

Arrow Energy
Code of Conduct
Acting with
Honesty and
Integrity

Our values

Lead

We lead by continually seeking ways to improve safety, delivery, cost, quality, and teamwork.

Own

We think and act like owners taking personal responsibility for Arrow's business performance and conduct.

Solve

We view challenges not as barriers but as opportunities to improve through innovation and change.

Integrate

We are seamless in our coordination between departments, groups and systems to drive continuous improvement.

Respect

We treat all people, inside and outside Arrow, with dignity and respect.

CEO Message



Qian Mingyang

Chief Executive Officer

It is my pleasure to introduce Arrow's Code of Conduct (Code). This Code defines the standard of behaviour Arrow Energy (Arrow) expects in conducting our day-to-day business activities, based on our core values.

It is vital that everyone understands and follows this Code, to ensure we uphold the professional standards required and to retain and build on our strong reputation, allowing this company to prosper.

This Code reinforces our strong commitment to treating all people with dignity and respect.

Each one of us must act in accordance with the law and the ethical standards set out in this Code. You must make decisions in the best interest of the company, guided by your professional judgment and sense of appropriateness. It's everyone's responsibility to foster a culture where people feel free to ask if they are unsure what is expected, and to speak up if they sense something is not right.

If at any point you are concerned someone has breached this Code, I ask you to have the courage to speak up. You have my assurance that your concerns will be taken seriously and acted upon promptly. To be clear, Arrow does not tolerate discrimination or retaliation of any kind against anyone who has reported misconduct.

I ask that you make yourself familiar with this Code and refer to it as needed. In treating others with honesty and integrity, together we will collectively ensure Arrow is a strong, resilient organisation that is respected and valued.

Introduction

Who must Follow our Code?

This Code applies to employees, contract staff and Directors of the Board.

Contractors, consultants and business partners are expected to act in a manner consistent with this Code.

Acting with Honesty and Integrity

Acting with honesty and integrity and demonstrating Arrow's core values, will support the achievement of Arrow's vision - to be Australia's most competitive and innovative onshore gas company.

This Code provides a practical set of rules that help define how we are expected to conduct ourselves, setting the boundaries and helping to ensure we do the right thing, in the right way. It addresses our responsibilities to the company, our Shareholders, to each other and to our customers, suppliers, business partners, community, government and anyone else with whom we interact in the course of conducting our business.



Remember, if you know or suspect someone is violating this Code, please speak up.

Expectations

It's expected you understand the Code and comply with it fully. No matter what your role, as a company representative you are expected to:

- uphold our values at all times
- always act with honesty and integrity
- follow the law
- comply with this Code and all other company policies and standards
- be accountable for your actions
- feel comfortable to speak up when you feel that behaviours are not in line with the company's expectations.

You need to use good judgement and business common sense and, if ever in doubt, challenge yourself:

- Does this feel right?
- Is this ethical?
- Is this legal?
- Would I be comfortable if others knew?
- If this was my company and my money, would I be happy with this action?

If you are a manager, you also need to:

- Ensure that anyone you supervise understands their responsibilities under the Code and other applicable company policies and standards
- Set an environment that makes people feel comfortable to raise concerns in a confidential manner and without fear of retribution
- Immediately act when you become aware of any breach to the Code, laws or company policies or standards.

Any breach of this Code may involve serious consequences up to and including dismissal and, in some cases, fines and imprisonment.

Speak Up

Raising a concern on a breach of this Code in a timely manner allows the company to properly consider the implications and necessary steps early on, in order to either avoid an incident or minimise any negative impacts going forward.

Where you believe behaviours or rules contained within this Code are not being followed, you have a duty and expectation to speak up and report your concerns. You have several options available for reporting:

- through your reporting line
- Governance Risk and Assurance Team (GRA)
- to any other senior person with whom you feel comfortable to openly share a concern, e.g. Human Resources (HR) or Legal Counsel
- using Arrow's external Whistleblower Service, which enables you to remain anonymous if you prefer.

Whistleblower Service

You can contact Arrow's Whistleblower Service using a dedicated toll-free number, website or email address to report suspected misconduct. Individuals contacting by phone will be connected to an experienced call centre operator who will ask some questions, in confidence, about the conduct. This service is anonymous and you will not be asked to reveal your identity unless you choose to do so.

An experienced investigator will then review the information provided and will summarise the information, consider its severity and reliability, suggest specific follow-up action/s and promptly submit a report to a designated Arrow representative for follow-up or corrective action.

