



Health and Safety Policy

1. Purpose, Our Tikanga guides us

We strive to deliver excellent Health and Safety performance through effective leadership that empowers our people to develop smart solutions that lead to safe and healthy work practices. We believe that this outcome is achieved by integrating health and safety into the design, planning and execution of our work.

2. Application

This policy applies to all Directors and employees (including any secondee, contractor or consultant) of Contact (collectively 'employees').

3. Key Principles

- We care deeply about the health, safety and wellbeing of our people and strive to minimise any health and safety impacts on our customers and communities. We act professionally at all times, in accordance with laws and regulations.
- We work with our people to create relationships with our suppliers, service providers, contractors, and business partners that enable us to collaboratively develop and improve safe and healthy ways of working.
- Our plant, operations and sites are safe to run. The risks to our people, communities and business are identified, assessed, and effectively managed.
- By focusing on learning and improving, we continually seek to strengthen our resilience and capacity to fail safely. We provide the resources required to achieve our Health and Safety strategic objectives.
- Safety is a core part of everyone's job and is a shared ethical responsibility. Through consultation and participation with our workers we work collaboratively to positively impact Health and Safety performance and outcomes. We generate an environment where it is psychologically safe to speak up.
- We identify emergency and crisis scenarios, testing and reviewing the effectiveness of our controls through emergency drills and exercises which involve our people, business partners and external agencies.
- Ngā Kawenga Whakaruruhau o Contact (Our Health and Safety Management System Commitments) describes how we protect our people, our business partners, and the communities we work in. Our Contact Health & Safety Management System is designed to ensure we meet these commitments and continually improve our practices.

4. Review and Measurement

Our Health and Safety Strategy is reviewed on an annual basis and initiatives to achieve the strategic objectives are developed by the Health and Safety Team. Each year the Health, Safety and Environment Committee reviews and endorses the Health and Safety Strategic Plan. Regular progress updates are provided to the Board throughout the year. We develop quantitative Health and Safety performance metrics that help us understand the resilience of our business and allow us to direct and prioritise resources to improve our performance.

5. Compliance

Compliance with this policy will be periodically monitored by the Chief People Experience Officer. Any known or suspected instances of non-compliance should be discussed with your manager, your Leadership Team member or the Chief People Experience Officer 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](#).

6. Document control

Approved by the Contact Board of Directors May 2023

Document owner Chief People Experience Officer

Date of next review May 2025