



Equality and Diversity Policy

Equality, diversity and inclusion at Octopus Energy Group Limited.

We bring our diverse backgrounds and experiences together to fight climate change and to build a business we can be proud of.

Inclusion at Octopus is not simply about ticking some boxes - it starts with understanding differences, coming to terms with where one may have gotten it wrong before, and making a commitment to do better and embrace all our people. When you walk through the door of any of our offices, you should feel like you can be yourself and that your voice is valued. And if you don't, you should tell us - because we want to know.

At Octopus everyone does everything. We don't have one single owner for diversity and inclusion. We all get involved in making this organisation, this department, this team feel like home for everyone. Those in leadership positions need to model this, but that doesn't stop anyone taking the initiative and making a great idea happen.

Here are some examples of what we're doing:

- We've launched the Octopus Energy Equality Foundation to support young people of colour succeed in the energy and tech industries and raise awareness of the importance of diversity in these industries.

- From the get go, our Talent Acquisition Team ensures diversity is considered in all of our recruitment processes across every part of the Octopus Energy Group. We're continuing to roll out unconscious bias training and ensure our job adverts are gender neutral.
- Since 2017, we've been sponsoring an Octopride group to join the festivities at London Pride. In 2023, we're going to send groups to both London and Brighton pride parades as well as parties in our offices around the UK.
- We run regular disability, neurodiversity and wellbeing events to promote awareness about different conditions so we can understand and support colleagues and customers. For example, in 2023 we had a series of events around Mental Health Awareness Week.
- We celebrate or mark an inclusive calendar of religious and cultural occasions in our offices. To name a few, we've hosted events for Christmas, Ramadan, Diwali, Black History Month, and even a tea party for King Charles' coronation.

If you've got something you want to talk about, you can speak to any of our leaders. They're all responsible for making Octopus an inclusive place to work. If it's really serious you can speak to the senior management team directly, up to the our CEO. Leaders use OfficeVibe to listen to what their team thinks needs changing and we also compare results across Octopus Energy Group to work on targeted improvements. We've participated in *The Sunday Times Best Places to Work* survey to understand how the team feels about us - 92% of the team agreed in 2022 with the statement *My company cares about diversity and inclusion and does everything it can to promote it*.

Inclusion is hard, and we won't all always get it right. As long as we're willing to learn from mistakes, own it when it goes wrong, and hold one another accountable, we will continue to build a progressive organisation where all people, no matter their identity, can call their own.

We provide equal opportunities

Across Octopus, we look for genuinely decent people, who are honest and empathetic. We'll do all we can to hire, promote and treat people on the basis of their merits and abilities. Our people are our strongest asset and the unique skills and perspectives people bring to the team are the driving force of our success.

As an equal opportunity employer, we do not discriminate on the basis of any protected attribute. Our commitment is to provide equal opportunities, an inclusive work environment, and fairness for everyone.

We recognise that discrimination can occur in different ways, in particular:

- Direct discrimination - when someone is treated differently and worse than someone else because they have, perceived to have, or are associated with, a protected characteristic.
- Indirect discrimination - when there's a practice, policy or rule which applies to everyone in the same way, but it has a worse effect on some people who share a protected characteristic.
- Harassment - where someone creates an atmosphere that makes someone else feel uncomfortable - be that being made to feel offended, intimidated or humiliated. This could include subtle verbal or non-verbal behaviour, committed consciously or not, that is directed at a marginalised group, and has a harmful, derogatory effect on the receiver.
- Victimisation - when someone treats someone else badly or subjects them to a disadvantage because they complain about discrimination or help someone who has been the victim of discrimination.

Protected characteristics are recognised in the Equality Act as age, disability, pregnancy and maternity, gender reassignment, marriage or civil partnership, race, religion or belief, sex and sexual orientation.

We're committed to building a business that people want to work from all backgrounds. Our founder Greg has a theory that building a great team should be like building a dry-stone wall: rather than forcing people into 'cuboids' and sticking them together in neat little rows, we take authentic humans, and find ways for them to fit together naturally to form a truly solid team full of unique perspectives and strengths. At Octopus, you shouldn't need to conform in order to succeed.

1. Purpose

This policy sets out Octopus Energy's approach to equality and diversity for all employees including our Apprentices.

In particular to ensure that throughout their training programme, all apprentices are treated fairly, they feel safe and they are treated with fairness, equality and integrity.

At OES we are committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work.

Monitor aims to be an inclusive organisation, committed to providing equal opportunities throughout employment including in the recruitment, training and development of employees, and to proactively tackling and eliminating discrimination.