Arrow will not tolerate discrimination or retaliation of any kind against reports of misconduct made in good faith.



Arrow has zero tolerance for not following this Code and will act promptly where needed. The company will protect those who raise honest concerns, however false or vindictive accusations are a breach of this Code and will be treated seriously. When reporting honestly, you don't have to be 100% right, you just need to believe the information you provide is factually correct.

Arrow's Whistleblower Service contact details are:

- a. Telephone line [Australia] 1800 728 593.
- b. Website - www.arrowenergy.deloittedigital.com.au (User name: arrow, Password: energy!)
- c. Email - arrowenergy@deloittedigital.com.au
- d. Fax - +61 3 9691 8182
- e. Reply paid postal address: Arrow Energy Whistleblower Service, Reply paid 12628, A'Beckett Street, Melbourne VIC 8006

Safety

Arrow believes nothing less than zero harm is acceptable. This applies to people, company assets and the environment. Safety is our highest priority.

Health and Safety

Arrow aims to provide a safe, secure and healthy working environment that creates and sustains a safety culture that drives our commitment to achieving zero harm. We need to feel safe at work and be always looking out for one another.

To create this environment you must understand and comply with Arrow's Health Safety and Environment (HSE) Policy and HSE Management System.

Community and Environment

To build and maintain Arrow's social licence to operate, the company must work with the community to manage its social and environmental impacts.

We must operate in a manner that seeks to both manage impacts on existing social infrastructure, environmental issues and enhance the community.

Arrow also has land access rules governing how we can gain access to our landholders' properties. These rules must be complied with in conjunction with our government engagement protocols and community engagement policies.



documents

- Health Safety and Environment Management System
[ORG-ARW-HSM-GUI-00082](#)
- Health Safety and Environment Policy
[ORG-ARW-HSM-POL-0001](#)
- Land Access Rules
- Government Engagement Protocol
[ORG-ARW-STL-STR-00007](#)
- Constructive Community Engagement Policy
[ORG-ARW-CEM-STA-00001](#)
- Complaints Management Policy
[ORG-ARW-CEM-POL-00012](#)



Each of us has a role in safety:

- be a visible safety leader
- be 'fit for duty'
- follow the 12 Life Saving Rules
- stop work or intervene when faced with a situation believed to be unsafe or non-compliant
- be encouraged to undertake a safety conversation and have the respect to accept one
- report all situations which have, or which could potentially have, harmed people or damaged the environment
- plan ahead to minimise and manage Health Safety and Environment (HSE) risks

Compliance

Arrow has a committed and proactive approach to ensuring that our operations are conducted in accordance with all regulatory and business compliance requirements.

We expect you to embrace a culture of compliance, be accountable for satisfying all compliance obligations and continuously seek improvements within Arrow's business processes.



documents

- Compliance Policy
ORG-ARW-FIN-POL-00007
- Compliance Framework
ORG-ARW-GOA-STR-00001



To help Arrow maintain a culture of compliance, you need to:

1. understand your role
2. comply with Arrow's policies, standards and procedures
3. attend required training
4. highlight the need for new procedures
5. report any suspected or identified breaches.

People

People are Arrow's most valuable asset and personal safety, security and health (physical and mental) must be at the forefront. We must respect and value one another and foster a culture of inclusiveness.

We depend on, and draw upon, the varying backgrounds, knowledge, points of view and talents of each other to reach our full potential. Through allowing our people to reach their full potential, we develop a high performance culture which allows Arrow to achieve its objectives.



In your day-to-day activities, be mindful of your surroundings. What you may believe is ok, may be perceived differently by others. To manage these differences, refrain from making inappropriate jokes or comments and don't distribute or show offensive or derogatory material or pictures.

If you are offended by someone's actions, speak up - tell them and ask them to stop. Sometimes educating someone on the impacts of their actions is all that is needed.



If you have consumed alcohol during the course of the working day/night, or had a 'bender' the night before, recently ingested illicit drugs or medication that may adversely affect your abilities, don't come to work! Think of your safety, the safety of those around you and the safety of those that are reliant on your decision-making.

Equal Opportunity

Arrow treats everyone with fairness, respect and dignity.

Employment-related decisions are based on qualifications, merit and performance and not on race, colour, national origin, religion, age, gender, sexual orientation, marital status or disability.

Harassment

Arrow provides a workplace that is free from harassment and intimidation.

