

Meridian Energy

Code of Conduct

How To Be – 2020



Meridian.

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Chief Executive Message

As individuals, we all have our own moral compass that defines what is, and what is not, acceptable behaviour. In corporate life, it is also important that the organisations we work for define the behaviours expected of us and those that will not be tolerated.

For Meridian, this is crucial given our purpose is to deliver “Clean energy for a fairer and healthier world”. We believe this statement best reflects Meridian and what we stand for but to achieve it requires collaboration and cooperation with a wide range of customers and stakeholders. We cannot do this without integrity. Integrity is at the core of Meridian’s Code of Conduct: this means that all our stakeholders know that we observe principles of common decency and that we are people of our word.

It is crucial that we all understand and are definitive about what is expected of us in our dealings with each other, our customers, suppliers and the communities that we work in. By adopting this Code of Conduct, we are publishing a set of expectations for both ourselves and others to measure our actions against. A lot of thought has gone into it and I would like you all to read it and thoroughly understand the expectations, all of which should be consistent with our purpose and expected behaviours – Be Gutsy, Be a Good Human and Be in the Waka.

Neal Barclay
Chief Executive Meridian Energy Limited

Our behaviours

Meridian is an integrated renewable energy company with headquarters in New Zealand and operations in Australia and the United Kingdom; one of New Zealand's largest companies and the country's biggest electricity generator. Our purpose is clean energy for a fairer and healthier world. Integrity is essential to the way we work and to our success. We value customers, safety, sustainability and people and our Meridian behaviours lie at the heart of How to Be.



Play fair and show that we really care.

We are good humans who play fair and show that we really care. We have each other's back, are inclusive and kind. We give our all in the pursuit of goodness.



Make big calls and back big ideas.

We dare to challenge the norm and raise the bar. We strive to do better and go further by being courageous and making it happen. We're honest in our approach, rigorous in our performance and ambitious in our objectives.



Paddle hard ourselves but really paddle for all.

We're one team in one waka, paddling hard for ourselves but also paddling for everyone. We share the load knowing we're part of one tribe, and knowing we go further when we work together.

Our code, your code

What is the Meridian Code of Conduct?

The Code of Conduct defines the behaviours expected of us when conducting our work.

Who must follow the Code?

If you are a Meridian Group employee or board member, you must understand and follow the principles and requirements in this Code. Meridian will support you by providing training and information on the Code.

Managers' responsibility

Managers must act as role models in adhering to and demonstrating the behaviours outlined in the Code. They must ensure the people they manage understand and adhere to the Code. This includes supporting employees who raise questions or concerns.

What does the Code cover?

This Code sets standards and serves as a tool to help employees and board members understand Meridian's internal policies and its legal and regulatory obligations. The Code is not a substitute for meeting our policies and legal obligations. You should always comply with the law and internal policies as they apply to you in your role. It also does not remove the need to use common sense and good judgement.



Raising a concern

If you have any questions about the Code or concerns that it is not being followed you should raise them with your manager. Alternatively, you can contact the People Team, the Meridian Legal Team, or a member of the executive team. You can also call our dedicated whistleblowing number (0800 327 669), managed externally by the Employee Assistance Program, to report serious wrongdoings without fear of disadvantage or reprisal.

Non-retaliation

It is in Meridian's best interests that employees report breaches of the Code. Meridian will not tolerate any behaviour that discourages someone from reporting a breach or is seen as retaliation to a reported breach.

What happens when a concern is raised?

This will depend on the nature of the concern. Once you have spoken to someone you may be able to resolve the concern yourself. If not, you will be advised on the next steps. At all times the confidentiality of any information you provide will be respected.

Breaches of the Code

If you feel there has been a breach of the Code Meridian encourages you to come forward with concerns. Any breach of the Code is viewed as a serious matter that must be addressed by management and may lead to disciplinary action, including termination of employment.

Need more information

- Contact your manager
- Contact the People Team, the Legal Team or any member of the executive team
- Refer to Meridian's Whistleblowing Policy which sets out how to raise concerns about actual, suspected or anticipated wrongdoings within the Meridian Group.

A guide to making business decisions at Meridian

In every business decision you make you should ask yourself

Am I acting in accordance with the law?

Yes

Am I acting in accordance with Meridian's values, expected behaviours, policies and practices?

