



**THORN<sup>®</sup>**

# **Corporate Social Responsibility Charter**

April 2019

As a public company listed on the Australian Securities Exchange, Thorn Group Limited has a basic responsibility to its shareholders. This encompasses ensuring Thorn is governed properly, achieves solid financial performance and provides returns to shareholders. The way Thorn operates, with a commitment to business ethics and integrity, is outlined in its Code of Conduct.

<http://www.thorn.com.au/irm/content/corporate-governance.aspx?RID=303>

As a national business, Thorn also recognises it has wider responsibilities, to employees, customers and the community. Thorn aims to have a positive impact on society and, in being committed to creating an environment of trust and mutual respect, endorses the definition of Corporate Social Responsibility provided by the World Bank:

*Corporate Social Responsibility is the commitment of business to contribute to sustainable economic development – working with employees, their families, the local community and society at large to improve the quality of life, in ways that are both good for business and good for development.*

Thorn bases its approach to corporate social responsibility around six key elements.

### **1. Employees**

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Thorn is committed to the development of each employee. We strive to make Thorn a great place to work, in which we have a high regard and respect for each other. We seek to establish an environment which is safe, healthy and free from harassing behaviour. We ensure equal employment and the absence of unfair or unlawful discrimination. We give an emphasis to training and developing skills and foster a positive esprit de corps and unity of purpose amongst our national workforce.

### **2. Customers and Marketing practices**

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Thorn highly values each customer and appreciates the value of creating long-term relationships.

For consumers, Thorn recognises a dual responsibility in providing access to products that meet their individual needs and budget. We implement responsible lending practices so that customers are only provided goods and services they can afford. Our policy encompasses assistance to customers who experience financial hardship. Thorn is licensed under the National Consumer Credit Protection Act, is an active member of the Australian Finance Industry Association and in ensuring ongoing compliance and aspiring best practice invests in people, processes and technology.

Thorn believes in fair pricing and sales practices and appreciates customers who have shown loyalty over many years. With 'commercial' customers, Thorn strives to create long-term cooperative and mutually beneficial relationships that will enhance operational capability and financial performance for both parties.

### **3. Community**

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As a national business, Thorn is involved in many communities and seeks to broaden its contact with them beyond a commercial connection. We seek to offer employment to local people and be recognised as a 'good citizen' through involvement in local activities and community support.

Thorn provides financial and 'in kind' support to a number of not-for profit organisations and hosts staff and customer fundraisers for selected charities and initiatives.

### **4. Governance**

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Thorn's board of directors takes seriously its role to protect and enhance long-term shareholder value and recognises the importance of good corporate governance and accountability. Thorn's corporate governance policies and practices are framed to ensure compliance with best practice and in identifying board functions and responsibilities; Thorn has adopted a Board Charter.

## **5. Shareholders**

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Thorn fulfils its responsibility to shareholders through a commitment to increasing shareholder value by delivering superior business results. We aim to ensure shareholders are fully informed about Thorn's true financial position and performance through timely and accurate disclosure of information.

## **6. Environment**

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Thorn is committed to behaving responsibly in order to reduce any possible negative impact on the environment. Our goal is to achieve high standards of care for the natural environment in all activities in which we engage.

Thorn has established its Corporate Social Responsibility Charter as a way of making clear its commitment to acting ethically in business and toward the wider community.

Board reviewed April 2019