We have zero tolerance towards any form of abuse or harassment, including actions that may be reasonably considered as offensive, unwelcoming, humiliating, intimidating, discriminatory or hostile, and towards any form of sexual harassment.

If you believe you have been harassed or mistreated by anyone at Arrow or representing Arrow, you should immediately report the incident to your supervisor, Human Resources (HR) or the GRA Team. Similarly, supervisors and managers who learn of any such incident should immediately report it to HR. HR will promptly and thoroughly investigate any complaints and take appropriate action.

Substance Abuse

Our position on substance abuse is simple: Arrow has a zero tolerance for alcohol and illicit drugs in the workplace.

The company enforces this rule by conducting random alcohol and drug tests. A positive result for alcohol (greater than 0.000 BrAC) and/or illicit drugs is considered a breach of our Life Saving Rules and will result in disciplinary action up to and including dismissal/ removal from Arrow's workplace.



Never offer, pay, make, seek or accept a personal payment, gift or favour in return for favourable treatment, to influence a business outcome or to gain any business advantage.

Business Integrity

To be a competitive and reputable company, it's paramount we conduct ourselves and our business in an honest, ethical and transparent way. We also expect our counter-parties (suppliers, customers, contractors and sub-contractors) to act in the same way.

Arrow does not tolerate bribery, insider trading, fraud or money laundering. Facilitation payments are bribes and must not be paid. You must avoid conflicts of interest (potential, perceived or actual) and never accept inappropriate gifts or entertainment.



If you are involved (directly or indirectly) in an act of bribery and corruption, you are personally liable to disciplinary action, dismissal, legal proceedings and possibly imprisonment.

Bribery and Corruption

Bribery is the voluntary giving (promising or offering) of something of value to a private or government official in order to obtain or retain business or other improper advantages in the conduct of business. In this context, the term applies regardless whether the:

- voluntary giving is offered, promised or given
- offering, promising or giving was done directly, or through intermediaries
- bribe was for the benefit of the private or government official or a third party
- company receives in exchange a business contract or some other form of improper advantage.

Due to Arrow's ownership, we are also subject to strict international anti-bribery and-corruption laws.

You must never offer, pay, make, seek or accept a personal payment, gift or favour in return for favourable treatment, to influence a business outcome or to gain any business advantage.

Where it's suspected or known that bribery and corruption has taken place within supplier companies and/or their subcontractors, these concerns must be immediately reported to the Governance Risk and Assurance Manager (GRA Manager).

Dealing with Government Officials

Dealings with governments and their officials are covered by special rules and are not the same as conducting business with private parties.

Arrow is not aligned with any political party at either a local, state, or federal level. We support engagement with governments and oppositions of the day, and participate actively in new policy and policy reform to progress the interests of our business, and to minimise impacts on communities.

In general, do not offer or accept anything of value to/ from a government official, directly or indirectly. In certain circumstances, with the prior approval from the CEO and VP External Relations and Tenure Management, you may be able to offer customary entertainment, travel, hospitality, a gift or attend a political industry event. Any such dealings are also required to be reported to the GRA Manager.

Political donations are not permitted.

No facilitating payments shall be made.

No solicitation and extortion shall take place.

Business Partners

Arrow is committed to building business partnerships based on good corporate governance and compliance with anti-bribery and corruption requirements. These requirements extend to agents, consultants, government intermediaries or other intermediaries that either deal directly or indirectly with Arrow operations. Arrow's representatives (e.g. contract holder) are required to obtain reasonable assurance from these parties that they are not involved in activities that would be considered bribery or corruption. This can be achieved by:

- informing business partners of our commitment to abiding by anti-bribery and corruption laws, and our commitment to good corporate governance
- seeking the same commitment from business partners
- performing adequate due diligence on business partners and their sub-contractors, prior to engaging them and throughout the life of their engagement with Arrow
- where relevant, Arrow contract documents will carry clauses which are designed to legally enforce Arrow's anti-bribery position.

Arrow and/or its employees may be held liable for any bribes paid by a third party acting on behalf of the company. You therefore need to take care when evaluating prospective business partners



A government/ public official is defined as:

- a Member of State and Federal Parliament, a government department or an authority, and candidates for a political office
- an international public organisation and its employees
- a fully or partially state-owned / state-controlled company and its employees,
- members of political parties or the political party itself.

A government official also extends to an officer's immediate family members, such as spouse, dependent child or dependent household member.

CNPC and related affiliate staff (and family) on Arrow business are not considered government officials.