Yes

After using common sense and good judgement does it feel right?

Yes

Am I comfortable with my name being associated with this decision?

Yes

Would Meridian be comfortable should it appear in the media?

Where you cannot answer "Yes" you should always seek guidance from your manager.

**We
value
people.**



People

Meridian's principal objective is to operate as a successful business. Meridian's success depends on its employees so it's very important that Meridian can attract and retain skilled and highly capable employees.

We must all use good judgement to enhance trust, respect and the reputation of Meridian including giving the proper attention to the matters in our roles.

Meridian aims for a workplace where:

- We look after the health, safety and wellbeing of ourselves and each other
- We are each responsible for our behaviour and accountable for our choices
- We value and respect each other and work together for the good of the Company
- We meet commitments to shareholders, customers and other stakeholders
- Our employment practices promote and respect fundamental human rights in accordance with the UN Global Compact.
- We uphold and enhance the reputation of Meridian.

Diversity and inclusion

Meridian will always hire the best person for the role. Meridian recognises that building a diverse and inclusive workplace culture will result in enhanced relationships with stakeholders, better customer service, improved financial performance and a stronger corporate reputation. It also provides us with the opportunity to attract and select the very best talent available from the widest possible pool.

Meridian is dedicated to creating and maintaining an inclusive environment where all of our employees are encouraged to reach their full potential and individual differences are valued and respected.

Meridian aims for a workplace where:

- Everyone is treated fairly, with respect and dignity, and without discrimination
- We use training and other programmes to support workforce diversity
- We actively and openly celebrate diversity so people can be their whole self at work
- Employment, development opportunities and promotion are offered and provided on merit
- Employees and applicants for employment will be treated and evaluated according to their skills, qualifications, abilities and aptitudes
- We recognise and reward for high performance
- We provide flexible working practices to support our diverse and inclusive work environment
- We reward competitively.

Harassment and bullying

Meridian does not tolerate any form of harassment or bullying. This includes any uninvited or unwelcome behaviour which offends, humiliates or intimidates another person either in the workplace or at work related functions, or in interactions with external parties.

Q:

I am recruiting for a position for a telephone sales role. I have received a CV from an individual with a foreign sounding name, I don't know if they speak good English or not. They have good qualifications and experience but I'm worried they will be hard to understand if talking to our customers. Should I still shortlist the candidate?

A:

We always hire the best person for the role. Any decision based on factors unrelated to ability to perform the job, for example ethnicity, is inconsistent with Meridian's commitment to diversity not to mention unlawful. We want to make sure biases or stereotypes don't influence our actions or decisions.



We do:

- Hire the best person for the role.
- Demonstrate fairness, integrity and respect in all our actions.
- Embrace diversity in our recruitment and promotion processes, as well as in our day to day working environment.
- Promote an inclusive work environment, actively celebrating diversity and eliminating harassment and bullying.



We don't

- Tolerate unlawful discrimination of any type.
- Breach the human rights of our employees or others we deal with.
- Behave in a manner that could reasonably be perceived as offensive, insulting, intimidating, malicious or humiliating.



Need more info?

- Contact your manager, the Legal Team or the People Team.
- Refer to the Recruit Meridian Talent (People Team Toolkit) via *Wired*.
- Refer to the Diversity and Inclusion Policy via *Wired*.
- Refer to the Whistleblowing Policy via *Wired*.
- Refer to the Harassment and Bullying (prevention) Guidelines via *Wired*.
- You may access Meridian's Employee Assistance Programme.

**We
value
safety.**



Safety, health and wellbeing

Meridian is committed to world class performance in safety and health. Everyone should go home each day safe and well.

Safety at Meridian is everyone's responsibility and together we will develop an environment where safe ways of working are supported and encouraged as the way we do things around here.

Meridian's responsibilities

- Reducing risk and preventing incidents, occupational illnesses and injuries by providing appropriate safety and health standards, procedures and systems .
- Ensuring people are trained and competent to do their job (or are under direct supervision if not).
- Setting and monitoring company-wide safety and health targets and reporting them on an ongoing basis.
- Ensuring the safety of members of the public and contractors on our sites.
- Promoting the broader benefits of wellbeing to our employees, and acknowledging mental health as part of that.
- Ensuring safe working practices and processes are in place when completing work on a customer's site.