2. Equality and diversity at Octopus Energy Services

At OES we consider that equality means breaking down barriers, eliminating discrimination and ensuring equal opportunities and access for all groups both in

employment, and to goods and services.

We consider diversity to mean celebrating difference and valuing everyone. Each person is an individual with visible and non-visible differences and by respecting this everyone can feel valued for their contributions which is beneficial not only for the individual but for Monitor too.

We acknowledge that equality and diversity are not interchangeable but interdependent. There can be no equality of opportunity if difference is not valued and harnessed.

3. Scope

The rights and obligations set out in this policy apply equally to all employees, whether part time or full time on a substantive or fixed-term contract, and also to associated persons such as secondees, agency staff, contractors and others employed under a contract of service.

As part of employee inductions, all Employees are expected to read and familiarise themselves with Equality and Diversity and complete online learning assigned tasks within assigned timescales.

ensure that this policy is properly observed and fully complied with and to complete This policy is also of particular relevance to directors, line managers and other employees concerned with recruitment, training and promotion procedures and employment decisions which affect others.

Below are examples of our Internships. apprenticeships and work experience. Alongside our stand alone charity The Octopus Equality Foundation (OEFF)

<https://octopus.energy/How-were-working-together-to-build-a-fairer-more-diverse-energy-industry/>

4. Commitment.

Every employee is entitled to a working environment that promotes dignity, equality and respect for all. OES will not tolerate any acts of unlawful or unfair discrimination (including harassment) committed against an employee, contractor, job applicant or visitor because of a protected characteristic:

- **sex;**
- **gender reassignment;**
- **marriage and civil partnership;**
- **pregnancy and maternity leave;**
- **race (including ethnic origin, colour, nationality and national origin);**
- **disability;**

- **sexual orientation;**
- **religion and or belief; and**
- **age.**

Discrimination on the basis of work pattern (part-time working, fixed term contract, flexible working) which is unjustifiable will also not be tolerated.

All employees including apprentices will be encouraged to develop their skills and fulfil their potential and to take advantage of training, development and progression opportunities in OES.

Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability.

No form of intimidation, bullying or harassment will be tolerated. If you believe that you may have suffered discrimination because of any of the above protected characteristics, you should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with your line manager or another colleague in a relevant position of seniority. You may decide on the alternative to raise the matter through OES Harassment Policy or Grievance Policy. For types of discrimination see the Annex 1 to this policy.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the appropriate procedure. OES will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably by OES as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under OES Discipline Policy.

A person found to have breached this policy may be subject to disciplinary action under OES Discipline Policy.

Employees may also be personally liable for any acts of discrimination prohibited by this policy that they commit, meaning that they can be sued by the victim.

5. When does this policy apply?

This policy applies to all conduct in the workplace and also to conduct outside of the workplace that is related to your work (e.g. at meetings, social events and social interactions with colleagues) or which may impact on OES's reputation (e.g. the expression of views on social media, contrary to the commitments expressed in this policy, that could be linked to OES).

We set out below some specific areas of application:

a) Recruitment

Selection for employment at OES will be on the basis of aptitude and ability. Further detail is set out in OES Recruitment and Selection Policy. Where possible, OES will capture applicants' diversity demographics as part of its recruitment processes to promote the elimination of unlawful discrimination.

b) Training

Employees delivering training and attending will be required to encourage the promotion of the principles of this policy and adhere to them, further details around equality and diversity training can be accessed by all employees online with our current e-learning provider Lighthouse training services.

c) Promotion

All promotion decisions will be made on the basis of merit, and will not be influenced by any of the protected characteristics listed above. Promotion opportunities will be monitored to ensure equality of opportunity at all levels. Where appropriate, steps will be taken to identify and remove unnecessary or unjustifiable barriers to promotion.

d) During employment

The benefits, terms and conditions of employment and facilities available to OES employees will be reviewed on a regular basis to ensure that access is not restricted by unlawful means and to provide appropriate conditions to meet the special needs of disadvantaged or under-represented groups.


6. OES's legal duties

Meet and exceed legislation Equality Act 2010. This policy will be reviewed on an ongoing basis by OES to assess its effectiveness and may be amended from time to time.

7. Additional related Policies.

Apprentices will also be made aware of the policies relating to the Awarding organisation if applicable, and End point assessment organisation within their apprenticeship when selected.

As a Director of the Senior management Team I agree with the above policy and its implementation.

Signed. franco Miceli

Position. Service Director
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