It's worth noting that observance of insider trading laws is in addition to your continuing obligation to maintain the confidentiality of Arrow's business information.

who interact with government bodies on behalf of Arrow. You must not engage with a business partner if there is reason to believe they may attempt to bribe a government official.

We must always treat our business partners in a fair manner. This includes giving local resources a fair chance and using them where possible and where it makes business sense.

You should avoid working with partners whose ethical or occupational health and safety standards are incompatible with this Code.

Insider Trading

Insider trading is when a person is aware of material information relating to a company that has not yet become public information and trades on the basis of the inside information.

Arrow has clear rules governing insider trading:

- Don't discuss inside information with any person unauthorised to possess the information (and certainly not with anyone outside of Arrow - including family and friends).
- Don't trade while you know any inside information.
- Don't encourage anyone to apply for, acquire or dispose of any financial products as outlined in Chapter 7, Part 7.1, Division 3 of the *Corporations Act 2001* ('Financial Products') (e.g. securities/shares/debentures), either by giving them a tip or by any form of 'wink and nod' based on inside information.
- If you come across inside information about any other publicly listed company in the course of your work, you must not deal in that company's shares or securities until any inside information you have becomes public. You must also not share the information with anyone unless you are authorised to do so.

Money Laundering

Money laundering is the process of hiding or disguising the source of illegally obtained funds to make them appear legitimate. It also covers the use of legitimate funds to support crime or terrorism.

When dealing with counterparties, you must undertake appropriate due diligence on their business and background to understand the origin and destination of their money and assets.

You must report suspicious transactions or incidents of money laundering to the Governance Risk and Assurance team.

Gifts and Hospitality

The acceptance or provision of gifts and hospitality (G&H) must never compromise your ability to make an objective business decision on behalf of Arrow.

Although discouraged, G&H may be accepted/provided when it's deemed:

- a. normal advertising or promotional giveaways of limited financial value
- b. customary and reasonable under the business circumstances. For example, a meal with a supplier or attendance at a sporting, cultural, theatrical, charitable or other similar event might be acceptable provided that:
 - i) the value is considered reasonable
 - ii) the host is in attendance and
 - iii) an Arrow business interest is being served
 - iv) there are no imminent business decisions pending.

Prior to the acceptance/provision of any G&H, you must disclose and obtain manager pre-approval. Where the value is greater than \$150 (inclusive of GST) or is unknown, disclosure to the GRA Team is also required.



Don't:

- deal with actual or suspected criminals
- knowingly acquire, use or hold monetary proceeds or property acquired from proceeds of crime
- hide the origin or nature of criminal property
- falsify, conceal destroy or dispose of relevant documents.



Some steps to managing a COI:

- avoid situations which might be thought to influence actions or prejudice judgment in handling company business
- avoid becoming obligated in any way to representatives of companies you deal with or showing preference to third parties based on self-interest or the interest of family or associates
- not solicit from any person or entity doing (or seeking to do) business with Arrow gifts and/or entertainment.
- be forthcoming and openly disclose any COIs, to ensure timely and appropriate action and controls can be put in place.

Conflict of Interest

There's an expectation that anyone acting on behalf of Arrow is acting in the best interest of the company. Acting honestly and with integrity implies managing Conflicts of Interest (COI) and never putting oneself in a situation that puts, or appears to put, your own interests before those of the company.

Conflicts of interest can be actual, apparent (or perceived) or potential:

- An **actual** conflict of interest involves a real conflict between the Arrow staff member's duties and responsibilities and their existing private interests.
- An **apparent or perceived** conflict of interest exists where it appears an Arrow staff member's private interests could improperly influence the performance of their duties regardless of whether this is in fact the case.
- A **potential** conflict of interest arises where private interests could conflict with an Arrow staff member's duties and responsibilities.

Perceived conflicts can do as much reputational harm (both your own and Arrow's) as an actual conflict, so you need to be mindful when doing business and avoid or manage a risk accordingly.

It's Arrow's preference to avoid COI. Business decisions must not be influenced by personal and private considerations. COIs can influence your decision-making, or be perceived to do so, and will jeopardise your integrity and that of Arrow's. It's acknowledged that we can't avoid them totally, so there needs to be clear boundaries to ensure they are appropriately managed.

You are obligated to disclose all COIs to your manager as well as to the Governance Risk and Assurance Team.

Trade Compliance

Arrow is committed in competing freely, fairly and ethically. We expect business dealings to fully comply with all applicable local and international trade laws. Trade compliance includes regulations governing the import, export and domestic trading of goods, services, technology and software, as well as international sanctions and trade practices.



