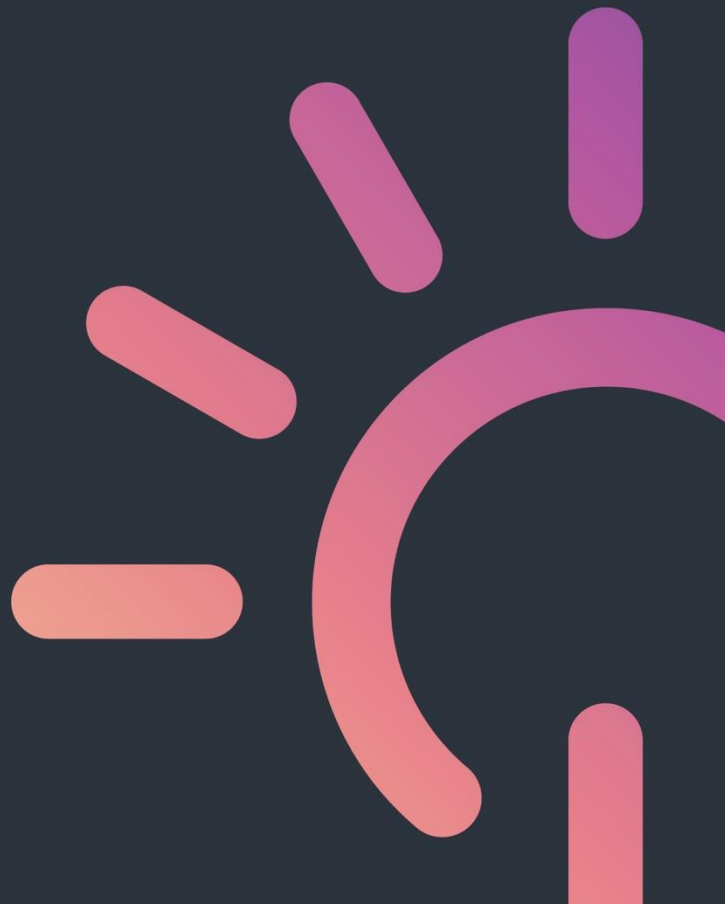


Family Violence Policy

April 2023



Family Violence Policy

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1. Introduction

Real life. Powered by Arcstream.

Q CELLS provides a total solar energy solution and service via the 'Arcstream' brand through the sales of solar system hardware and the provision and management of an electricity plan.

Arcstream has partnered with Electricity in a Box, who is the authorised electricity retailer for the Arcstream subscription electricity plan.

Why do we have a Family Violence Policy?

Supporting customers affected by family violence is something that is important to Arcstream. Our Family Violence Policy outlines our holistic approach to customers who are experiencing, or who may be at risk of experiencing, family violence in all its possible forms. As a part of our commitment to provide support, we will provide best practise training and processes to reduce the impact of this issue for our customers through a respectful, sensitive, and empathetic approach. Our staff accordingly have been trained and supported to ensure they are confident in providing our customers the requisite support they may require.

Our Family Violence Policy outlines how Arcstream will meet its responsibilities for customers experiencing or have experienced family violence. At Arcstream, we:

- Recognise that family violence is a broad range of behaviours and that engagement and consultation with impacted individuals will provide the best opportunity for positive outcomes.
- Will seek to empower customers with support to manage any impact, whether it be financial, security of their information or data and any future account management in a manner that provides them with outcomes that meets their needs.
- Will use our best endeavours, industry training and available support mechanisms and network to provide customers access to relevant information and support.

Who does this Policy apply to?

This Policy applies to employees and customers identified by themselves, Arcstream or notified to Arcstream by an independent financial counsellor or case worker, as someone who is, or may be, affected by family violence.

What is Family & Domestic Violence?

Family & domestic violence takes different forms and may be known as different things such as, relationship violence or intimate partner violence. Family & domestic violence is not only physical abuse, but it can also include other forms of family & domestic violence such as (but not limited to):

- Economic abuse is a form of abuse when one partner has control over the other partner's access to economic resources, diminishing their capacity to support themselves so they become financially dependent on the perpetrator.¹
- Emotional or Psychological abuse,
- Sexual abuse,

¹ For example: the perpetrator prevents a person from accessing funds, deciding when or how to access or use cash, being forced to put bills in your name, or putting bills under their name and then not taking financial responsibility for them.

- Threatening or coercive behaviour, and/or
- Any other behaviour that controls or dominates you and causes you to fear for your safety or wellbeing, or that of someone else.