Employee responsibilities

- Working safely, speaking up and challenging unsafe behaviour and stopping work if they are concerned something is not safe.
- Respecting the Fatal Risks and their controls.
- Being fit for work by following the Drug and Alcohol Policy, making sure they're not fatigued, and are managing their health and wellbeing.
- Using the right tools, equipment and PPE as required and appropriate for the job.
- Assessing the risk and planning their work to ensure safety of themselves and others at all times.
- Supporting customers to understand the risk when they're working with electricity at home.

Q:

You have a long drive for work after a tiring day. What should you do?

A:

Don't drive if you're fatigued, talk to your manager to find a way that you can take an appropriate break before you set off.

Q:

A contractor insists that the only way they can meet Meridian's required outage schedule is by not following some safety procedures. What should I do?

A:

Breaking safety procedures is unacceptable. You must insist the contractor meets all safety procedures.



Need more info?

- Contact your Manager or Safety and Health Representative or check out the Safety and Health section on our intranet.
- Refer to the Safety and Health Policy via *Wired*.
- Refer to the Safety and Health Manual via *Wired*.
- Refer to the Drug and Alcohol Policy via *Wired*.
- Refer to the Fatal Risks via *Wired*.
- Refer to the Non-negotiables via *Wired*.

**We value
sustainability.**



Environment, community and external communications

Meridian's purpose is to create clean energy for a fairer and healthier world and our commitment to renewable energy is at the very heart of that.

Meridian recognises the important role that communities play in enabling us to maintain our "licence to operate" our assets over the long term.

Environment

Meridian is committed to environmental management, including complying with resource consent conditions across our operating assets to manage the effects of our operations.

We focus on the areas where we believe we can make the biggest difference to the environment, our customers and our stakeholders. This starts with our commitment to renewable energy generation and continues through the priority we place on having sustainable practices embedded across our business.

Meridian aims to:

- comply with all environmental legislation
- reduce waste and emissions in all activities across our business
- be an industry leader in climate action through efficient and sustainable use of resources
- contribute economically to the success of the communities in which we operate by running an efficient and commercially sound business.

Communities

Meridian is committed to:

- engaging openly and honestly with our stakeholders, and particularly with those people affected by our operations and activities
- contributing to local communities, and to the broader community through national sponsorships and community funds



- engaging openly and honestly with all the communities in which we operate.

Donations

Donations may only be made with Board approval and must be documented, approved and subject to transparent assessment procedures.

Political donations and activities

Meridian will not make political contributions and will not participate directly in the activities of political parties.

If you wish to take part in political activities you must do so in a manner that does not compromise your duties to Meridian.

Communicating externally

Meridian ensures that the public, investors and stakeholders are kept informed about our activities.

Communicating with the media, investors and analysts is the responsibility of authorised Meridian spokespersons. Meridian investors and analyst queries should be referred to Corporate Communications and/or Investor Relations as appropriate.

As a company listed on stock exchanges, Meridian is required to continuously disclose to the markets information that could reasonably be expected to have a material effect on the price of Meridian's securities. All employees are required to be aware of their obligations under Meridian's Market Disclosure Policy.

Meridian aims to:

- provide timely and accurate disclosure of information to investors
- communicate with the media and investors in an accurate and consistent manner.



We do

- Encourage the use of sustainability principles in company practices and processes.
- Report media inquiries promptly to the Corporate Communications team.
- Report investment inquiries promptly to the Investor Relations Manager.
- Think about whether a matter may need to be disclosed under the Market Disclosure Policy and if so, alert the Legal Team.



We don't

- Allow Meridian assets or resources to be used for any activity that could be perceived as political.
- Speak on behalf of Meridian to the public – including, but not limited to, the media and members of the investment community – unless you are specifically authorised to do so.



Need more info

- Refer to the Sustainability Policy via *Wired*.
- Contact your Manager, Corporate Communications or Investor Relations Teams.
- Refer to the Media Policy via *Wired*.
- Refer to the Shareholder Communications Policy via *Wired*.
- Market Disclosure Policy via *Wired*.
- Meridian's Social Media Guidelines via *Wired*.

Q:

A reporter for a local newspaper has asked me to answer some questions about Meridian. I think I know the answers to their questions. Should I speak with them?

