



# Stakeholder Engagement Policy

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## 1. Purpose

We put our energy where it matters. This policy outlines Contact's key stakeholders and provides guidance to our employees and contingent workers on who manages key relationships, and how to appropriately engage with various stakeholder groups. It also expresses to our stakeholders what to expect from us, and our interactions with them.

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## 2. Application

This policy applies to all directors, employees and contingent workforce of Contact and its subsidiaries.

It should be read in conjunction with our Tikanga, the Corporate Communications Policy, the Health, Safety and Environment policy, the Brand guidelines and the various stakeholder engagement plans developed and owned by the teams named in this document.

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## 3. Key Principles

In line with our Tikanga all engagement with stakeholders should be underpinned by the following principles:

- We maintain positive relationships based on trust;
  - We are open, honest, transparent and clear in all our communication;
  - We listen with empathy and respond with kindness;
  - We are proactive;
  - We maintain Contact's positive reputation, and seek opportunities to grow it;
  - We balance the views and needs of our broader stakeholders;
  - When in doubt, and/or dealing with a difficult issue we go back to our Tikanga to guide us.
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## 4. Stakeholder engagement at Contact

Contact relies on positive relationships with a wide range of stakeholders to create value and deliver on its strategy. Everyone at Contact has a responsibility to work constructively with our stakeholders.

While we engage with a range of people on a daily basis, our key stakeholder groups are identified as those major groups who are impacted by our business, or, who have a stake in how we operate. These groups are also named in our Tikanga, alongside the commitments we have made to each.

We aim to work with them to understand opportunities and risks, to inform our strategy, to deliver shared value, and ultimately form enduring relationships that help us deliver on our business objectives.

The following table outlines the key stakeholder groups that we manage, and which team within Contact has the principal responsibility to manage those relationships. In some cases, we have dedicated lines of communication for particular stakeholders. These are also listed in this table.

Stakeholder group	Accountable LT member	Key relationship holder	Key communication channels:
Customers	Chief Customer Officer	Customer team	Contact's website Customer contact numbers Contact mobile app
Investors	Chief Financial Officer	Investor relations	<a href="mailto:Investor.centre@contactenergy.co.nz">Investor.centre@contactenergy.co.nz</a>
Employees	Chief People Officer	People and Safety	0800 424 345 <a href="mailto:employeeline@contactenergy.co.nz">employeeline@contactenergy.co.nz</a>
Local communities	Chief Generation Officer	Sustainability	North Island: 0800 000 458 South Island: 0800 66 33 35
Tangata Whenua	Chief Generation Officer	Sustainability	<a href="mailto:Taria.Tahana@contactenergy.co.nz">Taria.Tahana@contactenergy.co.nz</a>
Government, regulatory and political	Chief Corporate Affairs Officer	Corporate Affairs	<a href="mailto:Chris.Abbott@contactenergy.co.nz">Chris.Abbott@contactenergy.co.nz</a>
Media	Chief Corporate Affairs Officer	Corporate Affairs	<a href="mailto:media@contactenergy.co.nz">media@contactenergy.co.nz</a>
Partners & Suppliers	Chief Financial Officer	Finance	<a href="mailto:Tejan.Vallabh@contactenergy.co.nz">Tejan.Vallabh@contactenergy.co.nz</a>

We recognise different stakeholders require different ways of engagement. This includes the frequency and channels.

For each of the stakeholder groups named above, Contact develops a stakeholder engagement plan which outlines proactive engagement activities for each group for 1-5 years. These plans are held by the teams named above, and are reviewed regularly (every 1-3 years).

In addition to these plans, some projects may require specific project-based stakeholder engagement plans. When developing these it is important to seek guidance from the teams named above to assist in identifying and prioritising key stakeholders with each group. This also ensures a consistent approach.

Guidance on 'tone of voice' can also be found in Contact's brand guidelines.

#### Managing risks

There are times when difficulties arise. When dealing with difficult or confrontational stakeholders it is important to follow the appropriate Contact guidance and, if required, seek support and assistance from your Manager or the appropriate stakeholder relationship manager named above.

Complaints from stakeholders can be channelled through to the appropriate team via the contact lines noted here. Any complaint should be acknowledged within 2 days of being received, with a response as soon as is practical (and within 5 working days at the latest).

- Local community - North Island: 0800 000 458
  - Local community – South Island: 0800 66 33 35
  - Investors – [Investor.centre@contactenergy.co.nz](mailto:Investor.centre@contactenergy.co.nz)
  - Customers – <https://contact.co.nz/support/complaints>
  - Employees – [employeeeline@contactenergy.co.nz](mailto:employeeeline@contactenergy.co.nz)
  - Media – [media@contactenergy.co.nz](mailto:media@contactenergy.co.nz)
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## 5. Compliance

Contact requires all employees and directors to comply with this policy. Compliance with this policy will be periodically monitored by Corporate Affairs.

Any known or suspected instances of non-compliance should be discussed with your manager, your Leadership Team member, Chief Corporate Affairs Officer or the General Counsel. Alternatively, any employee who is aware of a breach of this policy can take action in accordance with Contact's Protected Disclosures (Whistleblowing) Policy.

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## 6. Document control

**Approved**

June 2022

**Document owner**

Chief Corporate Affairs  
Officer