Avoidance Measures

A failure to comply with these rules can severely damage our business and lead to fines and criminal proceedings for the company and for you personally. Therefore to help assist you in dealing with competitors, ensure you:

- a) have an agenda that is focused on the purpose of the discussion
- b) follow the agenda
- c) if possible, take someone with you
- d) ensure that a record of the discussion is kept
- e) take care communicating, especially around pricing and dealings with customers
- f) object to any comments that may be in breach of the Act, or if the discussion strays in a significant way from the agenda, and record your objection;
- g) make sure all information sent or disclosed by you (including emails) is accurate and, if appropriate, subject to a confidentiality agreement
- h) when in doubt, contact Arrow Legal
- i) report any breaches straight away to the Governance Risk and Assurance Manager

International Trade

Arrow complies with all international trade laws of countries with which we deal including economic sanctions, import and export laws.

You need to carefully consider the potential impact of export laws and sanctions before transferring goods, services, technology or software across national borders. You need to remember that controls and sanctions can be imposed against countries, entities, individuals and goods, and therefore know which may be restrictions or prohibitions when conducting business.

You must meet import requirements when bringing goods or services into a country, ensuring all duties, levies and taxes are paid. You must not bring restricted goods into a country without declaring them.

You must never import prohibited goods.

Competition Law

Arrow complies with the provisions of the *Competition and Consumer Act 2010*. Arrow does not tolerate anti-competitive practices such as price fixing, market-sharing, exclusive dealings, bid-rigging, controlling or maintaining of terms.

Arrow has some clear rules on dealing with competitors. You must refrain from:

- entering into any discussions contemplating or in any way suggesting the fixing, controlling or maintaining of terms, prices, discounts, allowances, rebates or credits for any customers or suppliers. This ranges from the purchasing of stationery to buying gas. We should ensure that we act completely independently of others when it comes to deciding how to deal with our customers or suppliers
- any discussions about holding back gas production capacity or electricity production capacity from the market or any part of the market

- discussing the consolidating of our purchasing power (including through joint ventures) for goods or services
- discussing joint marketing (including through joint ventures) of gas to either domestic or foreign customers
- any discussion around black-listing suppliers or customers
- any discussion about trying to gain any advantage over mutual competitors or trying to prevent the entry into the market of mutual competitors
- framing any discussions as being on the basis that one or both parties agree not to enter into transactions with other competitors in the market.

Safeguarding Information

Safeguard the Company's information, which includes everything from pricing data, commercial agreements, procurement contracts to the 'work program and budget', technical drawings and employee information.

Information Management

Information is a valuable asset and needs to be effectively managed and maintained. You have an obligation to safeguard and respect the privacy and confidentiality of the information you hold as a representative of Arrow.

Information should not be freely disclosed to anyone outside the company, unless its disclosure is in line with company policies and procedures and any legislative requirements for business-related purposes. Disclosure must be contractually permitted and controlled appropriately, such as under a confidentiality agreement. Private, confidential or sensitive information must be protected at all times and only accessible, internally or externally, to authorised personnel.

When handling confidential and sensitive information, be especially careful by encrypting it when sharing with other authorised parties.

Data Privacy and Protection

Arrow respects the privacy of all its staff and business partners and other external stakeholders. Personal information is information or an opinion (regardless of whether it is true or not) about an identifiable individual. Arrow is committed to complying with Australian Privacy Principles contained in the *Privacy Act 1988* (Cth) (Privacy Act) ('Act') when it comes to handling personal information and expects its staff to do the same.

You must respect a person's right to privacy and comply within the Act and with any other relevant contractual obligations. You must only collect personal information if it is reasonably necessary for Arrow's functions or activities and only use the information for the purposes it was collected. You must also take reasonable steps to protect personal information from misuse, interference and loss, and unauthorised access, modification or disclosure.

All personal data created, used, transferred to or stored on Arrow ICT and communication facilities may, under certain circumstances, be accessed, monitored and analysed by Arrow. This includes not only personal files, but also business-related files that contain personal data.



When working with a third party, you must ensure you are authorised to share the information prior to doing so.



Information must be managed in accordance with Arrow's Information and ICT Security Management Policies and Record Keeping Standard.