A:

Contact Corporate Communications first. They will be able to advise you if you are the right person to answer the reporter's questions.

Q:

A 'friend' has made a barbed comment about a recent profit by Meridian on my facebook page. What should I do?

A:

Contact Corporate Communications first. Even though this is your personal account this is a comment about the company you work for and your response could be seen as representing Meridian's view. Corporate Communications will be able to advise you on whether it is appropriate to respond and what you can say.

Working with suppliers and third parties

Meridian will source, engage and manage suppliers in a professional, consistent and fair manner, getting the best overall value for Meridian.

We also monitor the performance of suppliers and third parties against those requirements.

We seek suppliers and business partners who:

- ensure work is done safely – the number one priority in every situation
- pursue social, environmental and economic sustainability goals in the delivery of their goods and services.
- meet Meridian's business objectives
- provide the best overall value over the life of the goods/services
- carry out their business in a transparent, auditable, consistent and responsible manner
- commit to following Meridian's Supplier Code of Conduct (available via *Wired*)
- comply with the law
- effectively manage supply risk
- are reputable and will withstand public scrutiny
- align with Meridian's brand or reputation



We do

- Ensure the appropriate procurement procedures have been followed.
- Engage suppliers and business partners who provide the best overall value over the life of the goods/services.
- Seek competitive offers and objectively assess market capability and sustainability impacts.



We don't

- Do business with suppliers or business partners who break the law or don't work safely.
- Sole source work without appropriate sign off.
- Roll over contracts without considering other alternatives.
- Pressure suppliers into unfair contracts.



Need more info

- Contact your manager or the Procurement and Property Manager.
- Refer to the Procurement Policy via *Wired*.
- Refer to the Preferred Supplier List via *Wired*.
- Refer to the Supplier's Code of Conduct.

Q:

There is a supplier we have used for a long time and their contract is coming to an end. Can I just enter into a new contract with the same supplier?

A:

You should always consider the criticality of the good or service to Meridian, any risks, the capability of the market the supplier operates in, and how much we spend with the supplier. You should also ensure a decision is in line with the Procurement Policy and financial thresholds, or have consulted with your manager or a procurement specialist and recorded the outcome.

We value
customers.



Documentation and reporting

All data, documents or reports collected, created, written or maintained by Meridian employees must be honest and accurate.

Intentionally falsifying, concealing, altering or creating misleading information is not an acceptable practice.

Therefore, Meridian employees must:

- comply with accounting and financial reporting rules and laws
- ensure all transactions are recorded accurately and truthfully
- ensure that all records are retained and disposed of according to Meridian's record management policies.



We do

- Keep good records i.e. records that are accurate and complete.
- Comply with accounting rules.
- Cooperate fully with our auditors.



We don't

- Create false or misleading records, including by omitting relevant information.



Need more info

- Contact your manager or the Meridian Legal Team.



Be aware of

Disposing of documents and records without knowing what is being discarded or how long those documents or records must be kept for legal reasons. If in doubt, speak to a member of the Legal Team.

Conflict of interest

Our private interests should not conflict with our responsibilities to Meridian. In conflict situations, perception can be as important as reality. You should always consider how your actions might be perceived by others.

Examples of potential conflicts of interest include:

- where you hold another job
- where you own or work for a company or other entity involved in similar work, or work connected to that undertaken by Meridian
- where family and friends are in some way connected to Meridian (for example through consulting arrangements)
- investments you or your family may hold which could impair your ability to make impartial decisions when working for Meridian
- offering or receiving gifts, hospitality and entertainment
- pursuing business opportunities you become aware of through your Meridian employment for your personal benefit, or to benefit family members.

We must not act in a way that could create a perception of conflict of interest. We must disclose all actual or potential conflicts to our immediate manager as soon as we become aware of them.

Your manager will ensure that the possible conflict is properly reviewed and the decision recorded. The decision may be that you cannot continue to be involved in matters relating to the possible conflict.

Remember: if there is any doubt at all you should disclose the matter to your manager.



We do

- Remember to consider how something might be perceived by an outside observer, and act accordingly.
- When in doubt, disclose possible conflicts and let someone else make the decision on how best to proceed.



