



Supplier Code of Conduct





Supplier Code of Conduct – June 2024

At Contact, we have a vision for creating and contributing to a better Aotearoa New Zealand. Touching lives, to make life better, is what we are committed to doing every single day. We want to deal with suppliers who share this goal and our commitments to making Aotearoa New Zealand a better place.

This Supplier Code of Conduct (Code) outlines Contact's minimum expectations of all suppliers (including all sub-contractors of suppliers) that provide goods or services to Contact. Suppliers will be responsible for informing and educating their employees, agents, and contractors on the expectations in this Code, verifying compliance with it and acting in response to non-compliance.

Code thresholds

- We require our suppliers to adhere to the minimum expectations outlined.
- We recommend that suppliers incorporate best practice standards which align to these expectations. This includes ensuring alignment from their partners, and in their supply chain.
- Contact will regularly request that suppliers complete self-assessments detailing their compliance with the Code. We may also ask for supporting evidence.

We expect our suppliers to:

Ethical Business

- Conduct their business activities with integrity and in accordance with all applicable laws, regulations, and ethical standards, including those relating to competition, fair trading, insider trading, bribery and corruption, privacy, and modern slavery.
- Not engage in corruption, bribery, extortion, money laundering, or unethical activities.
- Comply with all sanctions, prohibitions or restrictions under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, United States of America, Australia or New Zealand.
- Act ethically in all business dealings including payment of suppliers, and not enforce any unfair contract terms.
- Disclose any actual, perceived, or potential conflict of interest to Contact.
- Have a process for allowing employees to raise concerns which is confidential and free from reprisals.

Labour and Human Rights

- Comply with all laws relating to human rights in dealings with employees and business operations.
- Ensure employees are not subjected to discrimination based on ethnicity, religion, gender, disability, age, marital status, sexual orientation, country of birth or any other reason.
- Not engage any employees who are forced, non-voluntary or child labour.
- Ensure wellbeing of employees is maintained in respect of working hours, minimum wage, and overtime legislation.
- Ensure all employees are legally entitled to be working in the locations they are employed.
- Ensure all employees have freedom of association and protect collective bargaining rights.

Environmental Sustainability

- Comply with all applicable environmental laws, regulations, and standards of the country where they do business.
- Conduct their business and operations in a way that reduces their greenhouse gas emissions, waste disposal and pollution.
- Actively attempt to minimise their impact on the environment over time, both in internal operations and across supply chains.
- Avoid impact on Aotearoa New Zealand's unique biodiversity.
- Support Aotearoa New Zealand to achieve its emissions reduction targets by proactively identifying opportunities to reduce emissions in their own business.

Health, Safety and Wellbeing

- Comply with all applicable health and safety laws and regulations.
- Provide a safe working environment for all employees, visitors and third parties.
- Implement health and safety policies and procedures to support the safety and mental wellbeing of their people.
- Ensure all staff entering Contact Energy sites have all necessary certifications and make this information readily available.



Business Continuity

- Have plans in place to ensure continuity of services to Contact when unexpected events disrupt normal business operations.

Information security and privacy

- Comply with Contact's requirements as they relate to confidentiality, personal information, data privacy, intellectual property and security systems and processes.
- Have effective and up to date technology, security controls, testing and governance in place to protect both Contact Energy and supplier digital environments from cyber threats.
- Ensure there is an effective security awareness and training programme in place for their workforce, including third parties and contractors.
- Notify Contact immediately if they identify any security vulnerabilities, potential weaknesses or incidents that might affect Contact, or the quality of service provided to us.

Raising Concerns

Contact encourages our suppliers, and their employees or sub-contractors, to email us at responsible.procurement@contactenergy.co.nz with any concerns or questions about compliance with our Code.

We will work with you to find mutually acceptable solutions to any issues identified, but where a supplier fails to comply with this Code without a satisfactory resolution plan, we may cease trading with that supplier or choose not to select that supplier in the future.