Behaviours that may constitute domestic and family violence include:

- physical violence including physical assault or abuse
- sexual assault and other sexually abusive or coercive behaviour
- emotional or psychological abuse including verbal abuse and threats of violence
- economic abuse: for example, denying a person reasonable financial autonomy or financial support
- stalking: for example, harassment, intimidation, or coercion of the other person's family to cause fear or ongoing harassment, including using electronic communication or social media
- kidnapping or deprivation of liberty, as well as unreasonably preventing the other person from making or keeping connections with her or his family or kin, friends, faith, or culture
- damage to property irrespective of whether the victim owns the property.

2. Summary

Customers will be supported and managed by trained agents. These agents will continue to receive up to date training focused on family violence. We want our customers to feel confident that their situation will be managed sensitively, with empathy, and that their privacy and safety are prioritised. All management staff are trained according to this policy and across best industry practice also to assist in the delivery of this policy and attending processes.

We have ensured that all our employees have completed general awareness training. Customer facing staff are also trained in how to have respectful conversations and how to treat sensitive issues relating to family violence with care.

Arcstream will:

- Look to provide financial assistance where required. We will ensure customers are informed of their options and are provided access to further external assistance (with customers consent) Customers will be informed of additional financial assistance.
- Program manage customers affected by family violence. This will ensure that situations are ring fenced confidentially and managed with the requisite level of focus and care.
- Ensure customers' information is managed in a secure and confidential manner
- Engage with customers in a manner that utilises best industry practice, minimises risk and promotes safety.
- Refer customers to any third-party specialist services or family violence services. With the consent of the customer.
- Make this policy easily accessible on our website, for our staff, and ensure that staff are trained to provide a copy of this policy on request in the method of communication chosen by the customer.

3. Guidelines

Customers who require assistance and have or are experiencing family violence can access any aspect of this policy, including:

- How Arcstream will provide support
- How Arcstream will ensure customers' security and privacy
- Confidential and respectful conversations
- Training and awareness for staff
- Financial assistance available
- Support networks.

How Arcstream will provide support to family violence affected customers

- All customers who are identified as being affected by family violence will be managed by a trained family violence support specialist.
- Arcstream processes ensure that engagement via any channel is always referred to the trained specialist.
- To reach our trained support specialist you can call directly on 1800 170 150 (Monday to Friday, 9.00am to 5.00pm AET).
- Customers will be case managed, reducing the need to repeatedly disclose the situation.

How Arcstream will ensure customers' security and privacy

- Arcstream is committed to respecting our customers' and employees' privacy.
- We protect the personal information of our customers and employees in accordance with the Privacy Act 1988 (Commonwealth) and the Australian Privacy Principles.
- More information on how we collect, use, store and disclose personal information can be found in our Privacy Policy on our website or call us on 1800 170 150 (Monday to Friday, 9.00am to 5.00pm AET) to request a hard copy.

Confidential and Respectful Conversations

- All staff have undergone, and will continue to, participate in training centred around having empathetic and respectful conversations.
- Arcstream's priority is to ensure the physical, emotional, and financial safety of its customers. As such, we do not require evidence of family violence.
- Customers will be case managed, which will ensure that customers will not be required to re-tell their situation.
- Customer information will be kept private and confidential.

Training and Awareness for employees

- All employees of Arcstream will undergo training to ensure they treat family violence situations accordingly and can assist or refer customers to our specialist support agents when required
- All front of house staff will additionally be trained on conducting respectful conversations, how to identify potential occurrences of family violence, and the processes/policies in place to support and manage such customers

- Our specialist support staff will receive training to assist in identifying family violence situations, managing, and leading customers through the process, whilst maintaining privacy and security for the customer

Financial assistance available

- Affected customers will have access to the Hardship Program
- Tailored and discretionary financial arrangements including bespoke payment plans
- Education of government financial assistance packages
- Debt support, including suspension of collection activities
- Referrals to financial counsellors or energy auditing specialists

Support networks

Arcstream can and will refer customers (after receiving customer consent) to appropriate support services, external support networks and resources as required.

4. Contacts and Version Control

4.1. Contact Information

If you have any questions about our terms and conditions, please contact us at the details below.

Email:	customer@arcstream.solutions
Phone:	1800 170 150
Address:	15 Blue St, North Sydney NSW 2060

4.2. Version Control

Version:	ARCROFVPV1April2023
Effective:	April 2023