



# Competition and Consumer Law Policy

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## 1. Purpose

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 seeks to identify, prevent and avoid potential:

- breaches of competition and consumer law, and
- 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.

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## 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.

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## 3. Key Principles

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

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## 4. Accountabilities

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

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

The **General Counsel** is accountable for:

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

**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.

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## 5. Related policies

This Policy should be read alongside the [Code of Conduct](#), the and other policies [and directives that guide business conduct](#). Contact's policies can be found [here](#).

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## 6. Compliance

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

Any known or suspected instances of non-compliance should be discussed with your people leader, your Leadership Team member, or the General Counsel and will be dealt with in accordance with the [Code of Conduct](#). Alternatively, any employee who is aware of a breach of this policy can take action in accordance with Contact's [Whistleblowing Policy](#).

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## 7. Document control

**Approved** September 2024

**Document owner** General Counsel, Corporate Affairs