We don't

- Own or work for companies engaged in business with Meridian without disclosing this information.
- Hire, promote or directly supervise a relative or friend, unless we have disclosed this and received appropriate authorisation.



Need more info

- Contact your manager or the Meridian Legal Team.

Q:

What should I do if a family member or friend is associated with a supplier seeking to do business with Meridian and I am in a position to influence the decision?

A:

Inform your manager of the potential conflict of interest and step out of the decision making process.

Gifts, hospitality and entertainment

We do not accept offers of gifts, hospitality or entertainment where it could be construed as giving others some kind of “hold” over us or influence how we run our business.

Meridian employees must therefore be extremely careful when accepting gifts, hospitality or entertainment.

Sometimes, the giving and receiving of occasional modest gifts, hospitality or entertainment is perfectly acceptable as a means of developing good relationships. But if there is any risk of an allegation of improper behaviour such gifts, hospitality or entertainment must be disclosed and discussed with your manager and potentially refused. As a guide, the higher the monetary value of the gift, hospitality or entertainment, the more likely you will need to refuse it. Anything worth more than

\$100 per person is not modest and should be disclosed and discussed with your manager and the decision recorded.

Ultimately, the giving of gifts, hospitality and entertainment could expose a Meridian employee to allegations of bribery or corrupt practices. As an employee of Meridian you must never solicit, accept, offer, promise, or pay bribes whether directly or through a third party. This is against the law and could severely damage Meridian’s reputation.



We do

- Discuss anything worth more than \$100 per person with your manager and record the decision.
- Use good judgement in deciding whether gifts, hospitality or entertainment could be perceived as improper.
- Refuse to accept gifts, hospitality or entertainment if they are not modest and occasional.



We don't

- Accept gifts, hospitality or entertainment from organisations bidding to supply Meridian.
- Request a gift, hospitality or entertainment of any supplier or third party.



Need more info

- Contact your manager, People Team or Meridian Legal Team.

Q:

A company who is seeking to do business with Meridian has invited me to a hosted event in a corporate box. Should I accept this?

A:

You should seriously consider the timing and intent of the offer and how this reflects on Meridian's brand and reputation. You should inform your manager so the decision is properly reviewed and recorded.

Personal information and privacy

Meridian respects the privacy of individuals. We only collect and use personal information as permitted by the law.

Meridian has practices and controls in place to ensure that the personal information of its customers, our employees and others whom we do business with is respected and not used or shared inappropriately.

During your employment at Meridian you will encounter information which is confidential to Meridian. This may be of a commercially sensitive in nature such as new ideas or proposed projects. This type of information must not be disclosed to people outside of Meridian, the obligation to keep this type of information confidential does not end if you leave Meridian.

If you have any doubt about the handling of personal or confidential information, consult the Meridian Legal Team.

Be aware of

Other legal requirements which may apply to personal information. If you are unsure, seek advice from the Meridian Legal Team.



We do

- Treat Meridian's information and business activities and that of our customers, partners and suppliers as confidential.
- Only access and use personal information for proper work-related reasons.



We don't

- Provide personal information to anyone outside of Meridian without the proper authorisation.
- Conduct reference, credit or security checks without the proper authorisation or consent of the individual.
- Encourage rumour or insinuation.



Need more info

- Contact your manager, the People Team or Meridian Legal Team. or Meridian Legal Team.

Using Meridian's resources

All Meridian employees are in a position of trust and should recognise our responsibility to protect Meridian's resources, including its information. Excessive, wasteful or inappropriate use of resources, or disclosure of information should be avoided.

We behave honestly and reasonably with Meridian's resources. This includes Meridian's property, financial resources, information and equipment (such as cars, mobile phones, tablets and computers).

We aim to:

- ensure precautions are taken to prevent theft, misuse or damage of such resources.
- ensure appropriate precautions are taken to protect Meridian's confidential information.
- advance Meridian's business interests and never compete with Meridian or use its resources or your position for personal gain responsibly use Meridian's resources and equipment.
- only commit Meridian's resources in accordance with delegated authority as outlined in the Delegated Authority Policy.
- act with the highest standards of integrity when purchasing, coding and approving discretionary expenditure or expense claims.

Information Technology systems

It is the responsibility of every employee to respect and maintain the security of the company's information systems and to ensure that our behaviour does not result in corruption of our own or other staff members' data or the introduction of malicious software, eg viruses.

