



Competition and Consumer Law Policy

1. Statement of commitment

Contact Energy is committed to strict compliance with the provisions of the Commerce Act 1986, the Consumer Guarantees Act 1993, and the Fair Trading Act 1986 (together competition and consumer law). This forms part of Contact's broader commitment to observe all applicable laws.

Contact will conduct business and operations in a way which avoids:

- breaches of competition and consumer law, or
- any detrimental effect on confidence in the company's practices generally, in relation to competition and consumer law requirements.

All Contact people must observe company procedures for conducting activities related to competitors and consumers. Management will monitor those activities and ensure training of Contact people to reduce the likelihood of breaching competition and consumer law.

2. Application

This policy applies to all Contact people including employees and contingent workers (such as secondees, contractors and consultants, and service providers) of Contact and its subsidiaries. It applies at all times and is not limited to conduct within the workplace.

3. Competition and Consumer Law Compliance

Contact employees will ensure that they do not breach competition and consumer law.

Contact will support its commitment to compliance with competition and consumer law by:

- Ensuring all Contact senior management maintain an adequate knowledge of competition and consumer law and upholding strict compliance with it;
- Identifying all Contact people who are exposed to the requirements of competition and consumer law, including:
 - any form of negotiation with third parties;
 - any form of dealing with customers;
 - making representations on behalf of Contact;
 - engaging in any form of pricing discussion; or
 - being the manager of any person who has a role described above; and
 - ensuring all Contact people who are identified as having potential exposure to the requirements of competition and consumer law are provided and participate in the training and education provided by the company.

4. Accountabilities

Accountability for ensuring that all Contact people who are exposed to competition and consumer law requirements are identified, and provided with education and training rests with:

- All members of the Leadership Team and their direct reports;
- All major project managers, and any persons appointed by Contact as representatives of management committees of any joint ventures, operations or arrangements to which Contact is a party; and
- Such other Contact people who may be identified in accordance with this Policy.

The **General Counsel** is accountable for:

- Establishing and reviewing this Competition and Consumer Law Policy;
- Establishing and maintaining a system of reporting and compliance with the requirements of competition and consumer law and this Policy;
- Providing education and training in relation to competition and consumer law requirements; and
- Providing or procuring ongoing advice in respect of compliance with competition and consumer law requirements.

Contact employees are responsible for:

- Ensuring that they do not breach, or cause the company to breach, any competition or consumer law; and
- Reporting any instances of non-compliance with competition and consumer law or this Policy.

5. Related Documents

Contact people must ensure they are familiar with all of Contact's policies. This Policy should be read alongside the Code of Conduct, the *Protected Disclosures (Whistleblowing) Policy* and other policies and directives that guide business conduct. These documents can be found on the company intranet.

6. Compliance

Contact requires all of its people to comply with this policy. Compliance with this policy will be periodically monitored by the General Counsel.

Any known or suspected instances of non-compliance should be reported to your manager, a Leadership Team member or the General Counsel. Alternately, if the breach or suspected breach involves serious wrongdoing, it may be reported in accordance with the *Protected Disclosures (Whistleblowing) Policy*.

7. Document control

Approved

July 2020

Document owner

General Counsel,
Governance