



# Code of Conduct

---

## 1. Statement of Commitment

Contact Energy Limited (“**Contact**”) expects all of its people to act honestly, with integrity, in Contact’s best interests and in accordance with the law all of the time.

People acting on Contact’s behalf are expected to comply with our policies, guidelines, directives and procedures (collectively called “**Policies**”) and always act honestly, conscientiously, reasonably and in good faith, having regard for their responsibilities, the interests of Contact, and the welfare of colleagues and customers.

---

## 2. Application

The Code of Conduct applies to all directors, employees and contingent workers of Contact and outlines how people at Contact are expected to behave.

---

## 3. Our Tikanga – (Our Compass)

Contact expects all its people to conduct themselves in accordance with Contact’s *Tikanga* – comprising our purpose, commitments, principles and behaviours. These guide the actions we take, both as individuals and as an organisation, our decision making and the way we treat each other and our customers, shareholders and communities.

### 3.1 Our Purpose

We touch lives, to make life better.

### 3.2 Our Commitments

- Creating value for our customers and communities by developing smart solutions that make living easier for them now, and in the future.
- Creating a rewarding workplace for our people by valuing everyone’s contribution, encouraging personal development, recognising good performance and fostering equality of opportunity.
- Respecting the rights and interests of communities by listening to them, and understanding and managing the environmental, economic and social impacts of our activities.
- Being respectful of the rights and interests of our business partners so we work collaboratively to create valued, rewarding partnerships.
- Delivering market-leading performance for shareholders by identifying, developing, operating and growing value-creating businesses.
- Staying a step ahead, anticipating the things that are going to matter. Not just to our business, but to New Zealand.

### 3.3 Our Principles

1. We act professionally at all times, in accordance with laws and regulations.
2. We care deeply about the health and safety of our people and strive to minimise any health, safety and environmental impacts on our customers and communities.
3. We put our energy into things that really matter by:
  - Creating value from the resources that come under our control.
  - Being inclusive, encouraging diversity and expression of ideas and opinions (in line with our Commitments and Behaviours).
  - Ensuring the sustainability of our business.
  - Taking care of the environment by looking after our natural and shared resources.
  - Being a good neighbour in the communities where we operate.
  - Being authentic.
4. When faced with choices, we make sound decisions knowing they will be subject to scrutiny.

### 3.4 Our Behaviours

- **Human kindness connects us.** We genuinely care about making life better for our customers, our communities and each other. Understanding problems and finding smart solutions. Treating others how we'd like to be treated ourselves. Nothing matters more than people.
- **Curiosity propels us.** We're inspired by innovation. Driven by the great "What If". The better way. This makes us look under every rock. Consider things from every angle. It sets us apart and moves us forward.
- **Pointed focus sharpens us.** We are purposeful in everything we do. We fixate on the things that matter. And filter out the things that don't. Because our purpose is to touch lives, to make life better.
- **Progressive defines us.** The future belongs to those who are prepared. So we stay a step ahead by keeping an eye firmly on the horizon. Anticipating the things that are going to matter. Not just to our business, but to New Zealand. We're inclusive, authentic, empathetic and brave.

---

## 4. Our Policies

Contact has a number of policies and Guidelines that govern business conduct and how our people are expected to conduct themselves.

These include, but are not limited to, the following:

- Discrimination, Bullying and Harassment
- Anti-Bribery and Corruption
- Human Rights
- Information Security and Social Media
- Inclusion and Diversity
- External Audit Independence
- Health, Safety and Environment
- Market Disclosure
- Securities Trading

- Remuneration
  - Risk Management
  - Competition and Consumer Law
  - Confidentiality and Privacy
  - Conflicts of Interest
  - Gifts and Gratuities
  - Protected Disclosures (Whistleblowing)
- 

## 5. Compliance

Contact requires all of its employees and directors to comply with this Code of Conduct. Any actual or suspected non-compliance with this Code of Conduct will be managed using Contact's *Coaching and Discipline Guide*.

Any known or suspected instances of non-compliance should be discussed with your manager, your Leadership Team member, or the General Counsel. Alternatively, any employee who is aware of a breach of this Code of Conduct can take action in accordance with Contact's *Protected Disclosures (Whistleblowing) Policy*. People who report any such concerns in good faith are protected from discrimination or other reprisals in accordance with the Protected Disclosures Act 2000.

Directors who become aware of a breach, or suspected breach, of this Code of Conduct, should bring it to the attention of the Chair of the Board or the Chair of the Audit and Risk Committee.

Compliance with this policy will be periodically monitored by Chief People Officer and the General Counsel.

---

## 6. Review

The Chief People Officer, in conjunction with the General Counsel, shall regularly review the Code of Conduct to ensure its relevance.

---

## 7. Document control

**Approved**

July 2020

**Document owner**

Chief People Officer