The Company provides access to the Internet and email primarily for business use, and you should use it primarily for the purposes for which you are employed. Occasional and reasonable personal use is permitted, provided that this does not interfere with the performance of your duties.

Obscene, offensive, abusive or threatening language in e-mail is not permitted. All e-mail is stored and Meridian has a right, though not a duty, to inspect e-mail (including personal e-mail) at any time without notice.

Downloading, storing or transmitting any inappropriate or pirated material or software is not permitted in any circumstance.

Meridian's information security requirements are set out in the Information Security Policy, if you are unsure about use of a IT system or have believe your IT system may have been compromised please contact Meridian's Group Information Security Manager or the Meridian Legal Team.



We do

- Take care to prevent waste, loss, damage, misuse, theft or misappropriation of Meridian resources.
- Comply with applicable Meridian requirements regarding the use and transfer of Meridian resources.
- Demonstrate integrity in submitting and approving discretionary expenditure or expense claims.



We don't

- Spend Company money that we don't need to.
- Commit Meridian to contractual obligations that are beyond the scope of our authority.
- Ignore security complaints or inadequate security procedures or practices that may present threats to Meridian resources; immediately raise the matter with your manager.
- Access, send, upload or download inappropriate material.
- Misappropriate or misuse equipment (such as cars, mobile phones and computers) for personal gain or other business interests.



Need more info

- Contact your manager.
- Refer to the Discretionary Expenditure Guidelines via *Wired*.
- Refer to the Delegation of Authority Policy via *Wired*.
- Refer to the Security Policy via the intranet.

Trading environment

Meridian will engage in fair competition.

Meridian complies in full with all competition laws.

In all dealings with third parties you are required to ensure you do not breach competition laws.

Penalties for breach of competition laws include fines for Meridian and imprisonment for the individuals involved. Such behaviours are regarded by Meridian as serious misconduct and may lead to disciplinary action including dismissal.

Be aware of

Discussing or referring to Meridian's pricing or trading strategies in front of competitors, even in general terms.



We do

- Make pricing decisions independently.
- Consider how interacting with competitors might be perceived.



We don't

- Discuss or agree prices with competitors.
- Agree to restrict output.
- Discuss proposed bids with competitors.
- Discuss Meridian's commercially sensitive information with competitors.



Need more info

- Contact your manager or the Meridian Legal team.

Q:

I am attending an industry conference. At the conference, it is quite common for industry participants to exchange price forecasts with each other. Is this permissible?

A:

Discussing Meridian price forecasts is not permissible. You should leave the discussion immediately.

Insider trading

In performing your job, or simply from being in a Meridian workplace, it is possible you may come across information which, if publicly available, could affect the price of Meridian's securities (including shares and bonds) or the securities of other companies.

You should be aware at all times of your legal obligations to avoid trading or advising others to trade in securities (shares, bonds or similar) while you are in possession of "inside information" – i.e. information which has not been publicly disclosed and which could affect the price of the relevant securities or future contracts of the company concerned. Trading or advising others to trade in these circumstances is "insider trading". It is a criminal offence and could expose you to criminal sanctions (including jail) and liability to pay compensation to Meridian and / or third parties.

Examples of possible inside information include:

- a significant new project
- Meridian potentially purchasing a business
- Reorganisation of Meridian's business
- Meridian's financial performance
- the introduction of a new product or service
- a possible change in Meridian's strategy
- Board or executive team changes
- a material unexpected liability which impacts Meridian or its ability to do business.

For further information, please read Meridian's Trading in Securities Policy.

We do

- Think about whether information is material and consider whether it could have an effect on the price of securities or futures contracts if it was publicly available.
- Err on the side of caution and avoid trading or advising others whether to trade if there is any doubt as to whether the information could affect prices.

We don't

- Give any inside information to anyone outside of Meridian.

Need more info

- Contact the Meridian Legal team.
- Refer to the Meridian Trading in Securities Policy via *Wired*.

Q:

I went to a meeting where our Portfolio Trading strategy was discussed and became aware of an upcoming change to Meridian's strategy which could have serious negative impacts for other industry participants. I would like to sell my shares in another industry company before the change to Meridian's trading strategy is obvious. Can I sell those shares?

