



Wellbeing Policy

1. Our Tikanga guides us

Contact is committed to fostering a working environment and culture which supports and nurtures the health and wellbeing of our people. We aim to promote processes and positive workplace behaviours which improve our mental and physical health environment and culture, and to identify, eliminate, or minimise harmful processes and behaviours.

Contact believes that physical and mental wellbeing is at the core of a healthy, balanced and positive workplace and that our people are more productive, healthier, and less stressed when their wellbeing is properly supported. Our wellbeing framework is designed to protect and promote wellbeing throughout the business.

2. Application

This policy applies to all directors, and employees who work at Contact (collectively 'employees').

3. Key Principles

3.1 Mental and physical wellbeing

We will promote mental and physical wellbeing and prevent psychological and physical harm in the workplace by:

- Encouraging a culture of openness – providing avenues for our people to speak up about any concerns at any time and be heard, both via internal resources and external mental health experts who can provide specialist information and support services.
- Partnering with a range of external wellbeing professionals to provide a holistic view of wellbeing based on best practice and an insight-based approach.
- Recognising that family violence can impact on our people in ways that affect their mental and physical wellbeing and ability to work, and providing support for affected employees through our Leave Guide.
- Providing guidance for employees and people leaders on the process and support available during periods of personal change (for example, when planning for retirement or managing mental or physical injuries or illnesses, including a return to work after time away).
- Promoting dignity at work and positive workplace relationships by not tolerating bullying, harassment, or discriminatory behaviour.
- Providing wellbeing training and education for both leaders and our people with pathways for mental, social, physical, and financial wellbeing.

- Offering a range of benefits and corporate discounts to promote holistic wellbeing and its benefits to our people.

3.2 **Work-life harmony**

We will provide systems that encourage predictable working hours, reasonable workloads and flexible working practices where appropriate, including:

- Offering flexible work practices and actively encouraging healthy work-life harmony including working from home wherever possible.
- Checking in with you at agreed times to ensure your workload is manageable, and to discuss any issues.
- Supporting opportunities for professional skills development and promotion based on career aspirations.
- Supporting you to make a positive difference within your community by offering Community Contact Leave.

4. **Review and Measurement**

Our Wellbeing Strategy and initiatives to achieve the strategic objectives are developed by the People Experience Team and reviewed on an annual basis. Each year we conduct surveys and focus groups to gain insights which shape the direction of the strategy. Regular progress updates are provided to the Board throughout the year. We develop wellbeing performance metrics that help us understand the needs of our business and track initiative objectives.

5. **Compliance**

Contact requires all employees to comply with this policy. Compliance with this policy will be periodically monitored by the Head of Operations, People Experience.

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 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 Head of Operations, People Experience

Date of next review May 2025