with the same constructive values, beliefs and behaviours. Jacana Energy is committed to developing the skills and knowledge of our employees as part of our culture and leadership development program. Through this program we continue to support our employees with development of better management skills, stronger relationships and improved employee engagement. This program also supports Jacana Energy's continued focus on workplace culture and values.

Our 2021-2025 Enterprise Agreement includes significant improvements to our Performance Development Program. This new program supports an achievement focused approach through setting clear objectives, roles and responsibilities that align to our organisational strategy and incorporates support towards building capability with learning and development opportunities.

### **Our business**

Jacana Energy purchases wholesale electricity in bulk from generators and provides related retail products and services to meet our customers' energy needs.

In 2021-22 we serviced 87,282 customers (vs. 86,520 in FY 2020-21) throughout the Northern Territory. As an electricity retailer, we are the interface between the electricity industry and customers. We create value for our customers by:

- offering competitive retail products and services;
- providing customer support through a variety of billing options across a range of payment channels;

- providing community support, including a targeted sponsorship program and through our dedicated Hardship team to support our most vulnerable customers;
- providing flexible contract terms and conditions for our large customers; and
- establishing wholesale supply contracts to meet our customers' current and future electricity needs to remain competitive in the energy sector.

### Our shareholders

Jacana Energy is licensed to trade in electricity under the *Electricity Reform Act 2000* (NT).

Jacana Energy is a government owned corporation with a Shareholding Minister and a Portfolio Minister. At 30 June 2022, our Shareholding Minister is The Honourable Eva Lawler MLA, the Treasurer. Our Portfolio Minister is The Honourable Selena Uibo MLA, Minister for Essential Services.

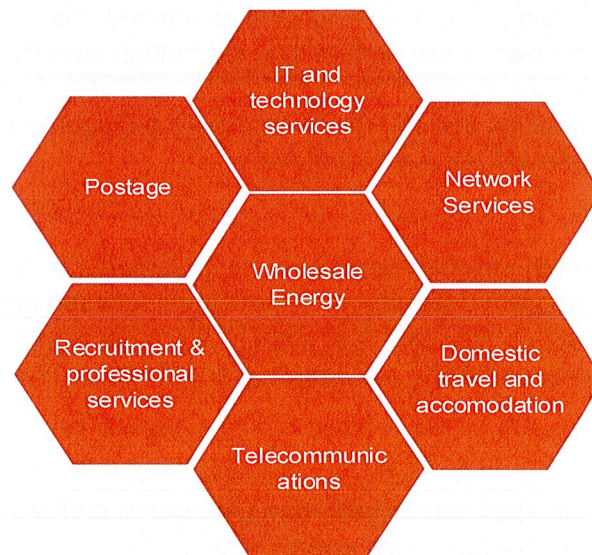
### 3. Our Modern Slavery Policy

Jacana Energy's Modern Slavery Policy was developed in late 2021 and approved by the Board in February 2022.

### Supply chain

Our supply chain relates to the supply of products and services that support our retail business. As at July 2022 Jacana Energy has directly engaged with approximately 110 suppliers, of which 97% are contractors and suppliers based in Australia.

The key categories of products and services:



Jacana Energy has overseas suppliers who are located in New Zealand (technology), Belgium and USA (marketing), and Italy (wholesale energy).<sup>1</sup>

<sup>1</sup> the ultimate holding company is in Italy, however the contracting entity and electricity generation assets are in Australia.

## 4. Risks of Modern Slavery

### Geographical risk

Jacana Energy's geographical risk assessment of our supply chain is considered **very low**. This is based on:

- 97% of our supply chain is based in Australia (including direct and in-direct suppliers); and
- remaining 3% of our supply chain is based in countries that are rated low risk on the Global Slavery Index.

One key supplier sub-contracts services to an entity located in Australia.

### Industry risk

As an energy retailer, Jacana Energy operates a service-based industry with the majority of our supply chain services sourced from the energy and professional services and consultancy sectors, hence our industry risk is rated **very low**. Jacana Energy does not engage services from high-risk industries such as construction, manufacturing and agriculture.

### Operational risk

The likelihood for Jacana Energy to cause, contribute, or be directly linked to modern slavery throughout our operations has been assessed as **very low**.

As a Northern Territory Government owned corporation, Jacana Energy is legally bound and committed to ensuring the wellbeing and safety of our people. Our procurement and tendering practices comply with the Northern Territory Government value for Territory evaluation criteria that encourage the procurement of local and Australian based suppliers, inherently reducing the risk of Jacana Energy engaging with suppliers from high-risk regions.

As part of our annual operational risk reviews, we will be further considering and assessing our modern slavery risks.

## 5. Our Procurement Practices

Jacana Energy is committed to conducting business with ethical, sustainable, and socially responsible suppliers.

Compliance with our Supplier Code of Conduct is a condition of tendering and contracts for suppliers providing goods and services to Jacana Energy.

Our procurement framework is governed by the following five principles:

- delivering value for the Northern Territory;
- ethical behavior and fair dealing;
- open and effective competition;
- enhancing the capability of the Northern Territory enterprises and industries; and
- environmental productions.

All suppliers must adhere to these principles in the provision of goods and services to Jacana Energy.

Modern slavery risk controls are embedded in our policy and procurement procedures as follows:



## 6. Risk Mitigation and Controls

Jacana Energy acknowledges that our risk and compliance management approach will evolve as we learn more about modern slavery in relation to our business risk and compliance exposures. We recognise that measuring and monitoring the effectiveness of our controls is an important step in ensuring our approach remains fit for purpose. Therefore, we will continue to take a proactive approach to compliance and reviewing our processes as necessary.

All incidents of non-compliance with Jacana Energy's Modern Slavery policy are recorded and assessed in accordance with the Compliance Management Framework as well as the following associated policies and procedures:

- Procurement Policy and Framework;
- Contract Management Procedure; and
- Risk Management Framework

Any serious non-compliance incidents will be reported to the CEO, Board and Audit and Risk Committee through Jacana Energy's non-compliance reporting processes.

The Legal and Governance team are responsible for the review of Modern Slavery Policy every three years or earlier if a significant change occurs that may impact the Policy.

The Board of Directors is responsible for approving the Modern Slavery Policy every three years.

The CEO is responsible for a culture of compliance.

The Policy is available on Jacana Energy's website.

## **7. Whistleblowing**

In certain circumstances an individual or Jacana Energy Workplace Participants (Directors, employees, contractors, consultants and any other individual or groups undertaking activities for or on behalf of Jacana Energy) may consider that it would be personally damaging to report a suspected non-compliance outside normal management channels.

In such an event, it can be reported via the internal Whistleblower process set out in the Whistleblower Procedure which is available on Jacana Energy's internal website.

The Delegated Officer under the Whistleblower Policy is responsible for ensuring that:

- whistleblowers are protected and supported;
- the identify of a whistleblower is kept confidential; and
- whistleblowers receive adequate protection from retaliation.

## **8. Awareness and training**

By the end of November 2022 all current employees are expected to have completed mandatory "Modern Slavery Awareness" training.

All new employees will undertake the training module as part of their onboarding program.