A:

You should seriously consider whether you have price sensitive information. If a reasonable person would expect the information to change the price of the shares in the other company then it is more likely to be material price sensitive information. You should discuss this with a member of the legal team prior to selling (or discussing that information with any other party, including your family, trust controlled by you, and friends).

Customer service delivery

Meridian is committed to providing customers with a high quality customer experience.

We look after our customers. We do this in a professional and respectful manner to deliver the best possible service.

Meridian aims for:

- quick and efficient service
- friendly and knowledgeable service
- effective communication
- doing what we said we would
- seeking frank feedback and acknowledging its value.

Be aware of

When communicating with a customer, whether by phone or otherwise, be aware of the risk of making any statement that is false or misleading or that could be perceived as false or misleading.

Different people can interpret the same words differently. Be aware of this and ensure you communicate clearly and in a way that does not risk misleading the customer.



We do

- Undertake our duties in accordance with the Meridian Way.
- Conduct ourselves in an open and honest manner at all times.
- Provide on-going training to ensure high standards of customer service are developed and maintained.



We don't

- Make promises to customers that cannot, or will not, be honoured.
- Behave in a way that has the potential to bring Meridian into disrepute.
- Act aggressively or impatiently towards customers, no matter what the circumstances.

Q:

Despite repeated efforts to explain the situation, a customer does not understand why his bill has been amended – I am out of ideas on how to handle this. What can I do?

A:

Continue treating the customer with professionalism and respect. Seek advice from your colleagues or your manager to see if there is a different way to explain the situation that might make more sense to the customer.

Responsible marketing

Meridian believes we have an obligation to market our Company honestly and responsibly and to stay in touch with the expectations of customers and the community.

We are committed to:

- understanding our customers and potential customers and their energy behaviour, recognising their diversity and unique energy needs
- offering a portfolio of tailored products and services
- working with our customers, suppliers and product vendors to continuously improve energy outcomes
- marketing in a way that is readily understood by customers and potential customers.
- clear marketing that does not mislead customers or potential customers

Be aware of

Assuming our customers know or care how the electricity sector is organised. The electricity sector is complex and we have a responsibility to cut through that complexity and market our products and services clearly to customers.



We do

- Promote honesty, fairness and clear communication with our customers and potential customers.
- Act professionally and in accordance with all applicable law and internal guidelines in relation to marketing.



We don't

- Try to over-complicate our marketing or our products.
- Produce marketing campaigns that are false or misleading.

Q:

I have a piece of marketing material that I want to send out to stakeholders, however, I am unsure of some of the wording. What should I do?

A:

All material must go through a sign-off process to ensure Corporate Communications and Legal review. This review may answer any question you may have.

Customer complaints and dispute resolution

Meridian believes that responding to all complaints and taking onboard feedback is an essential part of improving the customer experience.

We are committed to:

- responding to and resolving all complaints in a timely manner.
- operating in accordance with industry and statutory dispute resolution schemes and mechanisms such as the Utilities Disputes Scheme and the Disputes Tribunal.
- informing customers how to make a complaint, including their right to refer their concerns to Utilities Disputes Limited if they wish to do so.
- monitoring and reporting our complaints management performance.



Be aware of

Under the UDL Scheme, the Customer Resolutions team is required to acknowledge any complaint in a timely manner. This runs from when the complaint is received, rather than when the complaint is

sent to the Customer Resolutions team, so it is important that any complaint received by another part of the business is forwarded to the Customer Resolutions team as soon as possible.

We do

- Treat every complainant with professionalism and respect.
- Keep each complainant up to date with the progress of their complaint.
- Work closely and effectively with the rest of the business to ensure a fair outcome for all parties is reached.
- Act sensitively to the differing needs of our complainants, whether they be hearing impaired, have English as a second language or require another form of support.

We don't

- Propose resolutions without first completing a thorough investigation.
- Offer resolutions that cannot, or will not, be honoured.
- Act aggressively or impatiently towards any complainant or person.

Q:

A customer has rung the Energy Centre twice about the same issue – I have not been able to resolve this for them. Who should I discuss this with?

A:

Any customer issue that has not been promptly resolved to the customers' satisfaction should be escalated to our internal complaint resolution process.



Meridian.

The Power to
Make a Difference.