Records Management

Arrow understands the importance of records management, recognises its regulatory requirements and is committed to Australian records management principles, standards and practices. You must understand which information is a record, how it is to be managed and what needs to be done when it becomes obsolete.



documents

- Information Policy
[ORG-ARW-IMT-POL-00001](#)
- ICT Security Management Policy
[ORG-ARW-GOA-STR-00001](#)
- Recordkeeping Standard
[ORG-ARW-IMT-STA-00001](#)
- Privacy Policy
[ORG-ARW-IMT-POL-00002](#)

Business Communications

In the interests of Arrow and its Shareholders, it is critical that information issued externally is accurate, consistent and timely, has been through appropriate internal approval processes, and that Arrow staff represent themselves with the utmost professionalism.

Inappropriate, inaccurate or careless communications can be damaging to Arrow, and can have serious implications for the company and the individual.

Governance processes are managed by External Relations and Tenure Manager (ER&TM) on behalf of the Arrow Leadership Team, in accordance with a Shareholder Protocol for External Communications agreed at takeover.

Emails are formal business correspondence, and can remain accessible for long periods. Inappropriate or poorly considered words could be inferred as Arrow's formal position on a certain subject. In general, you should be mindful of this when writing business communications and think before you send them.

Arrow attracts media attention at a local, metropolitan, national and international level, so it's essential that our public communications are clear, accurate, consistent and responsible. In order to do this, only authorised spokespersons can engage the media and is managed through the ER&TM Department. If you are contacted by the media you are required to forward the request immediately to the Media & Communications Manager.



documents

- External Communication Policy
[ORG-ARW-CEM-POL00013](#)
- Media Policy
[ORG-ARW-CEM-POL00007](#)
- Media Policy for Contractors and Suppliers
[ORG-ARW-CEM-POL00001](#)
- External Event and Conference Attendance Policy
[ORG-ARW-CEM-POL00005](#)
- ICT Acceptable Use and Monitoring Policy
[ORG-ARW-TEC-POL00004](#)
- HR Policy
[ORG-ARW-HRM-POL00007](#)



Employees are not to comment on Arrow in social media. Social media posts and comments are not anonymous and company references or opinions on industry performance may breach company policy.

Asset Security

Personal Use of ICT

Arrow understands and supports the occasional use of its IT and communication equipment for personal reasons. A level of business common sense is therefore expected to ensure the privilege is not abused. For example, the use of Arrow laptops, phones and Wi-Fi should not incur substantial costs or negatively affect productivity.

In addition to this, you should use Arrow's tools ethically and in a manner that will not cause damage to the company, or an offence to any other staff member.

All IT equipment and communication activity is owned by the company and is logged and regularly monitored. This information may also be used in legal or criminal proceedings. Arrow will report any illegal use to the proper authorities.

Protection of Corporate Assets

We are all responsible for protecting and managing Arrow's assets. Company assets can include facilities, sites, property and equipment, tools, materials, ICT hardware and software, information, staff time at work, data, technology and intellectual property.

You are entrusted with these assets every day and it is your responsibility to use them appropriately and protect them against waste, loss, damage, misuse, theft, or misappropriation.

When you spend Arrow's funds, or commit Arrow to using resources, you need to make sure that the cost is in the best interest of Arrow, directly relates to company business and is appropriately authorised in accordance with the Manual of Authority.

Make sure your photo identification/security card, user IDs and



Treat company assets as your own!

At all times you are expected to protect Arrow's assets and use them in the manner intended.



documents

- Manual of Authority
ORG-ARW-GOA-LRM-00001

Conclusion

Thank you for taking time to read this Code of Conduct. Please keep the information easily accessible and refer to it as required.

Arrow relies on the good judgement of its people to ensure a high standard of integrity and ethics is upheld. Sometimes identifying the right thing to do isn't an easy call, so if you aren't sure, you need to seek advice from your line manager, legal counsel, HR, the GRA Team or your Arrow representative.

And remember, at any time you are able to report questionable conduct to Arrow's Whistleblower Service. No action will be taken against a person who is acting in good faith that asks a question, voices concerns or submits a complaint. Failure to act with honesty and integrity and failure to comply with the law or Arrow's corporate policies may result in disciplinary/performance action, up to and including separation.

Arrow's Whistleblower Service contact details are:

Telephone line [Australia] 1800 728 593.

Website- www.arrowenergy.deloittedigital.com.au (User name: arrow, Password: energy1!)

Email- arrowenergy@deloittedigital.com.au

Fax- +61 3 9691 8182

Reply paid postal address: Arrow Energy Whistleblower Service, Reply paid 12628, A'Beckett Street, Melbourne VIC 8006